

Supplier Grievance mechanism

Purpose

The purpose of this procedure is to ensure that supplier grievance is addressed and resolved in time for a long-lasting Supplier – Customer relationship. NEL recognizes and values the importance of critical suppliers for sustained business and take all the reasonable steps to improve this relationship.

Scope

The procedure is applicable to entire Navneet Education Limited including office locations, manufacturing sites and storage depots.

Reference

BRSR – NGRBC guidelines

Responsibility

The Location specific Purchase Manager and Procurement – Paper is responsible for identifying their suppliers and monitor Supplier's concerns at regular intervals, if any.

Procedure

Areas of possible Grievance from Suppliers to NEL

- Delayed payment,
- unethical demands from NEL to the suppliers,
- Corruption,
- bribery,
- Improper treatment while on site,
- favoritism,
- improper bidding process,
- Hidden clauses from NEL,
- Termination of the contract without Notice,
- Demand for unpaid services,
- invoice disputes etc.

Registration of the Supplier grievance:

All supplier related grievance can be registered at grievance_supplier@navneet.com

All the Purchase Heads (location wise) are part of this group mail id. The grievance will be addressed by the concerned Purchase Head and feedback about the action taken, shall be shared with the concerned supplier.

Grievance Resolution

Payment Delays

Grievance	Corrective Action	Preventive Measure
Late payments	Immediate release of due funds	Automated payment system
Invoice disputes	Invoice reconciliation with vendor	Standardized invoice processing system
Non-payment for services	Contractual compliance audit	Payment timeline enforcement policies

Unfair Contract Terms

Grievance	Corrective Action	Preventive Measure
Unilateral contract modifications	Contract renegotiation with mutual consent	Pre-approval process for contract changes
Hidden clauses	Transparency review with vendors	Legal contract standardization
Termination without notice	Compensation for damages (if applicable)	Fair termination policy with notice periods

Unethical Procurement Practices

Grievance	Corrective Action	Preventive Measure
Bribery & favoritism	Investigation, termination of corrupt personnel	Procurement integrity training
Unfair bidding process	Re-tendering with fair evaluation	Third-party audits of procurement
Kickbacks & conflicts of interest	Strict disciplinary action	Vendor code of conduct enforcement

Monitoring and Measurement

Supplier Grievance records and progress is checked during Management Review Meeting. The pending Grievance is taken on priority basis.

Procurement policies are updated based on the grievance trends and compliance needs.

