

## **Notice**

Coal India Ltd. (CIL) follows principles of public procurement and believes in the tenets of value creation, continuous improvement and fostering ease of doing business for its vendors / suppliers.

CIL has therefore set up "Vendor Grievance Redressal Committees" at CIL HQ and subsidiary levels for timely redressal of grievances of vendors related to supply of goods and allied services being dealt with MM division at BCCL Hq.

The grievances raised by the Vendors/Suppliers shall be followed up by CIL Hq and BCCL level Vendor Grievance Committee which shall help redress the grievances of vendor. CIL Corporate office in Kolkata will keep a close tab on the status of such grievances.

Vendors/Suppliers can email their grievances to [vendorgrievance.cil@coalindia.in](mailto:vendorgrievance.cil@coalindia.in) and the same shall be forwarded to the concerned "Vendor Grievance Redressal Committee". All efforts shall be made to expeditiously resolve the vendor grievances by regular follow up with the concerned authorities.