



## **Grievance Redressal Mechanism for Vendor**

### **1. INTRODUCTION**

The purpose of this policy is to outline the processes the Company uses to manage and respond to Vendor grievances. CUGL Management 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.

### **2. 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.

### **3. 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.

### **4. PROCEDURE**

#### **A. 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. BEC 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.

### **5. TIMELINES**

1. Pre-award grievance - Must be submitted within 3 days from the date of issuance of RFQ/Tender.
2. Post-award grievance - Must be submitted within 10 days after the issuance of Work Order/Purchase Order or actual cause of grievance when arrived.

## **6. GRIEVANCE RESPONSE TEAM:**

The member of the grievance Team shall be:

- An executive of the C&P department
- An executive of the Project department
- An executive of the O&M department
- An executive of the F&A department
- An executive of the Marketing department

## **7. GRIEVANCE RESOLUTION PROCESS**

### **7.1 STAGE - I**

An Executive of C&P deptt will receive and maintain the record of grievance and will forward the member of concern department for earlier resolution. The member should resolve the issues within 15 days from receipt of grievance and intimate to C&P executive for onward submission to the vendor.

### **7.2 STAGE – II**

If it is not resolved at the label of Stage-I/vendor is not satisfied with the reply of Stage-I committee, vendor can raise grievance to Stage-II committee within 3 days from the date of communication.

The member of Stage-II Committee:

	Director Commercial	Chairman
	HOD-C&P	Member
	HOD- F&A	Member
	HOD- Indenter/EIC of respective deptt	Member

The committee will examine and resolve the issue within 30 days from date of receipt of communication.

### **7.3 Appeal**

In case vendor not satisfied with resolution of grievance at Stage-II Level, the vendor may appeal to Managing Director within 3 days from date of communication of committee of stage II decision.

The decision of 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.