

**Complaint Handling System and Procedure**  
**(For Tenders Invited by Project Division, Rashtriya Ispat Nigam Limited)**

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**1.0 INTRODUCTION**

- 1.1 Grounding of Project is an elaborate exercise involving concerted and synergized efforts of consultant, different departments and prospective bidders/agencies. Therefore, tendering related complaints, if not handled and resolved promptly, have a cascading effect on finalization/implementation of projects. It is, therefore, all the more important that the complaints are processed and brought to a logical conclusion promptly to obviate undue delay in the implementation of project.
- 1.2 Time limits wherever mentioned in this system and procedure are essential and fatal provision, violation of any of those time provisions by the complainant is deemed forfeiture of his/their rights under Complaint Handling System (CHS) at different stages of tendering process.
- 1.3 Complainant(s) can raise issue(s) /complaint(s) with the Company directly under CHS besides/in spite of /notwithstanding, with the IEMs at different stages of tendering process. Having received findings/decision on their complaint either from Company or IEMs at different stages of tendering process, the Complainant is prohibited from using one forum against other forum for appeal and delay the process of project implementation.
- 1.4 The Complaint Handling System and Procedure shall not contravene the provision of Integrity Pact Agreement forming part of NIT.

**2.0 OBJECTIVE**

The objective is to lay down a well-defined system for complaints handling in a time bound manner, aligned to the CVC guidelines in vogue to demonstrate fairness, transparency, impartiality and free competition.

**3.0 SCOPE**

To deal with the complaint(s) received from the date of issue of Notice Inviting Tender (NIT) to the date of issue of Letter of Acceptance for the tenders invited by Projects Division of Rashtriya Ispat Nigam Limited.

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**4.0 COMPLAINT**

**4.1 Time limit for lodging/registering complaint:**

Complainant having any complaint against the specific tender should make the complaint within seven (7) days from issue of NIT or receipt of related communication or information by him through e-mail/Fax from the concerned authorities at different stages of tendering process. No complaint will be entertained after expiry of the said seven days period.

**4.2 (a) Anonymous Complaint:**

Irrespective of the nature of allegations contained therein, anonymous complaint(s) will not be taken into cognizance and shall be treated in line with CVC guidelines in vogue and will be filed without taking any action.

**4.2 (b) Pseudonymous Complaint:**

In case of complaint(s) from an unknown or doubtful source, attempt will be made to confirm the genuineness of the complaint(s). In this regard, the complaint(s) will be first sent to the address indicated on complaint letter by Registered Post with Acknowledgement due or by Speed Post for confirmation. If no response is received from the complainant within fourteen (14) days of sending the complaint, a reminder will be sent immediately after expiry of the said fourteen (14) days. After waiting for another seven (7) days, if nothing is received in writing, the said complaint will be treated as anonymous complaint. If a communication sent to the address of the complainant is returned as "No such Addressee", the complaint may be treated as anonymous complaint and will be filed without taking any action.

**4.3 Complaint (s) other than anonymous and pseudonymous complaint:**

Action will be taken for disposal of the complaint if the complaint is submitted in writing or through e-mail attaching scanned copy of the complaint on a letter head of the prospective bidder / bidders containing broadly issues in question, factual details, verifiable facts, supporting evidence/documents etc., duly signed by an authorized representative of a prospective bidder and or by an

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authorized representative of the bidder who has participated in the tender with name and designation having (i) Complete postal address and (ii) Contact land line number with STD code, fax number, e-mail address and mobile/cell number will be dealt as per the procedure given below.

**5.0 COMPLAINT HANDLING PROCEDURE**

5.1 All complaint(s) for the tenders invited by Projects Contracts Dept. , RINL shall be addressed to the Co-ordinator:

Name & Designation:

Postal Address:

E-mail ID:

Phone No. (O):

Mobile no.:

Fax No. (O):

Any complaint(s) received through CVC/CVO/Ministry of Steel on any tender invited by Project Contracts Dept., RINL will also be dealt under the same procedure.

5.2 Two levels i.e., Level-1 & Level-2 Committee comprising of senior level officers of RINL will prepare factual report, examine the complaint and give their clear and specific decision covering each of the issues contained in the complaint with reasons, for onward communication by Co-ordinator to the complainant.

5.3 **The first level i.e., Level-1** Committee will comprise of following officers of RINL:-

- Head of D&E - Chairman
- Head of Project Contracts
- Head of concerned Construction zone/Works dept. (in case of AMR/Non-AMR/Spl. Projects)
- Representative from Finance Dept. (E-7/E-6)
- Representative from Law Dept. (Not below E-4)

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5.4 **The second level i.e., Level-2 Committee** will comprise of following officers of RINL:-

- Executive Director (Proj-Technology) - Chairman
- Executive Director (Modernization & I/c Projects)
- Executive Director (Works)- (in case of AMR/Non-AMR/Spl. Projects)
- F&A Representative (E-8/E-7)
- Head of Law Dept.

**5.5 Complaint Redressal Process**

On receipt of the complaint, the Co-ordinator will acknowledge the same to the complainant within two (2) working days.

**5.6 Level-1/Complaint Handling Committee (CHC):**

5.6(i) Co-ordinator will forward the complaint to the Project Contracts dept. and also to Indenting dept. within two (2) working days, who will offer their comments/views within five (05) working days of receipt of the same.

5.6(ii) On receipt of the above comments/views, CHC will meet and deliberate on the complaints of the complainant along with the comments/views of Contracts dept. / Indenting dept. If situation warrants, CHC may call for relevant records and documents from Contracts dept. / Indenting dept. as well as complainant to enable it to firm up its decision on the complaint within five (05) working days. Co-ordinator will communicate the decision of the CHC to the complainant.

**5.7 Level-2/ Executive Committee (EC):**

5.7(i) The second level complaint handling mechanism is the Executive Committee (EC) consisting of Executive Directors of Project, Works, Head of Finance and Law Dept. which would examine and decide on any appeal/ representation on the decision of the Level-1 committee.

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5.7(ii) In case the complainant is aggrieved by the decision of the Level-1 committee, he /they can go for appeal /represent to the EC within Seven (7) days of receipt of such decision to the address mentioned in Para 5.1 above. Any appeal received from the Complainant after expiry of the said seven days will not be entertained.

5.7(iii) The appeal/representation for Level-2 Committee by the complainant must contain (i) self-contained complete details, (ii) other documents, if any, with a proof that the same were not in the custody of the complainant at the time of initial submission of the complaint and (iii) the reasons against each issue why he/they are not satisfied with the decision of the Level -1 Committee.

5.7(iv) EC will decide the matter pertaining to appeal within five (05) working days and Co-ordinator will communicate the decision to the aggrieved party. **The decision of EC is final.**

**6.0 PROCESSING OF TENDER AND ON-GOING COMPLAINT REDRESSAL PROCESS**

6.1 In all cases, the tendering process and the complaint handling system will go independently and parallelly till decision of Level-1 and or Level-2 Committee is received by the complainant.

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