

GRIEVANCE REDRESSAL MECHANISM FOR VENDOR

Purpose

The purpose of this policy is to outline the processes the Company uses to manage and respond to Vendor grievances. Management of the Company believes in the philosophy of an open-door policy in the matter of redressal of vendor's grievances. An aggrieved vendor can address his grievance under this policy.

Policy Statement and Scope

All Vendors must be treated in a fair and transparent way to redressal of grievance.

This policy is a broad guideline for the grievance redressal mechanism which shall be modified/updated time to time.

Objectives

The objective of the Grievance Redressal Procedure is to provide an easily accessible machinery for settlement of grievances and to adopt measures as would ensure expeditious settlement of grievances of the vendor leading to increased satisfaction and resulting in improved quality work with the organization.

Procedure

Types of Grievance

- 1) Pre-award grievance - Occurs when a Vendor is informed prior to contract award announcement.

Matters related with the under noted subjects will not be considered as grievances under this policy

- a. Tender Specification terms and conditions
- b. Bid Evaluation Criteria
- c. Tender Evaluation process

- 2) Post award grievance- Matters related with the statutory provisions/permission etc will not be considered as grievances under this policy and all such issues previously communicated to EIC shall also not be considered.

Timeline:

Pre-award grievance - Must be submitted within 7 days from the date of issuance of RFQ/Tender.

Post-award grievance - Must be submitted within 7 days after the issuance of Work Order/Purchase Order or actual cause of grievance when arrived.

Grievance response team – Stage - I :

The 3 members of the grievance Team shall be:

- 1) Executive of Marketing Department – Sri M Gopinath, G M
- 2) Executive of Purchase Department –Mr P. Ravi Kumar, DGM (Purchase)
- 3) Executive of Finance Department – Sri Iftekhar Ahmed , G M (F&A)

Grievance resolution process

An Executive of Marketing Department will receive and maintain the record of grievance and will forward to the member of concern department for earlier resolution. The member should resolve the issues within 15 days from receipt of grievance and intimate to Grievance response team executive for onward submission to the vendor.

Appeal

In case vendor not satisfied with resolution of grievance , the vendor may appeal to Sri T G Bharath, Chairman & Managing Director within 10 days from date of communication of committee decision.

The decision of Sri T G Bharath, Chairman & Managing Director will be communicated to the aggrieved vendor within a month of the receipt of his appeal and this decision shall be final and binding on the aggrieved vendor.