

## **Systemic Improvements and Good Practices**

- **Verifications of Bidders' Credentials from Empaneled Independent Agencies**  
Introduction of Independent Third-Party verification and certification of documents pertaining to technical Bid Evaluation & Bid Rejection Criteria (BEC/BRC) of high value Tenders to be submitted along with the bid.
- **MSEs**
  - An annual list of goods & services planned to be procured exclusively from MSEs is hosted on the company's website.
  - Tenders exclusive for MSEs are flagged to facilitate easy identification.
  - With revised definition of MSEs, an online facility to upload the certificate and update the status by vendors has been given.
- **Bill Uploading & Tracking Facility System for Vendors**  
A link has been provided on the company's website for the vendors to upload the bills and track the status of payments.
- **Government e-Marketplace (GeM) Procurement**  
Implementation of procurement of goods & services through GeM
- **Display list of Blacklisted Vendors**  
A list of blacklisted vendors is displayed on Central Public Procurement Portal of Government of India.
- **Cheque Handling Policy & Contingency Plan**  
Formulation of Cheque Handling Policy & Contingency Plan to deal with impending cheque frauds.
- **Display of Procurement Plan**  
A 5 year tentative plan of procurement of goods & services has been hosted on the company's website.
- **Vendors' Meet and Grievance Redressal Camps**  
To address the concerns Vendors' meet and Redressal Camps are organized regularly.