

# TGV SRAAC LIMITED

## 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. TGVSRAAC 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.

### 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 – Mr Kiran Dimpu, Deputy Manager
- 2) Executive of SLD Department – Mr B. Muralikrishna Reddy, Dy. General Manager
- 3) Executive of Finance Department – Sri C. Rajesh Khanna, Vice President (F&A)

**Grievance resolution process****Stage – I**

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.

**Stage – II**

If it is not resolved at the levels of Stage-I/vendor is not satisfied with the reply of Stage-I committee, vendor can raise grievance to Stage-II committee within 7days from the date of communication.

The member of Stage-II Committee:

1.	Sri N. Rengaswamy, Sr. Vice President	Chairman
2.	Mr G. Chenna Reddy, Sr. Officer	Member
3.	Sri C.V. Durga Prasad, Sr. General Manager	Member

The committee will examine and resolve the issue within 10 days from date of receipt of communication.



## Appeal

In case vendor not satisfied with resolution of grievance at Stage-II Level, the vendor may appeal to Sri K. Karunakar Rao, Executive Director (F&C) within 10 days from date of communication of committee of stage II decision.

The decision of Sri K. Karunakar Rao, Executive Director (F&C) 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.

Board approval	Date
Initial	29.05.2023

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For TGV SRAAC LIMITED



V. RADHAKRISHNA MURTHY  
C.G.M. And Company Secretary