

STRIVE

**SUGGESTED CATEGORIZATIONS OF PROCUREMENT RELATED COMPLAINTS AND RESOLUTION OF COMPLAINTS
AND
PROCUREMENT COMPLAINT TRACKING NOMENCLATURE**

S. No.	Suggested Categorization of Procurement Related Complaints
1	Allegation of Fraud and Corruption
2	Transparency Issue
3	Shortlist [Consultancy Services]
4	Technical Specifications [Goods and Minor Civil Works]
5	Terms of Reference [TOR]
6	Quality of Bidding Document/RFQ/RFP
7	Conflict of Interest
8	Eligibility
9	Irregularities in issuing of bidding document/RFQ/RFP
10	Bid/Proposal submission/Opening/Minutes
11	Comparison of Quotations
11	Irregularities in bid/financial proposal evaluation
12	Bid Security
13	Application of Evaluation Criteria [Goods and Minor Civil Works]
14	Technical Evaluation [Consultancy Services]
15	Combined Financial and Technical Rating [Consultancy Services]
16	Contract Negotiations
17	Applicaton of Preferential Purchase Policies
18	Contract Award
19	Performance Security
20	Own Qualification Criteria
21	Disqualificaton of Bid/Proposal
22	Qualification of Other Firm
23	Contract Administration
24	Payment
25	Other [Explain]

S. No.	Suggested Resolutions
1	Complaint Validated
2	Complaint Invalidated
3	Complaint Settled Between Contracting Parties
4	Complaint Dropped
5	Other [Explain]

Procurement Complaint Tracking Number Nomenclature	
Level 1	Name of Scheme
Level 2	Name of State
Level 3	Type of Procuring Entity : SPIU/ITI/IC
Level 4	Name of Procuring Entity
Level 5	Category of Procurement : Goods/Consulting Services/ Non Consulting Services/Minor Civil Works
Level 6	Month and Year of Complaint
Level 7	Numeric Number

Note :

- Copies of complaints received to be kept by Procuring Entities
- Dated copy of Initial Response to be kept by Procuring Entities
- Dated copy of Complaint Resolution [internal approvals] to be kept by Procuring Entities
- Dated copy of final resolution as conveyed to complainant to be kept by Procuring Entities