

GOVERNMENT PROCUREMENT AND PROPERTY MANAGEMENT DIVISION Department of National Properties Ministry of Finance

# Electronic Government Procurement (e-GP) System

**Grievance Management User Manual (Version 1.0)** 



# Introduction

The Procuring Agencies who floated tenders through e-GP will issue Letter of Intent to notify all the participating bidders once the evaluation process is completed. Once LoI is issued, all the participating bidders will get LoI in their registered email and Bidders will also be able to view information from the LoI tab in e-GP system. If the participating bidders are not satisfied with the outcome of a tender, the bidder will be able to register Grievance from the Grievance tab in e-GP system.

Within 10 days from issuance of LoI, bidders will be able to register grievance. Within **7 days** of the registration of grievance, TC chairperson should issue a decision/respond to the bidder. If TC chairperson does not give any reply within 7 days or bidder is not satisfied with the response of the TC chairperson, bidder will get the option to escalate the grievance to IRB within **5 days** or within 15 days from date of original compliant in case there is no response from Procuring Agencies. If IRB declines the grievance, the life cycle of the grievance will end. If IRB accepts the grievance, bidders will get **2 days** to deposit the grievance fee. If the bidders do not deposit the fee, the life cycle of the grievance will end. If bidders deposit the fee, IRB will seek explanation to TC chairperson about the grievance. TC chairperson should reply within **3 days**. The IRB will give the decision of **re-tender / re-evaluation / cancel / award** after having an offline meeting. The Bidders, TC members and Tender creator will receive the decision and act accordingly.

In case of Simplified Procurement Rules and Regulations (SPRR), the timeline specified in the SPRR shall apply for grievance management.

This user manual for grievance management process will guide the bidders on how to register grievance in e-GP and Procuring Agencies on how to process and resolve it through e-GP. This user manual is issued on 15<sup>th</sup> September, 2020.







# **Grievance Management Process:**

# Step 1:

Bidders can register grievance after Letter of Intent and before Letter of Acceptance from the Grievance tab if bidder is not satisfied with the evaluation result. (Fig 1)

									1
Tende	er Detail								
		Ter	nder ID: 5356					Invitation Reference No. : jkljkljkl	
	Closi	ng Date an	d Time: 20-Jul-2	020 15:17				Opening Date and Time: 20-Jul-2020 15:17	·
	F	Procuring A	gency : SZD offici	ce_not vali	d email			Procurement Category : Goods	
			Brief: jkl						
		Tender	Status : Contrac	t Awarded	I				📓 View Notice
Docs.	Bid Submission	Payment	e is one (1) day prior Tend. Preparation	to Bid Ope Opening	ning Date. Fo Evaluation	r Tender Id: 5356 th Letter Of Intent	he Closing Date is 20-Jul- Letter of Acceptance	020 15:17 and Bid Opening Date is 20-Jul-2020 15:17 Grievance Management	
Griev	vance : <u>Registe</u>	21							
Hom	ne   Aboute-	GP   Conta	ict Us   Terms ar	nd Conditi	ons i e-Lear	nina			

Fig: 1

#### Step 2:

Click on "**Register**" link (Fig 1) and the following screen of Grievance registration is displayed. An aggrieve bidder can register grievance by selecting the "**Action**" from dropdown list, provide **Grievance subject**, **Grievance Detail** and click on "**Next**" button. (Fig 2)

ocs.	Clarification	Payment	Tend. Preparation	Opening	Evaluation	Letter Of Intent	Letter of Acceptance	Grievance Management					
Field	s marked with	the (*)are I	Mandatory	זרי									
		Act	tion: * Re-evaluate		<b>~</b>								
	Griev	ance Sub	ject: * Re-evaluate										
		Instruc	tion: <u>View</u>	View									
	Gri	evance De	etail: * i am not satis	fied with eva									
Send To : *			To:* TC Chairpe	TC Chairperson									
			Next	Next									





#### Step 3:

Bidder may upload any documents if required by selecting **"Choose File"**. Browse the desired documents from desktop and click on **"Upload"** button. Click on **"Final Submission"** button. (Fig 3)

Upload Documents										
Grievance ID Grievance Subject Tender ID										
2		Grievance for Re-eva	luation	5332						
Select a fil	e to upload : Choose File No file chosen Upload									
			Instructions							
Any Number of files can be	uploaded. Maximum Size of a Single File should not Exceed	d 4 MB.								
Acceptable File Types doc,	docx,gif,jpeg,jpg,pdf,png,rar,xls,xlsx,zip,txt									
A file name may contain th	ese special characters only: Hyphen(-), Underscore(_) and D	ot(.)								
Two consecutive special ch	wo consecutive special characters (mentioned above) are not allowed in file name									
File ID	File Name		Uploaded By		Size (In KB)	Action				
	Previous Final Submission									

Fig 3

# Step 4 (a):

The following page is displayed with the message **"Your Grievance ID-2 has been successfully sent to TC chairperson"**. (Fig .4a)

Docs.	Clarification	Payment	Tend. Preparation	Opening	Evaluation	Letter Of Intent	Letter of Accepta	nce Grievance Managem	ent
Vour Grievance ID - 2 has been successfully sent to TC Chairperson.									
	Grievance Id Subject Tender Id Action								
2			Grievance for	Re-evaluat	tion			5332	View Grievance Details   HOPA Reply Pending

Fig: 4a







Step 4 (b):

After registration of Grievance by bidder, Tender Committee chairperson will respond to Grievance. Chairperson shall click on "**Grievance Management**" tab and click on the link "**Process Grievance**". (Fig 4b)

	Tender	responsibili	ty: pa.szd2020	@gmail.com (/	AU)					
Notice	TC	Opening	Evaluation	Document	Corrigendum/Amendment	Letter Of Intent	Letter of Acceptance	Grievance Management		
Grie	vance D	Nam	e of Bidder /	Consultant	Grievand	e Subject		Grievance Date		Action
	1	Kelki Scho	ol		Re-ev	valuate	23-Sep-2020		Process Grievance	

Fig: 4b

#### Step 5:

TC Chairperson will view the details of grievance from bidder and provide a comment and click on "**submit**" button. (Fig 5)

Notice	TC	Opening	Evaluation	Document	Corrigendum/Amendment	Letter Of Intent	Letter of Acceptance	Grievance Management		I			
							1			🔎 Save As PDF			
		G	rievance ID:	1									
	Name	of Bidder /	Consultant:	Kelki Schoo	I								
		Name of I	Respondent:	Phintsho Cl	noeden (TC Chairperson)								
		Act	ion Claimed:	Re-evaluate	9								
		Grieva	nce Subject:	Re-evaluate	•								
		Griev	ance Detail:	I am not sat	isfied with the evaluation. ple	ease re evaluate							
		Responder	nt Comment:	-									
		Grie	evance Date:	23-Sep-202	0								
		Res	ponse Date:	-									
		Uploaded	Documents:	File II	) Fil	e Name		Uploaded By	Size (In KB)	Action			
	R	espondent	Comment: *	comments									
				Submit									

Fig: 5



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#### Step 6:

After TC response to grievance, bidder shall click on "**View Grievance Details**" to view TC response. Bidder may accept TC's decision by clicking on "Accept TC response" or may escalate to IRB by clicking on "Escalate Grievance to IRB". (Fig 6)

0	Bid Submission	n Closing E	ate is one (1) day prior	r to Bid Ope	ning Date. Fo	r Tender Id: 5356 th	ne Closing Date is 20-Jul	2020 15:17 and Bid Opening	g Date is 20-Jul-2020 15:17	
Docs.	Clarification	Payment	Tend. Preparation	Opening	Evaluation	Letter Of Intent	Letter of Acceptance	Grievance Management		
	Grievance lo	1	Subject	Те	nder Id			A	Action	
1		R	e-evaluate	5356		View Grievance	Details   Accept TC res	ponse Escalate Grievan	ce To IRB	
Hon	ne   Aboute-	GP   Coi	ntact Us   Terms ar	nd Conditi	ons   e-Lear	ning				
			· · · · ·		<u> </u>	-				

Fig: 6

# Step 7:

The following screen is displayed with details when you click on **"View Grievance Details"**. (Fig 7)

Grievance ID:	2									
Name of Bidder / Consultant:	WANGCHUK NORPH	NGCHUK NORPHEL Construction								
Name of Respondent:	Pema Chetsho (TC C	a Chetsho (TC Chaiperson)								
Action Claimed:	Re-evaluate									
Grievance Subject:	Grievance for Re-eval	uation								
Grievance Detail:	I am registering this g	rievance to request Re-evaluation								
Respondent Comment:	Your request is denied	L								
Grievance Date:	31-Jul-2020									
Response Date:	31-Jul-2020	-Jul-2020								
Uploaded Documents:	File ID	File ID File Name Uploaded By Size (In KB) Action								
	4	Grievance Document.txt	Bidder	0	≛					

Fig: 7





# Step 8:

If you click on "Accept TC response", following pop up window will appear. (Fig 8)



Fig: 8

# Step 9:

If you click on **"Yes"** in the above pop up window. The following screen will be displayed where **"you have accepted the TC response"**. The Grievance process shall cease if you accept the TC response. (Fig 9)

Grievance Id	Subject	Tender Id		Action
2	Grievance for Re-evaluation	5332	View Grievance Details   You have accepted TC response.	

Fig: 9

# Step 10:

If Bidder is not convinced with TC's decision/response. Click on "Escalate to IRB". (Fig 10)

0	ocs.	Clarification	Payment	Tend. Preparation	Opening	Evaluation	Letter Of Intent	Letter of Acceptance	Grievance Management
	Grievance Id		ld		Subj	ect		Tender Id	Action
	2			Grievance for Re-e	valuation			5332	View Grievance Details   Accept TC response   Escalate Grievance To IRB

Fig 10





# Step 11:

# To escalate to IRB, fill in the form shown below and click on "submit" button. (Fig 11)

Applicant (Person or Firm submittin	g the Application for Review)			
(i) Name of the Applicant	WANGCHUK NORPHEL Construction			
(iii) Address of the Applicant				
	Registered Address :		Thimphu	
	Mobile No :		17110263	
	Phone No :			
	Fax No :			
	Email :		tshering_bidder@test.com	
(iv) Name of authorized				
representative of the Applicant	Name :	Mr Authorized Representative		
	Address :			
	Phone No :			
	Finite No.			
	Fax No :			
	Email :			
Details of Procurement Procedure				
(i) Tender Id	5332			
(ii) Brief description of Goods /	Package Description			
(iii) Publication of the announceme	nt			
for the procurement	IFB /PQ / REOI / RFP No :		z	
	Publication Date and Time :		14-Jul-2020	
(iv) LOI Issue Date				
The Basis of the Application (i) It is alleged that the Procuri Agency has breached the followin provisions of the Standard Biddin Documents / Standard Request 1 Proposals of Ministry of Finance and other related instruments	Image         Source         Image         Image <t< th=""><th>X         0</th><th>III O O III I O O III I O IIII O IIII O IIIII O IIIII O IIIII O IIIII O IIIII O IIIII O IIIIII</th><th>and other related instruments</th></t<>	X         0	III O O III I O O III I O IIII O IIII O IIIII O IIIII O IIIII O IIIII O IIIII O IIIII O IIIIII	and other related instruments
The Basis of the Application (i) It is allegad that the Procuri Agency has breached the following Documents (Standard Request) Proposals of Whistby of Finance a other related instruments	Ng Ng Ng Ng Ng Ng Ng Ng Ng Ng	X G G G G 4 4 平 5 C 5 4 - 5 4 C 4 - 5 4 - 5 4 - 5 4 C 4 - 5	IS Ø ⊕ E F C = ∞ IS E5- ● ■ ■ ■ ■ ● 0 → = © ng Documents / Standard Request for Proposals of Ministry of Finance	and other related instruments
The Basis of the Application (i) It is alleged that the Procuri Appropriate Streached the diskup Documenta / Standard Request Proposals of Ministry of Finance a other related instruments	ng B Source G D D O D B I U S x, x <sup>1</sup> T <sub>k</sub> ; Styles + Normal + Font It is alleged that the Procuring Agency	X G G G G A P Q G F F F C G G G G A P F F C G G G F F F C G G G F F F C G G G F F F C G G F F C G G F F C	IT P ● C F C = ∞ ES E5- ● ■ P 2 0 III = © Ω = © ng Documents / Standard Request for Proposals of Ministry of Finance	and other related instruments
The Basis of the Application (i) It is alleged that the Procuri Appropriate Streached the Procuri Appropriate Streached Biddl Documenta / Standard Request Proposals of Ministry of Finance a other related instruments (ii) The essence of the allegation i	Image: Source     Imag	X C C C C C C C C C C C C C C C C C C C	IF P P I F I P P P P P P	and other related instruments
The Basis of the Application (i) It is alleged that the Procurit Agency has breached the followin Documenta / Standard Request Proposals of Ministry of Finance a other related instruments (ii) The essence of the allegation i	B Source      D     D      D      D      D      D      D      D	X     Image: Control of the standard Bids       X     Image: Control of the standard Bids       X     Image: Control of the standard Bids	IS P O I F C O III Store I F C O III = O III And A Company of Finance	and other related instruments
The Basis of the Application (i) It is aligned that the Pocuri, Approx has breached the follow provisions of the Standard Biddi Documents / Standard Request I Proposals of Ministry of Finance an other related instruments (ii) The essence of the allegation i	Image: Source     Imag	X     0 <td>III Ø ⊕ Γ Γ Γ □ = ∞ III III Ø ⊕ Γ Γ □ ■ ∞ III III Ø ⊕ Γ Γ □ ■ ∞ III</td> <td>and other related instruments</td>	III Ø ⊕ Γ Γ Γ □ = ∞ III III Ø ⊕ Γ Γ □ ■ ∞ III III Ø ⊕ Γ Γ □ ■ ∞ III	and other related instruments
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The Basis of the Application (i) It is alleged that the Pocuri, Approx has breached the follow provisions of the Standard Biddi Documents / Standard Request I Proposals of Ministry of Finance a other related instruments (ii) The essence of the allegation i	Image: Source	Image: Control (Control (C	Image: Point intervention       Image: Point intervention         B5-       Image: Point intervention         Image: Point intervention       Image: Pointervention         Image: Point interv	and other related instruments
The Basis of the Application (1) It is alleged that the Procuri, Approx has breached the followin provisions of the Standard Biddi Documents / Standard Biddi Documents / Standard Request / Proposals of Winistry of Finance a other related instruments (ii) The essence of the allegation i	B Source F C C C C C C C C C C C C C C C C C C	Image: Constraint of the standard Bids       Image: Constraint o	IF P O I F C O II D O III D O III D O II D	and other related instruments
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The Basis of the Application (i) It is aligned that the Pocuri, Approx has breached the follow provisions of the Standard Biddi Documents / Standard Request I Proposals of Ministry of Finance an other related instruments (ii) The essence of the allegation i Claim	B J U S x, x' J, J Syle - Normal - Fort R is alleged that the Procuring Agency body a B J U S x, x' J, J B Syle - Normal - Fort R is alleged that the Procuring Agency body a B J U S x, x' J, J Styles - Normal + Fort The essence of the allegation	Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the Standard Bid       Image: Control of the following provisions of the follo	E C C C C C C C C C C C C C C C C C C C	and other related instruments
The Basis of the Application (i) It is alleged that the Pocuri, Approx has breached the following provisions of the Standard Biddi Documents / Standard Biddi Documents / Standard Request / Proposals of Ministry of Finance ar other related instruments (ii) The essence of the allegation is Claim (i) This Application is a claim for	B       I       U       Source       Image: Constraint of the second	Image: Control of the standard Bid       Image: Contro	IF P O I F C O I O I O I O I O I O I O I O I O I O	and other related instruments
The Basis of the Application (I) It is alleged that the Procuri, Approx has breached the following provisions of the Standard Biddi Documents / Standard Biddi Documents / Standard Request (II) The essence of the allegation is (II) The essence of the allegation is (II) The specification is a claim for (II) This Application is a claim for (II) Request for Hearing (If any)	R Source C B I U S x, x' I, I Styles Normal Fort It is alleged that the Procuring Agency both 0 B I U S x, x' I, I Styles Normal Fort The essence of the allegation B I U S x, x' I, I Styles No	Image: Control of the standard Bid       Image: Contro	IF P P I F C Proposals of Ministry of Finance IF P P P P P P P P P P P P P P P P P P P	and other related instruments
The Basis of the Application (I) It is alleged that the Procuri, Approp has breached the following provisions of the Standard Biddi Documents / Standard Biddi Documents / Standard Request / (II) The essence of the allegation is (II) The essence of the allegation is (II) The second standard	Image: Source Image:	Image: Control of the standard Bids       Image: Control of the standard Bids </td <td>IS P O C F C O D D O O O O O O O O O O O O O O O O</td> <td>and other related instruments</td>	IS P O C F C O D D O O O O O O O O O O O O O O O O	and other related instruments
The Basis of the Application (i) It is alleged that the Pocuri Approx has breached the follow provisions of the Standard Biddi Documents / Standard Request I Proposals of Ministry of Finance a other related instruments (ii) The essence of the allegation i (ii) The essence of the allegation i (ii) The application is a claim for (ii) Request for Hearing (if any) Evidence Do you want to upload documents	B       I       U       5       x, x'       I, I       III         Styles       Normat       Font       Normat       Font         It is alleged that the Procuring Agency         befor       a         B       I       U       5       x, x'       III       IIII         It is alleged that the Procuring Agency         befor       a       IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	C C C C C C C C C C C C C C C C C	IN P P I F C P P P P P P P P P P P P P P P P P P	and other related instruments







# Step 12:

The following page is displayed to upload documents. Select **document type** from the dropdown list and click on **"Upload"** button. (Fig 12)

Document Type: * Select a file to upload : *	Select Document Type Select Document Type Power of attorney document Evidence document Upload	
		Instructions
Any Number of files can be uploaded. Maximum S	ize of a Single File should not Exceed 4 MB.	
Acceptable File Types doc,docx,gif,jpeg,jpg,pdf,pr	ig,rar,xls,xlsx,zip,txt	
A file name may contain these special characters	only: Hyphen(-), Underscore(_) and Dot(.)	
Two consecutive special characters (mentioned a	bove) are not allowed in file name	

Fig 12

#### Step 13:

The following message **"Your request has been successfully sent to IRB"** is displayed. (Fig 13)

Vour request has been successfu	illy sent to IRB.		
Grievance Id	Subject	Tender Id	Action
2	Grievance for Re-evaluation	5332	View Grievance Details   Grievance To IRB Details

Fig: 13

#### Step 14:

IRB secretariat will see the registered grievance from Grievance menu in "**Pending Grievance**" tab. In **Action** column IRB secretariat will find "**Accept/dismiss**" link. (Fig 14)

						0	
dnesda	y, 23 September	r, 2020, 13:55:12 B	ST	Last Logir	: Wednesday, 22 July, 2020, 14:08:37 BST	🐰 Welcor	me, IRB Secretariat [Ro
endin	g Grievanc	es					
endin	g Grievanc	es					
endin	g Grievanc	es					
endin	g Grievanc	Grievance		Creation Date	Action		
endin	g Grievanc sı.	Grievance	ld	Creation Date	Action		
endin	g Grievanc sı.	Grievance	Id 23-Si	Creation Date	Action Grievance Details   Tender Details   Accept / Dismiss		

Fig: 14

Government Procurement and Property Management Division (GPPMD), DNP, MoF





# Step 15:

After clicking on "Accept/dismiss" link IRB secretariat will take decision as desired "Accept" or "Dismiss". (Fig 15)

		7
1.	Verification	
	Power of attorney enclosed, where applicable	0
2.	Action	
	Accept / Dismiss	Accept ODismiss
	Comment	ök
	Submit	

Fig: 15

#### Step 16:

If IRB select Dismiss, the grievance process will end. But, if IRB accepts, then Bidder will have to update payment of Grievance fee through financial Institution, then IRB will take further step by clicking "**Payment Done**" Tab. The IRB will send the Grievance to HOPA by clicking the link "Send to HOPA" (Fig 16 & 17)

ment bone Faymen	t Due Sent To HOPA			
	· · · ·			
Advanced Search				
		Creation Date	Action	
SI.	Grievance Id	oreation bate		
SI.	Grievance id	23-Sep-2020	Grievance Details   Tender Details   Send To HOPA	

Fig: 16





Gri	evance Detail
Т	0
P	hintsho Choeden,
	agana Dzongknag.
s	ubject: Notice seeking Reply of the Respondent
Y (F	ou are requested to complete and submit the Form-04 <b>REPLY OF THE RESPONDENT PROCURING AGENCY)</b> within 3 days.
T in	his is based on the appeal submitted to Independent Review Body the copy of which is a your tender dashboard. The basis of the claim is set out in the appeal.
IF	RB Sec
	Infinite Secretary
	Send To HOPA

Fig: 17

# Step 18:

TC chairperson (HOPA) shall click on link "**Reply To IRB**" to give the information about the grievance (Fig 18). HOPA will fill the information of the form, shown in (Fig 19&20)

Tender	responsibility:	: pa.szd2020(	@gmail.com (/	AU)						
otice TC	Opening E	Evaluation	Document	Corrigendum/Amendment	Letter Of Intent	Letter of Accept	ptance G	ievance Management		
Oriovanaa	Name of	Bidder /		Grievance Subject	Gri	avance Date			Action	
ID	Consi	ultant		onevance subject		vance bate				

Fig: 18







Notice	TC	Opening	Evaluation	Document	Corrigendum/Amendmen	t Letter Of Intent	Letter of Acceptanc	e Grievance Management	
	Τ_								
1.	Res	pondent (F	Procuring Age	ancy)					
	(i)	Name of th	e Responder	It Phintsho	Choeden				
	(ii)	Citizenshi	p ID #						
	(iii Re	) Address of spondent	of the	Regist	ered Address :			Dagana Dzongkhag	
				Mobile	No :			17606394	
				Phone	No :				
				Fax No	):				
				Email				hopa.szd2020@gmail.com	
	(iv	) Name of a	authorized	+					
	rep	presentativ	e of the	Name	:[				
				Addres	3 <b>S</b> :				
				Phone	No :				
				Fax No	):				
				Email					

Fig: 19

(i) This Reply is a claim for: *	D Source D Q 面 目 X D 首 简 首 ← / Q th 厚 ூ- E F O I I I = ∞ E B I U S x <sub>2</sub> x <sup>3</sup> I <sub>X</sub> II O III II
(ii) Request for Hearing (if any)	●Yes ⊖No
Evidence	
Do you want to upload documents?	●Yes ⊖No
Statement of Adherence: *	
I/we hereby declare that the to carry out the Decision of the	e above information is true and accurate to the best of my/our knowledge and belief and that I/we accept the Procedure for Appeal and Review in its entirely and undertake e Independent Review Body faithfully and without delay.

Fig: 20





# Step 19:

After HOPA's Reply, IRB secretariat will take final decision from "**Give Final Decision**" tab. (Fig 21)

/ment Done	Payment Due Sent To	HOPA	
	Garch		
Advanced S	Search		
Advanced S	Grievance Id	Creation Date	Action
Advanced S	Grievance Id	Creation Date	Action

Figure: 21

#### Step 20:

IRB secretariat will take any action from the **Action** dropdown (Fig 22). Enter the relevant information and IRB will click on "**Final submission**" button (Fig 23). Then system will show the confirmation message (Fig 24).

Case Reference I	Number :				Grievance ID - 1	
Independent Rev	iew Body consists of					
1	IRB Sec			Chairman		
The parties and p	procurement under dispute are:					
Applicant:				Yeshey Tharchen ( Ke	lki School )	
Respondent:				Phintsho Choeden		
Procurement Refe	erence Number:			ref44		
Brief Description o	of Procurement:			g		
Having duly cond Procurement Rul Action: *	ducted the review (after hearing the evide les and Regulations and Procedure for P	ence of all parties in an rocurement Appeal and Re-tendering ~	equal and fair n Review, the Ind	anner and having con ependent Review Bod	cluded the proceedings) and otherwise compil y hereby delivers the following Decision:	led with the provisions
Source		Select Action Re-tendering Re-evaluate Cancel Cancel	₩- ■.			

Figure: 22





Upload Final Decisi	on Documents				🖨 Go Back
Grievance ID		Grievance Subject	Tend	er ID	
1		Re-evaluate	5695		
Select a file to uploa	d : Choose File No file chosen				
		Instructions			
Any Number of files can be u	ploaded. Maximum Size of a Single File :	should not Exceed 3 MB.			
Acceptable File Types doc,do	ocx,gif,jpeg,jpg,pdf,png,rar,xls,xlsx,zip,txt				
A file name may contain thes	e special characters only: Hyphen(-), Uno	derscore(_) and Dot(.)			
Two consecutive special cha	racters (mentioned above) are not allowe	d in file name			
File ID	File Name	Uploaded By		Size (In KB)	Action
		Previous Final Submission			

Fig: 23

Final	decision has been given	i successfully.		
ıyment D	one Payment Due	Sent To HOPA		
+ Advance	d Search			
+ Advance	d Search			
+ Advance S	d Search I. Grieva	nce Id	Creation Date	Action
+ Advance S	d Search	nce Id 2020-09-23	Creation Date 13:54:34.0	Action Grievance Details   Tender Details   View HOPA's Reply   View Final Decision

Fig: 24







# Step 21:

# After IRB's decision Bidder can see details from the Dashboard by clicking on **"View Final Decision"** (Fig 25 & 26)

ics.	Clarification	Fayment	ienu. Preparation	Opening	Evaluation	Letter Of Intent	Letter of Acceptance	Gnevance management
	Grievance Id		Subject	Tender	ld			Action
1		Re-e	evaluate	5356	Viev	/ Grievance Detail	Is Grievance To IRB D	etails   View Final Decision

Fig: 25

				Save As I				
Case Reference Number :			Gr	Grievance ID - 1				
Independent Review Body	consists of							
1 Test IRE	Sec		Cha	Chairman				
The partice and procurem	ant under dienute arei							
The parties and procurem	ent under dispute are:							
Applicant:				bidder (TEST 2)				
Respondent:				Pema Chetsho				
Procurement Reference Nu	mber:			jkljkljkl				
Brief Description of Procure	ment:			jkl				
Having duly conducted th the provisions of the Proc Decision:	e review (after hearing urement Rules and Re	the evidence of all parties in an equal an gulations and Procedure for Procuremen	d fair manner and hav t Appeal and Review, t	ing concluded the pro the Independent Revie	oceedings) and otherwis w Body hereby delivers	e compiled with the following		
Action:	Re-evaluate							
ok								

Fig: 26

