

POLICY ON GRIEVANCE OF VENDORS

At Nagarjuna, we aim to have consistently smooth and timely supply of quality material and services at economically viable and competitive prices from various vendors with out any grievances by.

- Adopting a standard purchase policy through which orders/contracts are awarded at mutually acceptable, clearly defined terms and conditions after fair and competitive tendering processes.
- Dealing with vendors in a cordial & ethical manner aimed at a good long business relationship.
- Constituting a special body consisting of Head of the Unit, Head of Executing department, Head of Finance & Head of Materials or such other person as may be decided from time to time to receive grievances from vendors if any, that arise during execution of orders/contracts., and such grievance is dealt as follows:
 1. The communication channel shall be stipulated in the orders duly indicating the authorized officials of NFCL for addressing the grievances of vendors.
 2. The grievances so received from vendors after due verification are examined thoroughly and vendors shall be clarified or invited for discussion to understand the grievance.
 3. Depending upon the nature and genuineness of the grievance, a suitable amicable solution is evolved and communicated to vendors in line with the Company's guidelines/ legal directives and purchase policy.