

Complaint Redressal Mechanism.

1. Lodging of Complaints Mechanism.

To achieve the objective of public access and transparency, the aggrieved bidders may lodge a written complaint with BISP not later than 10 calendar days after announcement of Bid evaluation Report. A three members Complaint Redressal committee shall be notified by Secretary BISP for every case within 5 working days of receipt of a complaint. It shall comprise of the following:

- An officer or the rank of Director General Chair
- An officer of the rank of Director Member
- Director Procurement Member/Secretary

Note:1. The DG shall not be from a Wing against which the complaint has been lodged.

2. The Director shall not be a person reporting to the Chair.

The committee shall meet on daily basis to ensure early disposal of all the complaints but shall not take more than 15 working days for resolution/disposal of the complaint. Secretary BISP shall be provided a weekly update by Director Procurement regarding the status of all unresolved complaints to ensure oversight at the highest level.

(i) Transparency and Confidentiality

The Complaint Redressal committee shall take every precaution to maintain transparency and confidentiality in its proceedings. Thus, proceedings of the Committee shall be noted by one of the members and all record pertaining to the complaint shall be kept in safe custody by Director (Procurement).

(ii) Notification of complaints and Findings

The complainant will be notified of receipt of his/her complaint within five working days and will be involved in all proceedings to address the relevant complaint. The findings of the enquiry/grievance redressal shall be notified to the complainant immediately within 05 working days upon completion of committee's proceedings.

2. Appeal by a Complainant – 2nd Tier Complaints Review Panel.

In case a complainant is not satisfied with the decision of BISP, s/he would have right to lodge an appeal with 2nd Tier Complaints Review Panel within 15 days after

communication of 1st Tier Complaint Redressal Committee decision. The Director (Procurement) shall immediately within 3 working days forward appeal to the 2nd Tier Review Panel. The Composition of the Review Panel is as under:

- DG (F&A) – BISP
- DG (Cash Transfer) – BISP
- Director (Internal Audit) – BISP

Recommendations of the Panel will be submitted to the BISP Management Board for consideration with comments of the Secretary and Chairperson BISP being the Members of the Board. The decision of the Board shall be communicated to the complainant immediately after its deliberations.