



भारतीय सौर ऊर्जा निगम लिमिटेड

नई दिल्ली -110017

Complaint handling Procedure for Procurement

- 1 The bidder has the right to submit a written and signed complaint at any stage in the procurement procedure. The complaint will be addressed to the procuring officer who has invited the bids. No complaint will be responded to during the evaluation period. Complaints received during the evaluation period will be reviewed and response issued only after the evaluation is completed.
- 2 The Procurement officer shall, within 05 (Five) working days of receipt of the complaint, acknowledge receipt in writing to the complainant indicating that it has been referred to the Bid Evaluation Committee for consideration.
- 3 The Bid Evaluation Committee shall review and make a judgment as to the validity of the complaint and send its recommendation to the next higher authority for remedial action within 14 (Fourteen) working days of receipt of complaint.
- 4 The competent authority shall take a final decision on the complaint within 20 (Twenty) working days of receipt of complaint and instruct the Procurement Officer to take remedial action.
- 5 The Procurement Officer shall convey the final decision of the competent authority within 30 (Thirty) working days of the receipt of such complaint to the complainant. The response will be final without prejudice to any other resource available under the law of the country.

As per international practice the complainant should have recourse to an independent complaints review body in case they are not satisfied with the response of procuring authorities. It is recommended that Independent External Monitors (IEMs) be appointed to handle disputes/complaints in case a complainant is not satisfied with the response of the procuring entity