

"REDRESSAL OF GRIEVANCES OF TENDER PARTIES

The grievances, if any, of tendering parties shall be lodged with the co-ordinator of the Grievance Redressal Cell of CPCL, with a copy to the Tender Inviting Authority.

Name of the Co-ordinator of the Grievance Redressal Cell:

Mr.N.K.Rajamani
General Manager (Manufacturing)
Chennai Petroleum Corporation Limited
Manali Refinery, Manali, Chennai-600 068.
Phone No.044-25943652; Fax No.044-25941047

This Cell will examine the grievances and put up its recommendations to the concerned Functional Director, who will be the Grievance Officer.

Grievances regarding the pre-qualification shall be submitted to the Co-ordinator within five working days from the date of publication calling for pre-qualification bid.

Grievances regarding the Notice Inviting Tender (Challenging the condition of tender) shall be submitted to the Co-ordinator within three working days from the last date of sale of tender documents. The grievances received later than three working days will not be entertained.

Grievances regarding the tender process (other than NIT related grievances) shall be submitted to the Co-ordinator before the price bid opening.

The decision taken by the Grievance Officer will thereafter be communicated to the aggrieved party, in writing, by the Co-ordinator of the Grievance Redressal Cell.

In case the Tendering Party is not satisfied with the decision of the Grievance Officer, he will have the right of appeal against the Orders of the Grievance Officer. This Appeal will be considered and disposed of by a Committee of Functional Directors of the Company. The Tendering Party shall file his Appeal before the Co-ordinator of the Grievance Redressal Cell."
