



KERALA MEDICAL SERVICES CORPORATION LTD
(A Government Of Kerala Undertaking)
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CIN : U24233KL2007SGC021616
GSTIN: 32AADCK4029M1ZK

administration Division

www.kmscl.kerala.gov.in

No: KMSCL/ADMN/10360/2025

Dated: 30.07.2025

NOTICE TO ALL COMPANIES ASSOCIATED WITH KMSCL

All companies / Institutions associated with Kerala Medical Services Corporation Ltd. (KMSCL) for the supply of drugs, medical equipments and all allied companies / institutions are hereby informed that the Corporation has introduced a structured **Grievance Redressal Mechanism** to address issues and queries related to the supply, payment and any other issues or processes.

In this regard, companies may place their grievances or clarifications either through offline (in-person) or online mode(for those not able to come in-person) on the following days:

- Second Friday of every month 10.30 AM onwards
- Fourth Saturday of every month 10.30 AM onwards

The sittings will be conducted at the KMSCL Head Office, Thiruvananthapuram, in the presence of the Managing Director, General Manager, Director Finance, and representatives of the concerned sections.

Guidelines for Participation:

- Companies intending to participate must schedule a prior appointment.
- All communications regarding the appointment and the subject matter of the grievance shall be sent in advance via email to kmsclmd2007@gmail.com.
- Only those companies with confirmed appointments will be accommodated during the scheduled sittings.
- If any of these days fall as holidays, the Corporation will notify new dates for the meeting.
- For all online meetings, the corporation will share the meeting link via email. The link will be active from 10.30 AM onwards on the above mentioned days every month.

This initiative is aimed at enhancing transparency, efficiency, and effective communication between the Corporation and its supply partners.

Dr. Vinay Goyal IAS
Managing Director

To

All Companies associated with KMSCL (through Divisions concerned)

Copy to:-

1. Director Finance
2. General Manager
3. Administrative Officer
4. PA to MD
5. CA to GM
6. All divisions
7. Website



Approved for Issue

Administrative Officer