

HANDLING OF COMPLAINTS

Complaints from bidders are inevitable. The main purpose of a clearly defined public procurement process with standardized procedures for every event from procurement advertising, receipt and opening of bids to evaluation and contract award is to minimize the chances of complaints. Unfortunately, there shall always be bidders who raise frivolous or unfounded complaints. Situation demands that all complaints should be examined.

The best way to avoid complaints from bidders is to follow the laid down procurement procedures in letter and spirit.

At the same time, it is also therefore necessary to provide a clearly defined process for dealing with complaints received from bidders, so that necessary steps can be initiated as soon as a complaint is raised. ADG/Director (Procurement) within 03 working days on receipt of complaint will report to the competent authority and/or concerned wing/section against which the complaint is lodged.

Complaint Redressal Mechanism

Lodging of Complaints

To achieve the objective of public access and transparency, the aggrieved bidders may lodge a written complaint with BISP not later than 15 days after announcement of Bid Evaluation results.

The composition of Complaint Redressal Committee is as under:

1. DG (NSER)/DG (HR)	Chairman
2. Addl: DG (CCT/HR)	Member
3. Addl: DG (IC)	Member
4. Addl: DG (IT)	Member
5. Addl: DG (M&E)	Member
6. Addl: DG (Payments)	Member
7. Legal Advisor	Member

The TORs of the Grievance Redressal Committee (GRC) shall be the following:-

- (i) The GRC shall perform its function as per the provisions of PPRA Ordinance and Rules framed thereunder;
- (ii) Any individual from the Procurement Wing shall not be the part of the GRC;
- (iii) Any other Notification (s)/Office Order (s) issued regarding constitution of the GRC previously by BISP shall stand cancelled;

- (iv) The GRC shall be headed by DG (NSER) & DG (HR), alternately. The Committee shall be comprising of odd numbers of members including the Chairman;
- (v) The GRC shall have full powers and authorization. It shall be so independent enough to strike down a decision of procuring agency, including the decision to award a procurement contract to a particular bidder without any fear of reprisals by the senior management of the procuring agency whose decision is subjected to challenge before GRC on the complaint in writing launched by the aggrieved party;
- (vi) The Legal Advisor, BISP shall be the co-opted member of this GRC, and
- (vii) Any individual from the procurement Section/User Wing of BISP, whose procurement has been intended to be made by the Management, shall not be the part of this GRC.

Any bidder feeling aggrieved by any act of the procuring agency after the submission of its bid may lodge a written complaint concerning his grievances not later than fifteen days after the announcement of the bid evaluation report and the committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint and mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

- (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.
- (ii) Notification of complaints and Findings
The complainant will be notified of receipt of his/her complaint within 05 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.
- (iii) After completing the proceeding by Grievance Redressal Committee (GRC), the BISP Board shall be apprised about the decision of GRC through Secretary BISP