

**STANDARD OPERATING PROCEDURES FOR
HANDLING OF COMPLAINTS ON BISP'S WEBSITE**

In compliance of Public Procurement Rules, 2004, BISP provides a forum to bidders for lodging complaints regarding their grievances on the bidding process.

For that purpose a separate portal i.e. "**Bidders Complaint Redressal**" is created on BISP's Website.

Any Bidder feeling aggrieved by any act of the procuring agency on the bidding process may lodge a written complaint not later than fifteen days after the announcement of the bid evaluation report by using a "**Complaint Form**" available on BISP's Website.

ADG (IT) will check the complaints portal every day, download the complaints and forward it to ADG (Procurement) through email.

In case of receipt of any complaint, ADG Procurement within 3 working days will report the complaint to the Chair of designated "Grievance Redressal Committee" as defined under Chapter-7 of Procurement Manual i.e. "Handling of Complaints".

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 Committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint. However, mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

The Committee shall take every precaution to maintain transparency and confidentiality in its proceedings. 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.

The findings of the Grievance Redressal Committee shall be conveyed to the complainant within 05 working days upon completion of committee's proceedings.

After completing the proceeding by Grievance Redressal Committee, the BISP Board shall be apprised about the decision of GRC through Secretary BISP