



## **NTPC Limited** **Vendor Enlistment Cell, Raipur**

### **Grievance-cum-Suggestion Policy for Vendor Enlistment**

#### **1.Purpose:**

This policy outlines a structured, transparent, and time-bound framework for addressing grievances and receiving suggestions related to vendor enlistment on the NTPC Vendor Development Cell (VDC) portal — [vdc.ntpc.co.in](http://vdc.ntpc.co.in). It reaffirms NTPC's commitment to fairness, accountability, confidentiality, and continuous improvement

#### **2.Scope:**

This policy applies to:

- **Enlisted vendors** : Vendors currently registered and active on the VDC portal
- **Applicants for new enlistment or renewal**: Individuals or entities in the process of applying for new enlistment or seeking renewal of existing expired enlistment
- **Other stakeholders**: Parties directly interacting with the VDC enlistment processes

It covers:

- Procedural grievances (Eligibility, Documentation, Timelines)
- Portal-related technical or operational issues
- Constructive suggestions for process or service improvement

**Exclusion for Grievance:** Issues related to any on-going tendering process, Materials/ Services not covered under enlistment, Issues related to Purchase Orders/ Rate Contracts/ payments or personal matters.

#### **3.Definitions:**

- **Grievance:** A formal expression of dissatisfaction relating to VDC enlistment processes or services.
- **Suggestion:** A proposal or recommendation intended to improve the efficiency, effectiveness, or fairness of enlistment Process.

#### **4.Guiding Principles:**

- **Grievance Officer(s):** Primary point of contact; Responsible for receiving, Assessing, Resolution, and Closing the received Grievance.
- **Escalation Authorities:** Senior officials designated for unresolved or escalated matters.

#### **5.Submission Channel:**

Stakeholders may submit grievances or suggestions via Secure Online Form on [vdc.ntpc.co.in](http://vdc.ntpc.co.in), available under 'Grievance\_cum\_Suggestions'.

#### **Mandatory details:**

- Vendor ID (Required if registered)
- Name

- Email ID
- Mobile Number
- Supporting evidence or documents (if applicable)

#### **6. Escalation Mechanism:**

If the response is unsatisfactory or reasonably delayed without communication, grievance would be escalated to Reviewing officer internally.

#### **7. Data Protection & Privacy:**

Data will be processed only for the purpose of grievance/suggestion handling. All submitted Grievance cum suggestion should be aligned with [NTPC Policy](#) as applicable from time to time including [Standard Terms and conditions for enlistment](#), [debarment policy](#), [Fraud Prevention Policy](#).

#### **8. General Note:**

- Any grievance related to Enlistment process sent by email will not be attended to/entertained.
- The same grievance will not be entertained again and would be closed without further communication.

-----End of Policy Document-----