Grievance / Suggestions Entry on Public Procurement

DoE/NIC

Hand Book for Grievance/Suggestion Module [CPPP]

Public Procurement Related Grievances

NIC/HB_GRIE_2018_001

Objective :

This Grievance/Suggestion module is intended to capture complaints/suggestions from bidders who had participated in any of the tenders or interested in participating in the active tenders. Grievance Capturing is one of the important activities to ensure smooth and transparent process. Department of Industrial Policy and Promotion (DIPP) has initiated this action with the support of Department of Expenditure and technical support from National Informatics Centre to have an Online Grievance capturing system module through Central Public Procurement Portal. A bidder has an option either to offer a suggestion or raise a grievance. Initially , Grievance related to violation of any Clause of Purchase Preference to **Make in India** or **Startup India** or **MSME** bidders while formulating a tender/RFP document or in the process of awarding a contract by any of the Central Government Agency.
Now, the grievance or suggestion related to general category has been incorporated, and the captured grievance or suggestion will be forwarded to and addressed separately by the concerned ministry or CMD of the organization.

A customized Complaint/suggestion is designed for capturing the details related to any of the tenders. through the customized form available in Home Page of CPPP. As the entries are submitted, all complaints/suggestions will be forwarded to the concerned authority through electronic mail.

Note :

Being the one Stop shop for Procurement CPP Portal provides a facility to capture voice of the bidder and make it available to the respective Nodal agencie(s).

Redressal of grievance mechanism is out of scope of CPP Portal.

- ☐ **Information captured will be shared only with respective Nodal Ministry/CMD of CPSE**.

- ☐ For any technical issues in using the module a mail may be sent to cpp-nic@nic.in or Contact Helpdesk.

Instructions for entering complaint/suggestion:

The grievance or suggestion can be entered from the Home Page of the Central Public Procurement Portal (https://eprocure.gov.in/cppp). The left menu of the Portal has a Menu, a portion of which is reproduced for easy reference.

Figure – 1 Portion of Menu for accessing the Grievance / Suggestion entry form

Clicking on the Grievance / Suggestions menu will take the user to the Grievance input form and the following screen will appear..

Grievance / Suggestions Entry on Public Procurement

Complainant Basic Details

Grievance/Suggestion *
- ○ Grievance
- ○ Suggestion

Name of Complainant *	Maximum 150 characters allowed	Company Name *	Maximum 150 characters allowed
Address *	Maximum 200 characters allowed	State Name *	-- Select State Name -- ▼
City *	Maximum 50 characters allowed	Postal Code *	6 Digit Numbers Only
Complainant Email *	Complainant Email Id	Mobile Number *	+91 Code / 10 Digit Mobile Nu Mobile Number

Grievance/Suggestion Details

DIPP/MSME* — DIPP ▼

Make in India Order (DIPP)/Startup India (DIPP)/MSME* — Make in India Order ▼

Purchase Preference (Preference to Make in India), Order 2017 *	-- Select Option -- ▼	Restrictive or Discriminating Clause in Tender against domestic Vendor *	-- Select Option -- ▼

Tender Related Details

Tender Category *	-- Select Tender Category -- ▼	Organisation/TIA Name *	-- Select Organisation N ▼
Tender Id *	Maximum 150 characters allowed	Tender Reference Number *	Maximum 150 characters allowed
Tender Title *	Maximum 150 characters allowed	Tender Description *	Maximum 150 characters allowed
Tender Value [Lakhs] *	[10 Digit Values Max]	EMD Value [INR] *	[10 Digit Values Max]
Tender Closing Date *		Tender Opening Date *	

Grievance / Suggestions Complaint Details *

Grievance / Suggestions Complaint Details	Maximum 2000 characters allowed

([~!$%^*|+\-=?<>\{\}\[\]|]) special characters disabled

Upload Grievance / Suggestions Document

Upload Reference/Evidence Document(Only PDF - Max 2MB) *   [Choose file] No file chosen

Enter Captcha Code

cqkr7j   [Captcha Code]

[Submit >>]   [Cancel]

Figure – 2 Main ScreenShot of the Grievance Input Capture

Entry of Basic Details of the complainant

The basic details of the Complainant such as the Name, Company Details and the Communication Email ID and Mobile number of the bidder are captured.

1. Select whether **Grievance** or **Suggestion** to be entered
2. Enter Complainant Name
3. Enter Bidder's Company's Name
4. Address of the company
5. Select State from the drop down list
6. Enter Name of the City
7. Enter Postal Index Number Code
8. Enter Complainant's valid email id for future correspondence
9. Enter Mobile no.
   All fields are marked * are mandatory, should not be left blank.

Enter Grievance/Suggestion Details

The Grievance Category such as Department of Industrial Policy and Promotion (DIPP) or **MSME** is to be selected in the Grievance Category Drop Down. In the Grievance related to Drop down, whether the grievance pertains to Make In India or Startup is to be selected. If Make in India is selected, as per the Government Order on Make In India, non compliance of various classes such as 3a, 3b(i), 3b(ii), 3c(i), 3c(ii) and 3c(iii) gets listed and one of this is to be selected and also whether the tender has any restrictive or Discriminating Clause in Tender against domestic Vendor is to be specified with the relevant details also to be uploaded and for MSME related grievance/suggestion , the details has to be entered in the prescribed detail box.

10. Select Grievance pertaining to **DIPP/MSME** from Dropdown List
11. On selection of **DIPP,** Grievance would have two options (a) Make in India or (b) Startup India.
12. If **Make in India** is selected, two dropdown lists will appear, first the Purchase Preference Order 2017 clauses and another for any restrictive or discriminating clause is used in the tender document against domestic vendor. Specific option has to be selected under Purchase Preference Order 2017 Clauses. Select for any restrictive or discriminating clause indicated in Tender Document.
13. On selection of **MSME,** Udyog Adhaar Number(UAN) of Bidder is to be provided as indicated in below.

14. On selection of **GENERAL,** a sub category has to be selected from the available list box (**1. Corruption,2. Tender Condition , 3. Declaration of Tender Results, 4. Release of Purchase Orders, 5. Refund of EMD, 6. Contract Payments, 7. Limited/Single Tenders , 8. Others**) as indicated in below.

Grievance/Suggestion Details	
Grievance Category*	GENERAL ▼
Grievance Sub Category*	Tender Condition ▼

Enter Tender Related Details

In order to identify the specific details of the tender, the bidder has to enter the Tender ID, Tender Reference Number and details relevant to the tender to be entered in the relevant fields.

15. Select Tender Category[Goods/works/services]

16. Select Organization /TIA(Tender Inviting Authority)

17. Enter Tender Id (As indicated in Tender Document)

18. Enter Reference no. (if any) up to 150 Chars.

19. Enter Tender Title

20. Enter Tender Description with Items/works/services detail

21. Enter Correct Tender Value [INR Lakhs]

22. Enter Earnest Money Deposit(EMD) Value [INR Actuals]

23. Select Tender Closing Date from Date picker

24. Select Tender Opening Date from Date picker

Capturing of Grievance / Suggestions Complaint related details

The summary of the complaint as a gist in 2000 characters is to be entered. The relevant documents are to be uploaded by the bidder.

25. Enter Complaint details in upto 2000 characters

26. Upload Reference / Evidence Document (in PDF only)

27. Upload Violation of any Purchase Preference Clause (Only PDF): Please highlight the part of tender document which is violating the Purchase Preference Clause / Restricting or Discriminating Clause and upload that part only preferably in one Page (mentioning Tender No. and the reference number of page of the tender document)

28. For General Category: Upload any supporting document to substantiate the sub category selected for.

Enter the Captcha as displayed and Submit the form.

On Clicking the submit button, the details entered by the bidder is again displayed for confirmation and an email is sent to the complainant with 6 digit OTP to validate the entry made by him/her . On entering the **OTP**, the entered details are saved in the system and an **Acknowledgement Number** is displayed on the screen and also the basic details with the acknowledgement is sent as an email to the bidder.

Declaration:

☐ By clicking, I confirm that all information entered is accurate & truthful and also I agree your Terms and Conditions *

Please check your Entered e-Mail id for OTP.

Enter OTP Code
OTP Code

[Confirm]   [<< Back]

The System will also send the details of the grievances to the authority concerned by email.

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