



ZENITH ENGINEERING AND WORKS

8950146476, 8950246476
saleszenagrow@gmail.com
Plot No. 453-454, HSIIDC Saha,
Ambala, Haryana-133104
zenagrow.com

Ref. No.: - ZEW/GL/001/2025-26

Dated: - 28/03/2026

GRIEVANCE SUBMISSION / ESCALATION TO HIGHER AUTHORITY (WORLD BANK PROJECT MONITORING)

Project: Supply, Installation, Commissioning and Testing of Fully Automatic Cleaning and Grading Unit 4 TPH

Supplier Name: M/s Zenith Engg. And Works

Proprietor: Mr. Varinder Singh

Buyer Name: VYANKATRAMANA AGRO FARMERS PRODUCER COMPANY LIMITED
Beed, Maharashtra

1. Grievance Title:

Non-release of Pending 50% Payment (₹13,27,500/-) Despite Completion of Work

2. Contract & Project Details:

- Buyer: VYANKATRAMANA AGRO FARMERS PRODUCER COMPANY LIMITED
Beed, Maharashtra

- Total Order Value: ₹26,55,000/-
- L1 Declaration Date: 10/12/2024
- Dispatch Date: 31/03/2025
- Delivery Date: 12/04/2025
- Installation Completion Date: 14/05/2025
- First 50% Payment Released: June 2025
- Pending Payment (50%): ₹13,27,500/-
- E-Tender Notice No.: 2024_DOAWB_1082785

3. Nature of Grievance:

We wish to formally raise a grievance regarding the non-release of our pending 50% payment despite successful completion of supply, installation, and commissioning of the machinery.

Although we fulfilled all contractual obligations within the stipulated timeline, the payment has been delayed for approximately 10 months (since June 2025), causing financial strain on our firm.

4. Follow-ups Made:

We have made continuous follow-ups with concerned authorities including CBO, DIU Beed Office, and RIU Aurangabad, through emails on the following dates:



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23/09/2025, 17/11/2025, 20/12/2025, 22/12/2025, 26/12/2025, 30/12/2025, 05/01/2026, 07/01/2026, 12/01/2026, 16/01/2026, 21/01/2026, 27/01/2026, 28/01/2026, 29/01/2026, 09/03/2026

Despite repeated efforts, no resolution has been provided.

5. Supporting Communications:

- **RIU Aurangabad Letters:** Dated 22/12/2025 and 07/01/2026 Addressed to Vayankatramana FPCL and DIU Beed Office recommending payment release
- **DIU Beed Office Letter:** Dated 02/02/2026 Addressed to CBO indicating strict action if payment is not released within one week

(Copies enclosed)

6. Root Cause of Delay (As Informed):

- Tranche funds are reportedly not available with CBO
- This is due to non-submission of required documents for tranche release from CBO
- Required documentation is not being processed in a timely manner
- Lack of seriousness and unprofessional approach by CBO towards resolving the issue and facilitating payment release

Additionally, whenever contacted, the concerned authority provides only verbal assurances without any concrete progress.

7. Impact on Supplier:

- Financial burden due to blocked funds
- Disruption in working capital and business operations
- Continuous delay affecting project sustainability

8. Relief Sought:

We request intervention from the higher authority to:

1. Ensure immediate release of pending payment of ₹13,27,500/-
2. Ensure payment of applicable interest on the delayed payment as per tender/contract terms
3. Direct the concerned authority to complete all pending documentation for tranche release
4. Fix responsibility for the delay and take necessary action
5. Ensure adherence to payment timelines under World Bank-funded project guidelines

9. Declaration:



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We hereby declare that all information provided is true and correct. Supporting documents are enclosed for verification.

10. Conclusion:

We request urgent intervention in this matter. We have been patiently waiting for the release of our legitimate payment for the past 10 months and expect a fair resolution including applicable interest for the delay.

Submitted By:

For Zenith Engg. and Works
Varinder Singh
Proprietor

M/s Zenith Engg. And Works

Mr. Varinder Singh (Proprietor)

Address: 453-454, HSIIDC Saha, Distt. Ambala – 133104, Haryana, India

Date: 28/03/2026

Place: Ambala

Enclosures:

1. Email Follow-up Records
2. RIU Aurangabad Letters (22/12/2025 & 07/01/2026)
3. DIU Beed Office Letter