

GRIEVANCE/ COMPLAINT REDRESSAL MECHANISM
IN PROCUREMENT ACTIVITIES
UNDER STRIVE SCHEME ASSISTED BY THE WORLD BANK

Grievance/complaint is an expression of dissatisfaction, which needs a response and Grievance Redressal is a platform provided to voice the dissatisfaction.

1. Complaint

Complaint with regard to procurement activities undertaken by implementing States/ UTs in the project, Skill Strengthening for Industrial Value Enhancement Operation (STRIVE) may be lodged either in writing or through electronic means as per the details given below:

Name of Complainant/ Organization	
Correspondence Address	
Telephone / Mobile No. & e- mail ID	
Details of Complaint	

The complaint may be forwarded to:
The Director (C & P)
Directorate General Training (DGT),
National Project Implementation Unit (NPIU)
Shram Shakti Bhawan, Rafi Marg, New Delhi - 110001
e-mail: sanjay.dget@gmail.com

2. Time Frame

The complaint will be acknowledged to the complainant. Efforts will be made by NPIU to ensure closure of the complaint within a period of 60 days from the date of its receipt. The details of the complaint redressal shall be uploaded on DGT website after its closure.

3. Complaint redressal at State level

- SPIU shall initiate immediate action on receipt of complaints to redress the grievances.
- All complaints on receipt should be entered in a register.
- All complaints should be handled at a level higher than that of the level at which the procurement process is being undertaken.
- If allegations are found correct, appropriate remedial measure should be undertaken by the higher administrative authorities.
- If an individual staff is found responsible, suitable disciplinary proceedings should be initiated, against such staff under the applicable conduct rules.
- An appropriate response should also be sent to the complainant.
- The report in the prescribed proforma must be submitted to NPIU in order to ensure its closure.