



Communication- 01/June/2009, Dated 18th June 2009

Dear Vendor,

We have received your response to our Vendor Satisfaction Survey. The survey results have been encouraging. There has been improvement in the Vendor Satisfaction Index(VSI) over the previous year. For the year 2008-09, the average VSI is 8.8 on a scale of 10. We thank you all for the excellent response we have received from you. For the year 2009-10 our target is to achieve VSI greater than 9.0.

This would require improvement in our processes and faster two way communication. Your valuable suggestions in your survey response would definitely help us in improving our processes. One such suggestion is to release enquiries (RFQs) and Purchase/Work Orders promptly. This can be achieved using Information Technology as an enabler. It has therefore been decided that with effect from 15th July 2009, we will issue RFQs / POs only through our e-Procurement System. All such documents will be sent to your e mail ids which are maintained in our records. The same has also been notified on the e-Procurement site.

Further, as communicated earlier, instead of submitting manual quotes, you are requested to quote through our e-Procurement System.

However, where there are large number of items and the data cannot be transmitted through the e-Procurement System because of its technical limitations, we shall entertain manual quotes. Till the System is updated to handle such requirements, as a stop gap arrangement

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