



भारत सरकार का उपक्रम  
A Govt. of India Undertaking

# Bharat Heavy Electricals Limited

Boiler Auxiliaries Plant

Ranipet – 632406

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## ADVISORY

DT:20.11.2024

**Dear Supplier-Partner,**

To ensure a seamless and efficient seller-buyer relationship, it is crucial that a clear and dedicated channel of communication is consistently maintained between the supplier-partner and the Purchasing Department, which serves as the primary point of contact for the supplier-partners on behalf of Boiler Auxiliaries Plant (BAP), Bharat Heavy Electricals Limited (BHEL), Ranipet.

All correspondence, whether written or verbal, should be directed exclusively to the designated contracting officer, who is the single point of contact for all the supplier-partners. The established communication matrix for reference is as follows.

- 1. Dealing Officer (Purchase Department)**
- 2. Section Head**
- 3. Head of Purchase**
- 4. Head of Materials Management**

This matrix also serves as the escalation procedure for addressing any grievances or concerns the supplier-partners may have. In the unlikely event that issues are not resolved through this channel, the Head of the Unit is available for intervention.

All matters related to purchasing, including enquiries, orders, document approvals, quality plans, manufacturing clearances, progress reports, pre-despatch inspections, despatch clearances, accounting, material receipts, and payments should be directed solely to the dealing officer.

If you receive enquiries from any agency other than the Purchasing Department or from our customers, please politely redirect them to the dealing officer concerned in the Purchase Department. This will ensure continuity of business correspondence and facilitate the smooth execution of each purchase order.

Failure to adhere to this protocol may create difficulties in concluding the purchase contract successfully, potentially impacting order execution milestones and the overall process. Therefore, it is strongly advised that the supplier-partner corresponds strictly with the Purchase Department and redirects any other status enquiries to the dealing officer.

**Please note that this information is provided for reference, guidance and adherence.**

Sincerely,

**Kaushik Roy**

**SDGM (Purchase – Supplier Development Cell)**