

Numaligarh Refinery Limited

Commercial Department

[Revised policy effective from 26.05.2025]

Policy for Holiday listing/ Banning/ Debarring of Contractors/ Suppliers

Introduction:

Agencies engaged in the course of various contracts for goods, works and services are expected to adopt ethics of the highest standard and maintain a very high degree of integrity, transparency, commitments and sincerity towards the contracts undertaken. However, on occasions the terms are found to be infringed and deviations from expected behavior are observed. It is not in the interest of NRL to deal with agencies who commit negligence, deception, fraud or other misconduct in the tendering and execution process. To deal with such situations, this policy for Holiday listing/ Banning/ Debarring of Contractors/ Suppliers has been formulated as below.

NRL had adopted holiday listing policy since inception. Last update of the policy was undertaken on 07.11.2022. The present revision is being undertaken taking cognizance of practice followed by peer industries.

Revised Policy for holiday listing/ banning/ debarring of contractors/ suppliers shall be applicable to all tenders floated by NRL w.e.f. the date of this policy including tenders floated through GeM portal. However, the application of this policy in GeM tenders shall be in conjunction with the latest Incident Management Policy of GeM (i.e., suspension/debarment by GeM will automatically debar such bidder from the tender process, without requiring further debarment proceedings by NRL).

Cases wherein a show cause notice has been served under NRL's policy for holiday listing/ banning/ debarring of contractors/ suppliers, policy prevailing on the date of issue of the show-cause notice, shall be applicable.

For updated holiday listing policy, the NRL website www.nrl.co.in shall be referred. [www.nrl.co.in → Tenders → Download Manuals → Holiday Listing Policy]

1. Definitions:

In these Guidelines, unless the context otherwise requires

- (i) The terms "Holiday listing", "Banning of firm", "Suspension", "Black-Listing", "Debarment" etc. shall convey the same meaning, i.e., debarment from participating / consideration in any procurement process undertaken by NRL. This definition shall have an overriding effect on any other definition of any of the afore-mentioned terms / phrases in any other policy / document of NRL issued prior to this policy.
- (ii) Agency: A "Party/ Contractor/ Supplier/ Vendor/ Consultant/ Bidder/ Licensor/ NRL approved Sub-Vendor, Sub-Contractor, Sub-Consultant" referred to by whatsoever name in any contract, in the context of this Policy shall mean an 'Agency' and shall mean and include a public limited company or a private limited company, a joint venture, Consortium, HUF, a Firm whether registered or not, an individual, co-operative society or an association or a group of persons engaged in any commerce, trade, industry etc.

Firm: The term 'Firm' or 'Bidder' has the same meaning for the purpose of these Guidelines, which includes an individual or person, a company, a cooperative society, a Hindu undivided family, a limited liability partnership, joint venture, consortium and an association or body of persons, whether incorporated or not, engaged in trade or business.

Allied firm: All concerns which come within the sphere of effective influence of a debarred Firm shall be treated as Allied Firms. In determining this, the following factors may be taken into consideration:

- a. Whether the management is common;
- b. Majority interest in the management is held by the partners or directors of banned/ suspended firm;

- c. Substantial or majority shares are owned by the banned/ suspended firm and by virtue of this it has a controlling voice;
 - d. Directly or indirectly controls, or is controlled by or is under common control with another bidder;
 - e. All successor firms will also be considered as allied firms.
- (iii) Appellate Authority: "Appellate Authority" shall mean the Managing Director, NRL. The Appellate authority shall be higher than the "Competent Authority".
 - (iv) Competent Authority: "Competent Authority" shall mean the authority, who is competent to take final decision for Holiday listing/ Banning/ Debarring of Contractors/ Suppliers as per provision of DOA (Delegation of Authority).
 - (v) Corrupt Practice: "Corrupt Practice" means the offering, giving, receiving or soliciting, directly or indirectly, anything of value done to improperly influence the actions in selection process or in contract execution. Corrupt Practice" also includes any omission for misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
 - (vi) Fraudulent Practice: "Fraudulent Practice" means and include any act or omission committed by an Agency or with his connivance or by his agent by misrepresenting/ submitting false documents and/ or false information or concealment of facts or to deceive in order to influence a selection process or during execution of contract/order.
 - (vii) Collusive Practice: "Collusive practice amongst bidders (prior to and/or after bid submission)" means a scheme or arrangement designed to establish bid prices at artificial non-competitive levels and to deprive NRL of the benefits of free and open competition.
 - (viii) Coercive Practice: "Coercive practice" means impairing or harming or threatening to impair or harm directly or indirectly, any agency or its property to influence the improperly actions of an agency, obstruction of any investigation or auditing of a procurement process.
 - (ix) Officer-in-Charge: "Officer-in-Charge (OIC)" or "Engineer-in-Charge (EIC)" shall mean the person(s) designated to act for and on behalf of NRL for the execution of the work as per requirement of the concerned department.
 - (x) Malpractice: Malpractice means any Corrupt Practice. Fraudulent Practice, Collusive Practice or Coercive practice as defined herein.
 - (xi) Mis-Conduct: "Mis-conduct" means any act or omission by an Agency, making it liable for action for Holiday Listing as per these guidelines.
 - (xii) Nodal Department: "Nodal Department" means the Department primarily assigned with the role of overseeing the Holiday Listing Process to ensure adherence to guidelines, maintaining, updating and publishing the list of Agencies with whom NRL has decided to ban business dealings and shall mean the Commercial Department.

2. Reasons for Holiday Listing:

An agency may be placed in Holiday List for any one or more of the following circumstances:

2.1 If the Agency, in the context of its dealings with NRL:

- a) Has breached the Code of Integrity for Public Procurement (CIPP).
- b) Has indulged in malpractices.
- c) Has submitted fake, false or forged documents / certificates.
- d) Has substituted materials in lieu of materials supplied by NRL or has not returned or has unauthorized disposed off materials / documents / drawings / tools or plants or equipment supplied by NRL.
- e) Has deliberately violated and circumvented the provisions of labour laws/ regulations / rules, safety norms, environmental norms or other 'statutory' requirements.

- f) Has deliberately indulged in construction and erection of defective works or supply of defective materials.
- g) Has not cleared previous dues to NRL if applicable.
- h) Has committed breach of contract or has abandoned the contract.
- i) Poor performance of the Agency in one or several contracts / Failing to meet planned schedule in contracts specified to be for Refinery Turn Around (RTA) or Emergency Shutdown or for Onsite/Offsite Emergency / Supply of sub-standard materials / substandard quality of works / Performance of the contractor declared as Unsatisfactory on the basis of NRL's "Contractors' Performance Evaluation Procedure".
- j) Has not honoured the fax of award/ letter of award/ Contract/ Purchase Order/ after the same is issued by NRL or fails to provide the security as may be required for the performance of the contract within 30 days from LOA (unless further extended by NRL) or is found to have neglected / abandoned the Order / LOA.
- k) Withdraws/ revises the bid upwards after becoming the L1 or successful bidder (downward revision by H1 in case of disposal).
- l) Has parted with, leaked or provided confidential / proprietary information of NRL to any third party without the prior consent of NRL.
- m) Bidder withdraws his quote after end of bid submission time & date (extended, where applicable).
- n) GST registration/ account of the contractor is cancelled/ revoked/ seized by Government authority during the pendency of the contract.
- o) If the Agency is or has become bankrupt, OR is being dissolved OR has resolved to be wound up OR if proceedings for winding up or dissolution has been instituted against the Agency.
- p) Any other ground, including transgression of Integrity Pact, which, in the opinion of the Corporation makes it undesirable to deal with the Agency; In the case of transgression of Integrity Pact, the same should be substantiated by the verdict of the Independent External Monitor.

2.2 Communication by Administrative Ministry to NRL:

If a communication is received from the Administrative Ministry of NRL to ban an Agency from dealing with NRL, the Agency shall be automatically put on Holiday List for the time period specified therein and in case no time period is specified, for a period of One (1) year from the date of receipt of notice from the Administrative Ministry.

Holiday listing by other PSU/Government Departments shall not automatically extend to NRL unless the Administrative Ministry of NRL advises for the same.

3. Duration of Holiday Listing:

SI No.	Reasons for holiday listing	Period of holiday listing
1	Indulged in malpractices (including cartel formation/collusive bidding/bid rigging) resulting in financial loss to the Company	2 years
2	Submitted fake, false or forged documents / certificate	2 years
3	Has submitted materials in lieu of materials supplied by NRL or has not returned or has unauthorizedly disposed off materials/ documents/ drawings/ tools or plants or equipment supplied by NRL.	2 years
4	Has deliberately violated and circumvented the provisions of labour laws/regulations/rules, safety norms, environmental norms or other statutory requirements	2 years
5	Has deliberately indulged in construction and erection of defective works or supply of defective materials	2 years
6	Has not cleared NRLs previous dues, if applicable	1 year
7	Has committed breach of contract or has abandoned the contract	2 years
8	Poor performance of the Agency in one or several contracts / Failing to meet planned schedule in contracts specified to be for Refinery Turn Around (RTA) or Emergency Shutdown or for Onsite/Offsite Emergency / Supply of sub-standard materials / sub-standard quality of works / Performance of the contractor	1 year

	declared as Unsatisfactory on the basis of NRL's "Contractors' Performance Evaluation Procedure".	
9	Has not honoured the fax of award/ letter of award/ Contract/ Purchase Order/ after the same is issued by NRL or fails to provide the security as may be required for the performance of the contract within 30 days from LOA (unless further extended by NRL) or is found to have neglected / abandoned the Order / LOA.	2 years
10	Withdraws/ revises the bid upwards after becoming the L1 or successful bidder (downward revision by H1 in case of disposal) / L1 or successful bidder fails to abide by any declaration made during bidding stage.	1 year
11	Has parted with, leaked or provided confidential/ proprietary information of NRL to any third party without the prior consent of NRL	2 years
12	If the Agency is or has become bankrupt, OR is being dissolved OR has resolved to be wound up OR if proceedings for winding up or dissolution has been instituted against the Agency	2 years
13	Transgression of Integrity Pact, which, in the opinion of the Corporation, makes it undesirable to deal with the Agency; Breach of the Code of Integrity for Public Procurement (CIPP)	2 years
14.	Bidder withdraws their quote after end of bid submission time & date (extended, where applicable).	1 year
15.	GST registration/ account of the contractor is cancelled/ revoked/ seized by Government authority during the pendency of the contract.	Till the time the information of restoration of Vendor's GST registration by Government authority is made available to NRL.

In case after priced bid opening the L1 (or successful) bidder is not awarded the job for any mistake committed and acknowledged by him in bidding or withdrawal of bid or modification of bid or varying any term in regard thereof leading to re-tendering, such bidders shall be debarred/disqualified from participating in re-tendering of the same job(s)/item(s), pending disposal of holiday listing proceedings, if any. Banning of business dealings, as applicable, shall be separately taken up as per clause 4.1 below.

In case of re-tendering for balance job(s) for defaults on part of the contractor (Short Closure/ Offloading/ Termination), such contractor may be debarred/disqualified from participating in the re-tender by NRL, on case specific basis, pending disposal of holiday listing proceedings, if any, as per clause 4.1 below.

4.1 Banning of Business Dealings:

- a) Before placing the Agency on holiday list, a fair opportunity of hearing the party shall be given by means of a Show Cause Notice. The Show Cause Notice should be issued to the Agency before placing the Agency on holiday list except of cases under Clause 2.2. EIC or the designated in-charge or department responsible for invitation of bids of a service, works or supply being satisfied that prima-facie the case is fit for banning, will serve a Show Cause Notice upon the agency to explain why action should not be taken against the agency, which agency should reply within 10 days of issue of notice (this time may be extended at the request of the Agency, if so warranted, for a period not exceeding 7 days), whereas, in cases of contracts specified to be for Refinery Turn Around (RTA) or Emergency Shutdown or for Onsite/Offsite Emergency declared by NRL, the notice period shall be maximum 48 hours, without any provision for extension. If requested by the firm, personal hearing may also be allowed.
- b) In case the EIC or the designated in-charge or department responsible for invitation of bids issuing/recommending the show cause notice is satisfied with the submissions made by the alleged agency and recommends for closure of the case without pursuing further for debarment or with a caution letter to the agency depending on merit of the case, such recommendations with findings and reasoning etc. should be kept on record and the matter may be closed accordingly.

In case of no reply or unsatisfactory reply, the recommendations would be put up through the nodal department to the Competent Authority for final decision on banning as per provision of Para 3 above.

After obtaining the approval of the competent authority, HoD / In-Charge of concerned Commercial Section, will issue the necessary 'speaking order' of holiday listing (hereinafter referred as "Debarment Order") to the Agency with a copy to the Functional Head of Commercial Dept.

- c) In cases where Holiday Listing is proposed based on advice from the Administrative Ministry, no show cause or formal decision by competent authority will be required. The Nodal Department will directly intimate the Agency that they have been placed in Holiday Listing by NRL based on the Ministry's advice.
- d) The Debarment shall be automatically extended to all its allied firms. In case of joint venture/ consortium is debarred all partners will also stand debarred for the period specified in Debarment Order. The names of partners should be clearly specified in the "Debarment Order".
- e) The period of debarment shall start from the date of issue of debarment order.
- f) The Order of debarment will indicate the reason(s) in brief that led to debarment of the firm.
- g) A bidder or any of its successors may be debarred from participating in any procurement process for a period not exceeding two years. Ordinarily, the period of debarment should not be less than six months.

4.2 Provision for Appeal:

- i. An agency aggrieved with the decision of the "debarment order" shall have the option of filing an appeal against the order within a maximum of **one month** from the date of receipt of intimation of holiday listing.
- ii. Consideration of any appeal for review, filed after expiry of the above period, shall be at the sole discretion of the Appellate Authority.
- iii. On receipt of the Appeal from the Agency, the Appellate Authority, if it so desires, may call for comments from the Competent Authority / EIC / User / Commercial Department.
- iv. The Appellate Authority, if it so desires, may also give an opportunity for personal hearing to the Appellant Agency.
- v. After examining the facts of the case and documents available on record and considering the submissions of the Appellant Agency, the Appellate Authority may pass appropriate order before the period of debarment is over by which the Appellate Authority may either:
 - a) Uphold the decision of Competent authority with or without any variation / lesser period of Holiday Listing; OR
 - b) Annul the order of the Competent Authority.

The Appeal process may be completed within 60 days of filing of appeal with the Appellate Authority.

- vi. No Appeal is permitted in case an Agency is placed in Holiday List by NRL, based on Administrative Ministry's advice.

4.2(a) Provision for revocation:

A debarment order may be revoked before the expiry of the Order, by the competent authority, if it is of the opinion that the disability already suffered is adequate in the circumstances of the case or for any other reason.

5. Effect of Holiday Listing:

1. No enquiry / bid / tender shall be entertained with an Agency as long as the 'Agency' name appears in the active Holiday list.
2. If an 'Agency' is put on the Holiday list during tendering:
 - a) If an 'Agency' is put on Holiday List after issue of the enquiry / bid / tender but before opening of the un-priced bid, the un-priced bid of the 'Agency' shall not be opened and BG/EMD, if submitted by the 'Agency' shall be returned. If an 'Agency' is put on Holiday List after un-priced bid opening but before price bid opening, the price bid of the 'Agency' shall not be opened and BG/EMD submitted by the 'Agency' shall be returned.
 - b) If an 'Agency' is put on Holiday List (in another tender or contract or for reasons not directly related to tender being evaluated), after opening of price bid but before finalization of the tender, the offer of the 'Agency' shall be ignored and will not be further evaluated and the BG/EMD if any submitted by the 'Agency' shall be returned. The 'Agency' will not be considered for issue of order even if the 'Agency' is the lowest (L1) or successful. In case such 'Agency' is lowest (L1) or successful, next lowest or qualified firm shall be considered as L1 or successful.
 - c) If contract with the 'Agency' concerned is in operation, (including cases where contract has already been awarded before decision of holiday listing) order for Holiday Listing from business dealings cannot affect the contract, because contract is a legal document and unless the same is terminated in terms of the contract, unilateral termination will amount to breach and will have civil consequences.
 - d) Even in the cases of risk purchase, no contract should be placed on such debarred firms.
 - e) Debarment in any manner does not impact any other contractual or other legal rights of the procuring entities.

6. Updation of records after holiday listing:

Once an Agency is holiday listed in accordance with the provisions of this policy, respective Commercial officer (DO) shall intimate the Vendor Master Governor. Accordingly following actions shall be taken by Vendor Master Governor:

- a) Vendor master data in SAP shall be updated with Holiday Listing status and period.
- b) Updated report on holiday listed vendors will be published in NRL website.
- c) Necessary action to be taken in CPP portal to activate holiday listing of the vendor.
- d) Necessary updation will also be done in case of any annulment / lessening of holiday period against order / approval by Appellate Authority.
- e) An order for debarment passed shall be deemed to have been automatically revoked on the expiry of that specified period and it will not be necessary to issue a specific formal order of revocation.
- f) In case of shortage of suppliers in a particular group, such debarments may also hurt the interest of procuring entities. In such cases, endeavor should be to pragmatically analyze the circumstances, try to reform the supplier and may get a written commitment from the supplier that its performance will improve.

7. Safeguarding Procuring Entity's Interests during debarment of suppliers:

Suppliers/ contractors/ consultants/ service providers are important assets for the procuring entities and punishing delinquent suppliers should be the last resort. It takes lot of time and effort to develop, register and mature a new supplier. In case of shortage of suppliers in a particular group of materials/equipment, such punishment may also hurt the interest of Procuring Entity. Therefore, views of the concerned Department may always be sought about the repercussions of such punitive action on the continuity of procurements. Past records of performance of the supplier may also be given due weightage. In case of shortage of suppliers and in cases of less serious misdemeanors, the endeavor should be to pragmatically analyze the circumstances, reform the supplier and get a written commitment from the supplier that his performance will improve. If this fails, efforts should be to see if a temporary debarment can serve the purpose.

SAMPLE SHOW CAUSE NOTICE

[On NRL Letterhead]

[WITHOUT PREJUDICE]

Ref. No.: [Insert ref. no.]

Date: [Insert date]

To,

[Insert Name of Contractor/ Vendor]

[Insert address]

Kind Attn: [Insert name and designation]

Subject: Show Cause Notice

- Ref:**
- i. Tender for “[Insert name of Tender]” (Tender No.: [Insert Tender No.]) (“**Tender**”)
 - ii. Your Offer no.: [Insert offer no.] dtd. [Insert date] (“**Offer**”)
 - iii. Letter of Acceptance No.: [Insert LOA No.] dtd. [Insert date] (“**LOA**”)
 - iv. PO No.: [Insert PO No.] dtd. [Insert date] (“**PO**”)

Dear Sir,

You are hereby directed to show cause in writing within ten (10) days from the date of this Show Cause Notice as to why your firm [Insert name of contractor/vendor] should not be put on NRL’s holiday list under Clause (...) and be debarred from entering into any contracts with NRL for the following reasons:

[Insert detailed reasons/references to tender/contractual clauses]

Please note that your reply, if any, should be supported by documents and other evidence which you wish to rely on in support of your reply.

Should you fail to submit your reply within the aforementioned time period and/or fail to show adequate reasons for not putting your firm on NRL’s holiday list, NRL shall be entitled to proceed in the matter as outlined above without any further communication.

This notice is issued without prejudice to the rights and remedies available to M/s. Numaligarh Refinery Ltd., in law, contract, and / or equity, all of which are expressly reserved.

For Numaligarh Refinery Ltd.,

[Insert name of Officer]

[Insert designation]

Internal Note:

*Grey parts to be deleted

*Yellow parts to be suitably modified

SAMPLE DEBARMENT ORDER

(Where Unsatisfactory Reply To Show Cause Is Received)

[On NRL Letterhead]

[WITHOUT PREJUDICE]

Ref. No.: [Insert ref. no.]

Date: [Insert date]

To,

[Insert Name of Contractor/ Vendor]

[Insert address]

Kind Attn: [Insert name and designation]

Subject: Debarment Order

- Ref:**
- i. Tender for “[Insert name of Tender]” (Tender No.: [Insert Tender No.]) (“Tender”)
 - ii. Your Offer no.: [Insert offer no.] dtd. [Insert date] (“Offer”)
 - iii. Letter of Acceptance No.: [Insert LOA No.] dtd. [Insert date] (“LOA”)
 - iv. PO No.: [Insert PO No.] dtd. [Insert date] (“PO”)
 - v. Show Cause Notice ref. no.: [Insert no.] dtd. [Insert date] (“Show Cause Notice”)
 - vi. Reply to Show Cause Notice bearing reference no.: [Insert no.] dtd. [Insert date] (“Reply”)

Dear Sir,

This is in reference to the Tender, your Offer, the Show Cause Notice, the Reply and all other communications in this regard.

Please note that after due consideration of the Reply and all evidence produced by you, NRL has decided to place your firm, [Insert name of firm] under holiday listing for a period of [Insert no. of years] years due to “[Insert reason from Policy]”, in accordance with clause no. ... of the NRL ‘Holiday Listing’ policy.

[Insert detailed and clear reasons for arriving at the decision, to make this debarment notice a “speaking order” of holiday listing]

This notice is issued without prejudice to the rights and remedies available to M/s. Numaligarh Refinery Ltd., in law, contract, and / or equity, all of which are expressly reserved.

For Numaligarh Refinery Ltd.,

[Insert name of Officer]

[Insert designation]

HoD / In-Charge of [Insert concerned commercial section]

Internal Note:

*Grey parts to be deleted

*Yellow parts to be suitably modified

SAMPLE DEBARMENT ORDER

(Where Reply To Show Cause Is NOT Received)

[On NRL Letterhead]

[WITHOUT PREJUDICE]

Ref. No.: [Insert ref. no.]

Date: [Insert date]

To,

[Insert Name of Contractor/ Vendor]

[Insert address]

Kind Attn: [Insert name and designation]

Subject: Debarment Order

- Ref:**
- i. Tender for “[Insert name of Tender]” (Tender No.: [Insert Tender No.]) (“Tender”)
 - ii. Your Offer no.: [Insert offer no.] dtd. [Insert date] (“Offer”)
 - iii. Letter of Acceptance No.: [Insert LOA No.] dtd. [Insert date] (“LOA”)
 - iv. PO No.: [Insert PO No.] dtd. [Insert date] (“PO”)
 - v. Show Cause Notice ref. no.: [Insert no.] dtd. [Insert date] (“Show Cause Notice”)

Dear Sir,

This is in reference to the Tender, your Offer, the Show Cause Notice, and all other communications in this regard.

Please note that inspite of the opportunity given to you, you have failed to show cause as required within the stipulated time period. As such, NRL has decided to place your firm, [Insert name of firm] under holiday listing for a period of [Insert no. of years] years due to “[Insert reason from Policy]”, in accordance with clause no. of the NRL ‘Holiday Listing’ policy.

[Insert detailed and clear reasons for arriving at the decision, to make this debarment notice a “speaking order” of holiday listing]

This notice is issued without prejudice to the rights and remedies available to M/s. Numaligarh Refinery Ltd., in law, contract, and / or equity, all of which are expressly reserved.

For Numaligarh Refinery Ltd.,

[Insert name of Officer]

[Insert designation]

HoD / In-Charge of [Insert concerned commercial section]

Internal Note:

*Grey parts to be deleted

*Yellow parts to be suitably modified

PROFORMA FOR SELF DECLARATION OF DEBARMENT /BLACK-LISTING / HOLIDAY LISTING & ALLIED FIRMS**Job Name** :**Tender No.** :**(1) SELF DECLARATION OF DEBARMENT / BLACK-LISTING / HOLIDAY LISTING**

I/We hereby declare that I am / we are currently not serving any holiday listing/ black-listing/ debarment orders issued by Numaligarh Refinery Limited (NRL) or Ministry of Petroleum & Natural Gas (MoPNG) debarring me/us from participation in tendering or carrying on business dealings with NRL / MoPNG.

I/We understand that bids from the bidders who are on holiday list by NRL or MoPNG will not be considered.

It is understood that any wrong declaration in this context shall make me / my agency / company liable for action under Holiday Listing procedure of NRL.

Note: "Ministry of Petroleum & Natural Gas (MoPNG)" is the Administrative Ministry of NRL and the term in this context shall mean the ministry itself and not the other PSUs or Departments under it.

2) DECLARATION OF ALLIED FIRMS OF THE BIDDER

I/We hereby declare that following are my/our allied firm(s) (as defined in NRL's holiday listing policy):-

Name(s), PAN and GST number(s) of our allied firms are as follows:-

Sl. No.	Name of Allied Firm	PAN	GSTN

It is understood that in case of debarment of me / my agency / company by NRL, the debarment shall be automatically extended to my/our allied firms.

Date:

(SIGNATURE OF BIDDER)

Place:

Note: Please refer NRL's current "Policy for Holiday listing/ Banning/ Debarring of Contractors/ Suppliers" available in NRL website www.nrl.co.in for details. [www.nrl.co.in → Tenders → Download Manuals → Holiday Listing Policy]