

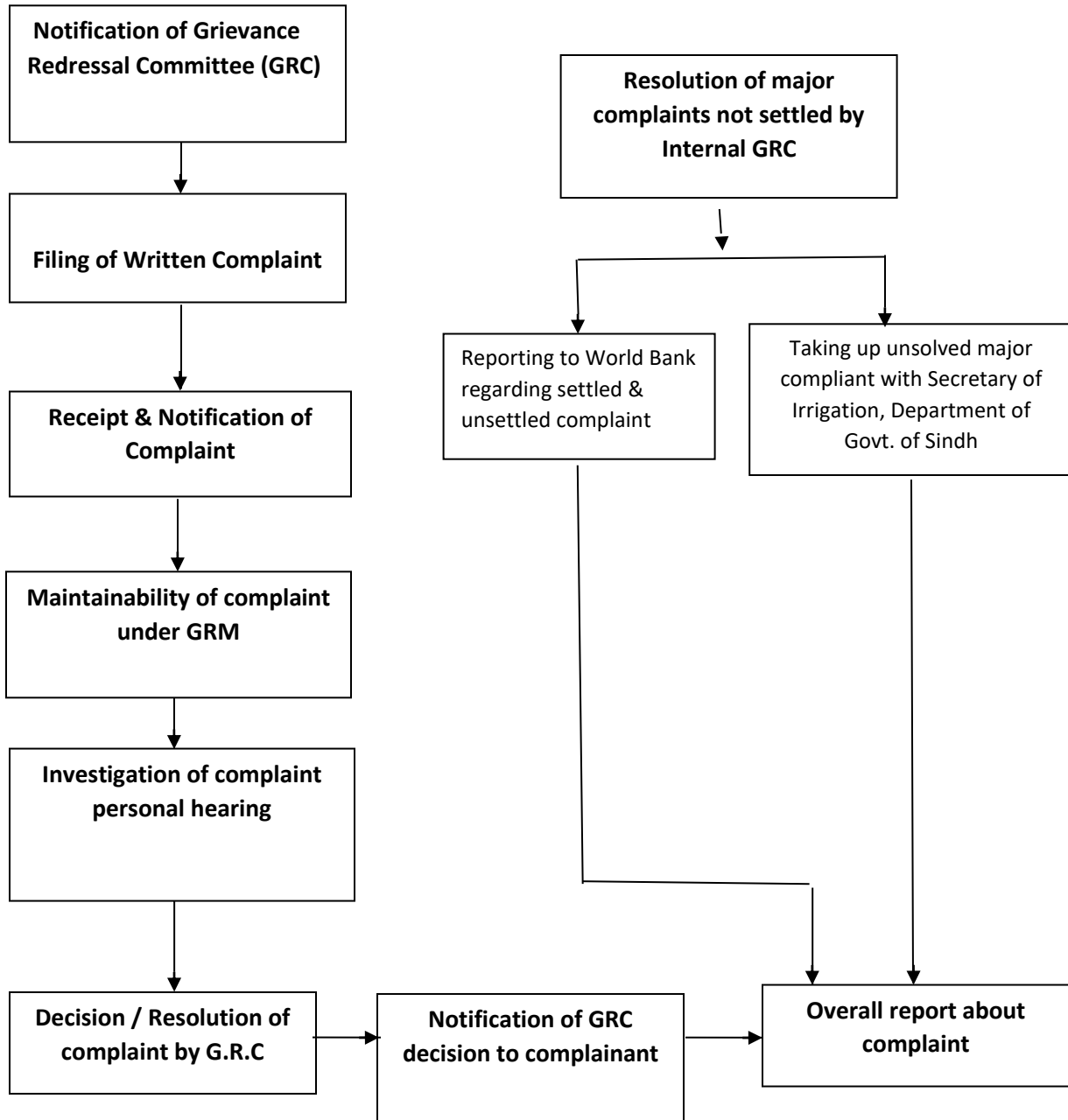
## 1. Notification of Complaints and Findings

- 1.1. The complainant will be notified of receipt of his/her complaint within two 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. Overall Process Flow Chart of GRM

S.N	Description of Roles	Responsibilities	Time line
1.	Constitution/Notification of Grievance Redressal Committee (GRC)	Irrigation Department	Done
2.	Designation of Deputy Director as Project Compliance Officer (PCO)	Project Director (PD)	Done
3.	Filing of written complaint	Affected bidder/vendor	Within 10 days after evaluation report
4.	Receipt & notification of complaint	PCO	Within 2 days of receipt
5.	Maintainability of complaint under GRM	GRC/PD	Within 2 days of receipt
6.	Investigation of complaint to be initiated	GRC	Within 5 days
7.	Personal hearing to complainant	GRC	Within 7 days
8.	Meeting of GRC	PD	Every fortnight
9.	Decision/resolution of complaint by GRC	GRC	Within 15 days
10.	Notification of the GRC decision to complainant	PCO	Within 2 days after decision
11.	Resolution of major complaints not settled by GRC	Irrigation Department	Immediate next meeting
12.	Taking up unsettled major complaints with Provincial Ombudsman or Court of Law	Complainant	Within 7 days after decision
13.	Reporting to WB about settled and unsettled complaints	PD	Every month
14.	Safe custody of record of complaints	PISSC	Every month
15.	Overall report about complaints	PISSC	Every month

## FLOW CHART – GRIEVANCE REDRESSAL FOR PROCUREMENT PROCESS



### Conditions of Appeal

1. Complaint lodged within 5 days of award of Contract
2. Complainant has not withdrawn bid security