

ACS INSTANCES

Dy. Director

**Subject: Grievance Redressal Mechanism for participating Bidders/ Firms in the e-Procurement of the State.**

A time bound Grievance Redressal Mechanism for dealing with the representations/ complaints/ letters of the participating bidders/ firms in the tendering process to bring more transparency in Public Procurement was under consideration of the State Government from some time. The matter has been considered and the following decisions are taken:-

1. A provision shall be made in the software of the Procurement Portal where all the bidders/ firms shall be asked to accept that they agree to all Qualifying Requirements (QRs)-Specifications/ Eligibility Criteria/ Terms & Conditions of the said DNIT. In case the bidder/ the firm does not accept the same, the software will not allow the bidder/ firm to proceed further in the procurement process.

2. A Grievance Redressal Mechanism for participating Bidders/ Firms shall be made an integral part of the DNIT for all type of Public Procurement as per the details given below:-

(a) After the final scrutiny of the Technical Bids by the competent authority in Govt. Department/ Organization, the final status of the bidders being As per NIT/ Not as per NIT will be intimated to all the participating bidders/ firms within two days of the approval of proceeding of the final Technical Committee Meeting for the said tender. The decision will be conveyed to the bidders/ firms through electronically at their registered E-Mail ID/ Hard Copy

(b) All the bidders/ firms who want to make any representation/ complaint against any issue related to their technical scrutiny of the bids may do the same within 5 working days (up to 05:00 P.M. of the Fifth Working day) of the date of issue of letter/ intimation regarding their As per NIT/ Not as per NIT status. They have to ensure that their communication is delivered/ reached within 5 working days and delay in postal will not be counted as a valid reason.

(c) The tendering Department/ organization will examine the representation/ complaints so received from the bidders/ firms and take a final decision on the same within 5 working days. The five working days will be counted from 6<sup>th</sup> day to 10<sup>th</sup> working day of the total Grievance allotted duration of 10 working days.

(d) After the completion of the Grievance allotted duration of 10 working days, the Financial Bid will be opened.

O/o Pr. Secy. Ind./E & I.T.

Diary No. 8629/16  
Dated 26/7/16

PSI (Busy)

PS/PSI  
26/7/16

DG/HC  
MD/HC  
MD/HC  
CB/KUIB

4.

Government of Haryana  
Department of Industries & Commerce  
G.O. No. 2/2/2016-4I-B II dated 25-7-2016

- (e) No representation/ complaint in whatsoever manner from the bidders/ firms will be entertained after the opening of Financial Bid.
- (f) In case, some serious issue is observed during the examination of representation/ complaint of the bidder/ firm as in Para (c) above, the same may be finalized/ filed or if required may be brought to the notice of High Powered Purchase Committee (HPPC)/ any competent authority during the finalization of the procurement."

The above instructions may be brought to the notice of all concerned.

Dated: 21-7-2016

(Devender Singh)  
Principal Secretary to Government Haryana,  
Industries & Commerce Department

Endst. No.2/2/2016 4I-BII

Dated, the 25-7-2016

A copy of the above is forwarded to the following for information and necessary action:-

1. All the Administrative Secretaries to Govt. Haryana.
2. All the Heads of Departments, Govt. of Haryana.
3. All the MDs/ .CEOs of Boards/ Corporations/ Federations/ Universities in the State of Haryana.
4. All the Divisional Commissioners in the State of Haryana.
5. All Deputy Commissioner in the State of Haryana.

*Ram Singh*  
Superintendent Industries-II,  
For Principal Secretary to Government Haryana,  
Industries & Commerce Department

Endst. No. 2/2/2016 4I-BII

Dated, the 25-7-2016

A copy of the above is forwarded to the following for information and necessary action:-

1. Director, Supplies & Disposals, Haryana, Panchkula.
2. Principal Accountant General (Audit), Haryana, Sector-33, Chandigarh.
3. ASIO, NIC, Haryana.

*Ram Singh*  
Superintendent Industries-II,  
For Principal Secretary to Government Haryana,  
Industries & Commerce Department



Notification

Dated 27<sup>th</sup> August, 2021

No. 2/2/2016-4I-B-II. The State Govt. vide its order No. 2/2/2016-4I-B-II dated 25.07.2016 had issued "Grievance Redressal Mechanism for participating Bidders/Firms in the e-Procurement of the State".

The matter regarding the competencies for the finalisation of representation/grievance received from the bidders/firms as contained in order dated 25.07.2016 has been reconsidered by the State and it has been decided to insert Para-3 after Para-2 of the said order as under:-

*"3. For ensuring natural justice in the Grievance Redressal Mechanism, the competencies for the finalisation of representation/grievance received from the bidders/firms will be as under:-*

| Sr. No. | Value and type of procurement cases   | Competent authority for consideration and finalization of representation/ grievance received in the referred procurement case  |
|---------|---|--|
| 1       | Procurement cases related to Goods/Stores, Services, Consultancy Services, Turnkey and all types of works valuing less than Rs.35 Lakhs                       | HOD of the concerned Govt. Department/Agency   |
| 2       | Procurement cases related to Goods/Stores, Services, Consultancy Services, Turnkey and all types of works valuing more than Rs.35 Lakhs to up to Rs. 1 Crores | Administrative Secretary to Govt. Haryana of the concerned Govt. Department/Agency   |
| 3       | Procurement cases related to Goods/Stores, Services, Consultancy Services, Turnkey and all types of works valuing more than Rs. 1 Crores                      | A Committee as under:-<br>(i) Administrative Secretary to Govt. Haryana Industries & Commerce Department - Chairman<br>(ii) Director General, Supplies & Disposals - Member<br>(iii) HOD of the concerned Govt. Department/Agency - Member Secretary |

The above instructions may be brought to the notice of all concerned for its implementation.

Dated, Chandigarh, the  
20<sup>th</sup> August, 2021

Vijayendra Kumar  
Principal Secretary to Government Haryana,  
Industries & Commerce Department

Endst. No. 2/2/2016-4I-B-II

Dated 27.08.2021

A copy of the above is forwarded to the following for information and necessary action:-

1. All the Administrative Secretaries to Government of Haryana.
2. All the Heads of Departments, Govt. of Haryana.
3. All the MDs/ CEOs of Boards/ Corporations/ Federations in the State of Haryana.
4. All the Divisional Commissioners in the State of Haryana.
5. All Deputy Commissioner in the State of Haryana.
6. Registrar, Punjab & Haryana High Court.



Government of Haryana  
Department of Industries & Commerce

1-7. Registrar, all Universities of the State.

Received  
Munich  
27/08/2021

*A. Shukla*

Superintendent Industries-II,  
o/c for Principal Secretary to Government Haryana,  
Industries & Commerce Department

Dated 27.08.2021

Endst. No. 2/2/2016-4I-B-II

A copy of the above is forwarded to the following for information and necessary action:-

1. The Director General, Supplies & Disposals, Haryana, Panchkula.
2. The Principal Accountant General (Audit), Haryana, Sector-33, Chandigarh.

*A. Shukla*

Superintendent Industries-II,  
o/c for Principal Secretary to Government Haryana,  
Industries & Commerce Department

Dated 27.08.2021

Endst. No. 2/2/2016-4I-B-II

A copy of the above is forwarded to the Controller, Printing & Stationery Department, Haryana, Chandigarh with the request that above notification may be published in Haryana Govt. Gazette Ordinary immediately and 50 copies thereof be supplied to this department.

*A. Shukla*

Superintendent Industries-II,  
o/c for Principal Secretary to Government Haryana,  
Industries & Commerce Department

Dated 27.08.2021

U.O. No. 2/2/2016-4I-B-II

A copy of the above is forwarded to Spl. Private Secretaries/ Private Secretaries to Minister of Industries & Commerce Haryana for information please.

*A. Shukla*

Superintendent Industries-II,  
o/c for Principal Secretary to Government Haryana,  
Industries & Commerce Department

To,

Spl. Private Secretaries/  
Private Secretaries to Minister of Industries & Commerce Haryana

U.O. No. 2/2/2016-4I-B-II

Dated 27.08.2021

A copy of the above is forwarded to Sr. Spl. Private Secretaries/ Spl. Private Secretaries/ Private Secretaries to the Chief Minister/ Ministers for their kind information.

*A. Shukla*

Superintendent Industries-II,  
o/c for Principal Secretary to Government Haryana,  
Industries & Commerce Department

To,

Sr. Spl. Private Secretaries/ Spl. Private Secretaries/  
Private Secretaries to the Chief Minister/ Ministers