## **Annexure 13: Grievance Redressal Policy IIITB**

**1. INTRODUCTION**

The purpose of this policy is to outline the processes the institution uses to manage and respond to Vendor grievances. IIITB believes in the philosophy of an open-door policy in the matter of redressal of vendors’ 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 from 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 that would ensure expeditious settlement of grievances of the vendor leading to increased satisfaction and resulting in improved quality work with the organization.

**4. PROCEDURE**

**Types of Grievance**

**4.1** **Pre-award grievance** - Occurs when a Vendor is informed prior to the contract award announcement. Matters related to the under noted subjects will not be considered as grievances under this policy

a. Tender Specification terms and conditions

b. Evaluation Criteria

c. Tender Evaluation process

**4.2** **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 the grievance committee shall also not be considered.

**5. TIMELINES**

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

**6. GRIEVANCE RESPONSE TEAM:**

The member of the grievance Team shall be:

* A member of COSS, IIITB
* A member of Finance department of IIITB
* A member of the Administrative department of IIITB

**7. GRIEVANCE RESOLUTION PROCESS**

**7.1 STAGE - I**

A Member of COSS, IIITB will receive and maintain the record of grievance and will forward the member of the concerned department for earlier resolution. The member should resolve the issues within 15 days from receipt of the grievance and intimate to the Grievance response team 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, the vendor can raise a grievance to Stage-II committee within 3 days from the date of the communication.

**Members of Stage-II Committee:**

| Mission Lead | Head, COSS |
| --- | --- |
| Member 1 | CEO, COSS |
| Member 2 | CAO |
| Member 3 | CFO |

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

communication.

**7.3 Appeal**

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

The decision of the Director, IIITB 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.