



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 Lol is issued, all the participating bidders will get Lol in their registered email and Bidders will also be able to view information from the Lol 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 Lol, 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.

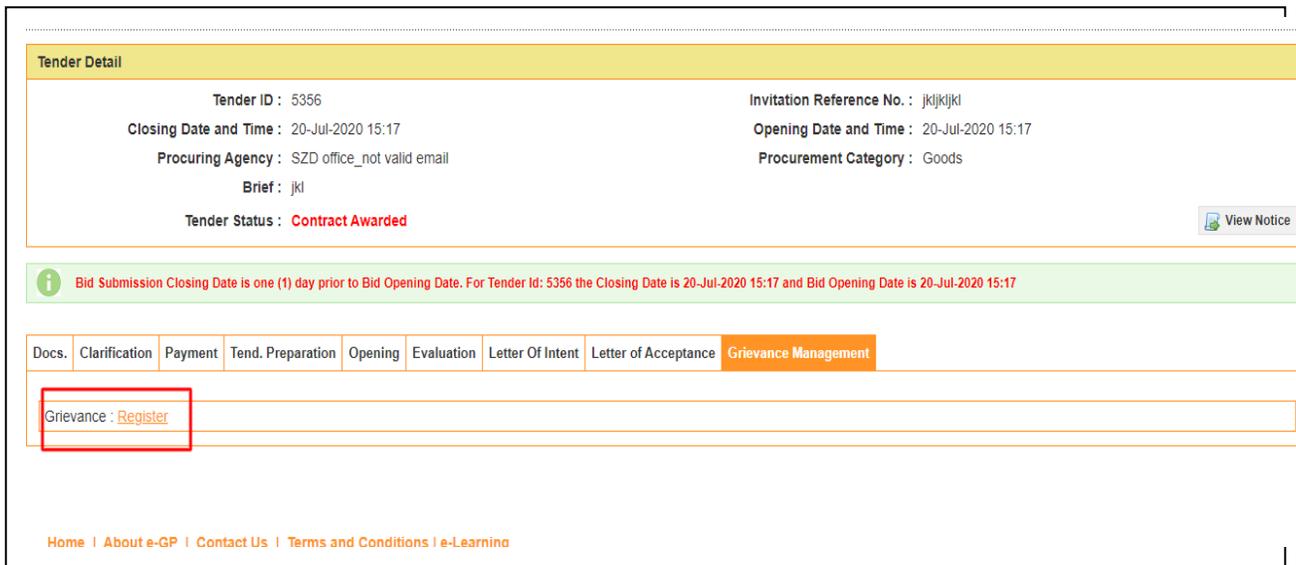
In case of Simplified Procurement Rules and Regulations (SPRR), the timeline specified in the SPRR shall apply for grievance management.

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 15th 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)



Tender Detail

Tender ID : 5356
Closing Date and Time : 20-Jul-2020 15:17
Procuring Agency : SZD office_not valid email
Brief : jkl
Tender Status : **Contract Awarded**

Invitation Reference No. : jkljkljkl
Opening Date and Time : 20-Jul-2020 15:17
Procurement Category : Goods

[View Notice](#)

i Bid Submission Closing Date is one (1) day prior to Bid Opening Date. For Tender Id: 5356 the Closing Date is 20-Jul-2020 15:17 and Bid Opening Date is 20-Jul-2020 15:17

Docs. | Clarification | Payment | Tend. Preparation | Opening | Evaluation | Letter Of Intent | Letter of Acceptance | **Grievance Management**

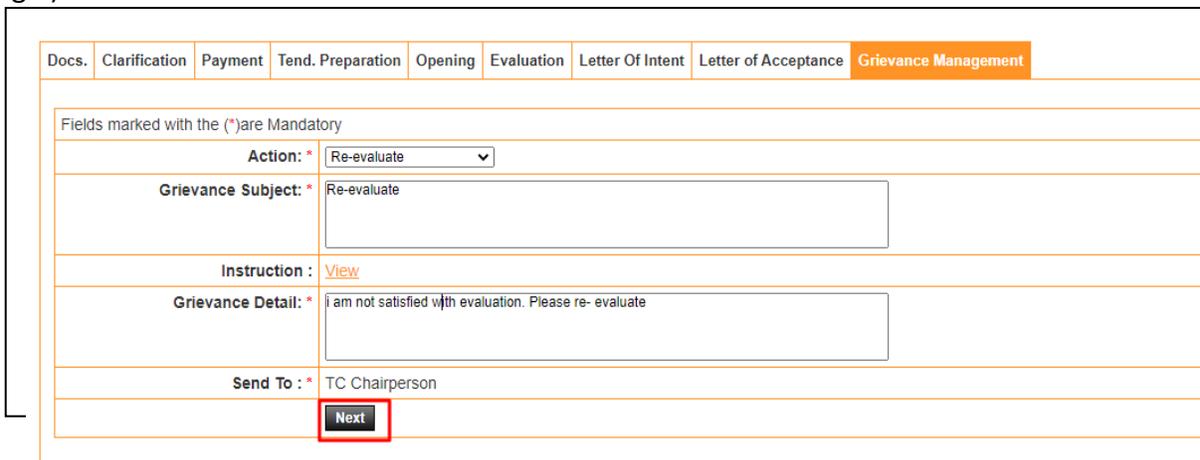
Grievance : [Register](#)

[Home](#) | [About e-GP](#) | [Contact Us](#) | [Terms and Conditions](#) | [e-Learning](#)

Fig: 1

Step 2:

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



Docs. | Clarification | Payment | Tend. Preparation | Opening | Evaluation | Letter Of Intent | Letter of Acceptance | **Grievance Management**

Fields marked with the (*) are Mandatory

Action: *

Grievance Subject: *

Instruction: [View](#)

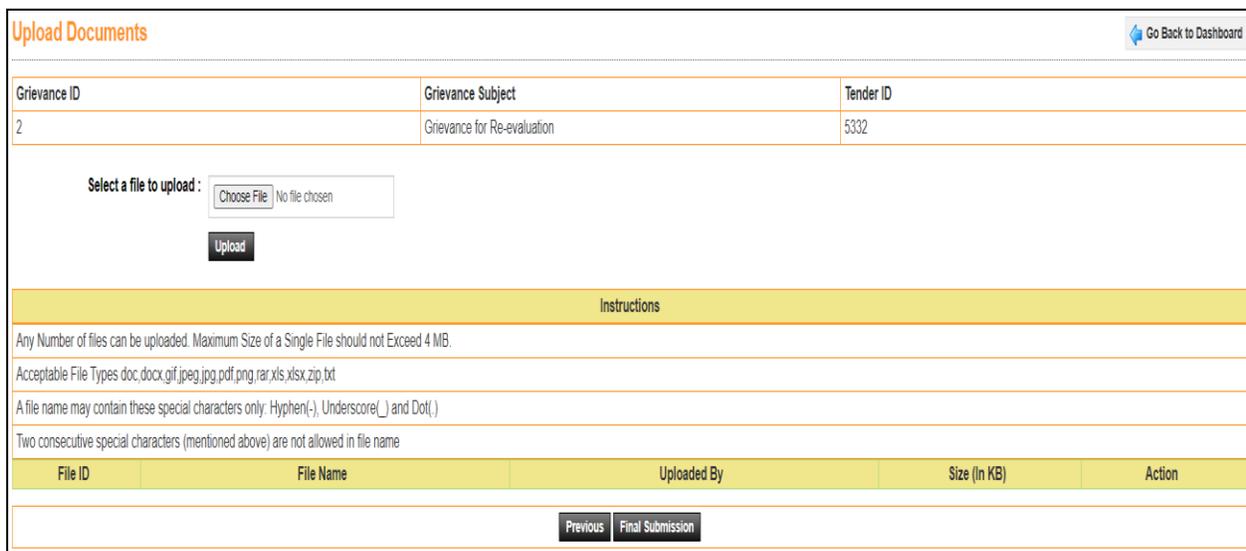
Grievance Detail: *

Send To: *

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)



Grievance ID	Grievance Subject	Tender ID
2	Grievance for Re-evaluation	5332

Select a file to upload : No file chosen

Instructions

Any Number of files can be uploaded. Maximum Size of a Single File should not Exceed 4 MB.

Acceptable File Types doc, docx, gif, jpeg, jpg, png, pdf, rar, xls, xlsx, zip, txt

A file name may contain these special characters only: Hyphen(-), Underscore(_) and Dot(.)

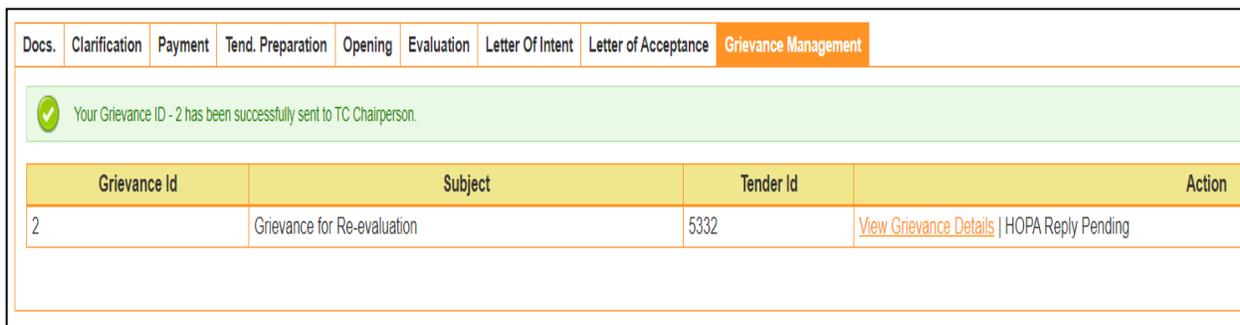
Two consecutive special characters (mentioned above) are not allowed in file name

File ID	File Name	Uploaded By	Size (in KB)	Action
<input type="button" value="Previous"/> <input type="button" value="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 Acceptance	Grievance Management
 Your Grievance ID - 2 has been successfully sent to TC Chairperson.								
Grievance Id	Subject	Tender Id	Action					
2	Grievance for Re-evaluation	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 responsibility: pa.szd2020@gmail.com (AU)

Notice	TC	Opening	Evaluation	Document	Corrigendum/Amendment	Letter Of Intent	Letter of Acceptance	Grievance Management
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Grievance ID	Name of Bidder / Consultant	Grievance Subject	Grievance Date	Action
1	Kelki School	Re-evaluate	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
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[Save As PDF](#)

Grievance ID:	1
Name of Bidder / Consultant:	Kelki School
Name of Respondent:	Phintsho Choeden (TC Chairperson)
Action Claimed:	Re-evaluate
Grievance Subject:	Re-evaluate
Grievance Detail:	I am not satisfied with the evaluation. please re evaluate
Respondent Comment:	-
Grievance Date:	23-Sep-2020
Response Date:	-

File ID	File Name	Uploaded By	Size (In KB)	Action
No documents uploaded.				

Respondent Comment: *

Submit

Fig: 5

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)

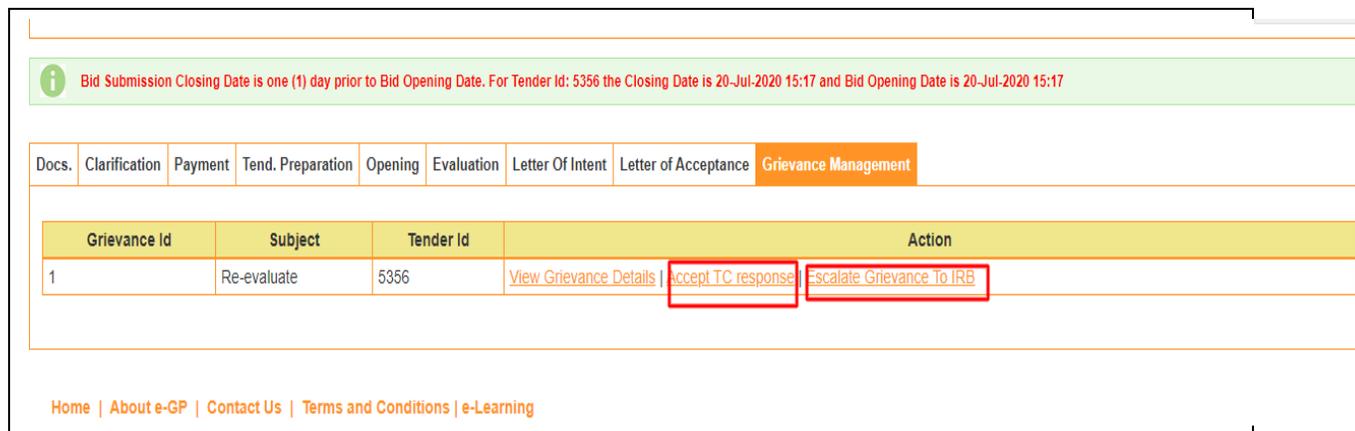


Fig: 6

Step 7:

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

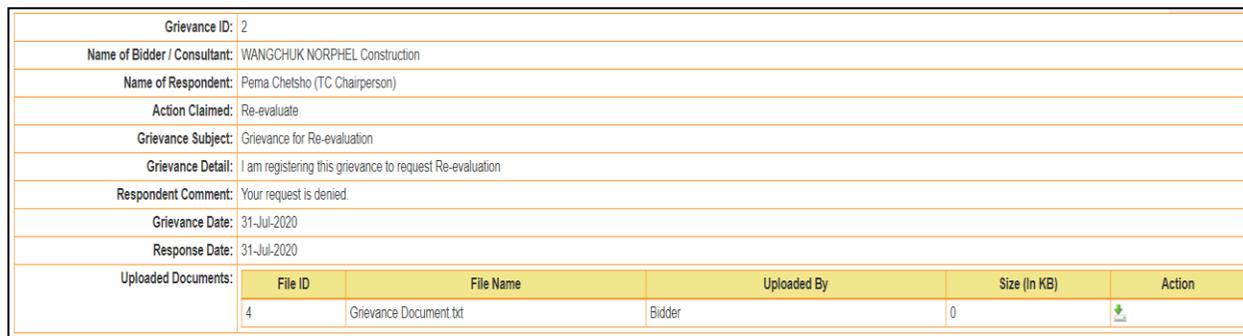


Fig: 7

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)

Docs.	Clarification	Payment	Tend. Preparation	Opening	Evaluation	Letter Of Intent	Letter of Acceptance	Grievance Management								
<table border="1"> <thead> <tr> <th>Grievance Id</th> <th>Subject</th> <th>Tender Id</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>Grievance for Re-evaluation</td> <td>5332</td> <td>View Grievance Details Accept TC response Escalate Grievance To IRB</td> </tr> </tbody> </table>									Grievance Id	Subject	Tender Id	Action	2	Grievance for Re-evaluation	5332	View Grievance Details Accept TC response Escalate Grievance To IRB
Grievance Id	Subject	Tender Id	Action													
2	Grievance for Re-evaluation	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)

Docs.	Clarification	Payment	Tend. Preparation	Opening	Evaluation	Letter Of Intent	Letter of Acceptance	Grievance Management
<p>1. Applicant (Person or Firm submitting the Application for Review)</p> <p>(i) Name of the Applicant: WANGCHUK NORPHEL Construction</p> <p>(ii) Citizenship ID #</p> <p>(iii) Address of the Applicant</p> <p>Registered Address: Thimphu</p> <p>Mobile No: 17110263</p> <p>Phone No:</p> <p>Fax No:</p> <p>Email: tshering_bidder@test.com</p> <p>(iv) Name of authorized representative of the Applicant</p> <p>Name: Mr Authorized Representative</p> <p>Address:</p> <p>Phone No:</p> <p>Fax No:</p> <p>Email:</p>								
<p>2. Details of Procurement Procedure</p> <p>(i) Tender Id: 5332</p> <p>(ii) Brief description of Goods / Works / Services under procurement: Package Description</p> <p>(iii) Publication of the announcement for the procurement</p> <p>IFB /PQ / REOI / RFP No: Z</p> <p>Publication Date and Time: 14-Jul-2020</p> <p>(iv) LOI Issue Date</p>								
<p>3. The Basis of the Application</p> <p>(i) It is alleged that the Procuring Agency has breached the following provisions of the Standard Bidding Documents / Standard Request for Proposals of Ministry of Finance and other related instruments :-</p> <p>It is alleged that the Procuring Agency has breached the following provisions of the Standard Bidding Documents / Standard Request for Proposals of Ministry of Finance and other related instruments</p> <p>(ii) The essence of the allegation is :-</p> <p>The essence of the allegation</p>								
<p>4. Claim</p> <p>(i) This Application is a claim for: Re-evaluate</p> <p>(ii) Request for Hearing (if any): <input checked="" type="radio"/> Yes <input type="radio"/> No</p>								
<p>5. Evidence</p> <p>Do you want to upload documents? <input checked="" type="radio"/> Yes <input type="radio"/> No</p>								
<p>6. Statement of Adherence: *</p> <p><input checked="" type="checkbox"/> I/we hereby declare that the above information is true and accurate to the best of my/our knowledge and belief and that I/we accept the Manual of Procedure for Procurement Appeal and Review in its entirety and undertake to carry out the Decision of the Independent Review Body faithfully and without delay.</p> <p style="text-align: center;"><input type="button" value="Submit"/></p>								

Fig: 11

Step 12:

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

Fig 12

Step 13:

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

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)

SI.	Grievance Id	Creation Date	Action
1	1	23-Sep-2020	Grievance Details Tender Details Accept / Dismiss

Fig: 14

Step 15:

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

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)

Sl.	Grievance Id	Creation Date	Action
1	1	23-Sep-2020	Grievance Details Tender Details Send To HOPA

Fig: 16

Grievance Detail

To
Phintsho Choeden,
Dagana Dzongkhag.

Subject: Notice seeking Reply of the Respondent

You are requested to complete and submit the Form-04 **REPLY OF THE RESPONDENT (PROCURING AGENCY)** within 3 days.

This is based on the appeal submitted to Independent Review Body the copy of which is in your tender dashboard. The basis of the claim is set out in the appeal.

IRB Sec
Member Secretary
Independent Review Body

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)

Notice	TC	Opening	Evaluation	Document	Corrigendum/Amendment	Letter Of Intent	Letter of Acceptance	Grievance Management
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Grievance ID	Name of Bidder / Consultant	Grievance Subject	Grievance Date	Action
1	Kelki School	Re-evaluate	23-Sep-2020	View Grievance details IRB's Msg Reply To IRB

Fig: 18

Notice	TC	Opening	Evaluation	Document	Corrigendum/Amendment	Letter Of Intent	Letter of Acceptance	Grievance Management
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1. Respondent (Procuring Agency)

(i) Name of the Respondent	Phintsho Choeden	
(ii) Citizenship ID #		
(iii) Address of the Respondent	Registered Address :	Dagana Dzongkhag
	Mobile No :	17606394
	Phone No :	
	Fax No :	
	Email :	hopa.szd2020@gmail.com
(iv) Name of authorized representative of the Applicant	Name :	<input type="text"/>
	Address :	<input type="text"/>
	Phone No :	<input type="text"/>
	Fax No :	<input type="text"/>
	Email :	<input type="text"/>

Fig: 19

Claim

(i) This Reply is a claim for: *

Dismissal of the Application for Review

(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 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 entirety and undertake to carry out the Decision of the Independent Review Body faithfully and without delay.

Submit

Fig: 20

Step 19:

After HOPA’s Reply, IRB secretariat will take final decision from “Give Final Decision” tab. (Fig 21)

Sl.	Grievance Id	Creation Date	Action
1	1	2020-09-23 13:54:34.0	Grievance Details Tender Details View HOPA's Reply Give Final Decision

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).

Form - 06: Decision of Independent Review Body

Case Reference Number : _____ Grievance ID - 1

Independent Review Body consists of

1	IRB Sec	Chairman
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The parties and procurement under dispute are:

Applicant:	Yeshey Tharchen (Kelki School)
Respondent:	Phintsho Choeden
Procurement Reference Number:	ref44
Brief Description of Procurement:	g

Having duly conducted the review (after hearing the evidence of all parties in an equal and fair manner and having concluded the proceedings) and otherwise compiled with the provisions of the Procurement Rules and Regulations and Procedure for Procurement Appeal and Review, the Independent Review Body hereby delivers the following Decision:

Action: * Re-tendering

- Re-tendering
- Select Action
- Re-tendering
- Re-evaluate
- Cancel
- Contract Award

Figure: 22



Upload Final Decision Documents Go Back

Grievance ID	Grievance Subject	Tender ID
1	Re-evaluate	5695

Select a file to upload : No file chosen

Instructions

Any Number of files can be uploaded. Maximum Size of a Single File should not Exceed 3 MB.

Acceptable File Types [doc](#), [docx](#), [gif](#), [jpeg](#), [jpg](#), [pdf](#), [png](#), [rar](#), [xls](#), [xlsx](#), [zip](#), [txt](#)

A file name may contain these special characters only: [Hyphen\(-\)](#), [Underscore\(_\)](#) and [Dot\(.\)](#)

Two consecutive special characters (mentioned above) are not allowed in file name

File ID	File Name	Uploaded By	Size (In KB)	Action
				<input type="button" value="Previous"/> <input type="button" value="Final Submission"/>

Fig: 23

✔ Final decision has been given successfully.

Payment DonePayment DueSent To HOPA

+ Advanced Search

Sl.	Grievance Id	Creation Date	Action
1	1	2020-09-23 13:54:34.0	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)

Docs.	Clarification	Payment	Tend. Preparation	Opening	Evaluation	Letter Of Intent	Letter of Acceptance	Grievance Management								
<table border="1"> <thead> <tr> <th>Grievance Id</th> <th>Subject</th> <th>Tender Id</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Re-evaluate</td> <td>5356</td> <td>View Grievance Details Grievance To IRB Details View Final Decision</td> </tr> </tbody> </table>									Grievance Id	Subject	Tender Id	Action	1	Re-evaluate	5356	View Grievance Details Grievance To IRB Details View Final Decision
Grievance Id	Subject	Tender Id	Action													
1	Re-evaluate	5356	View Grievance Details Grievance To IRB Details View Final Decision													

Fig: 25

Form - 06: Decision of Independent Review Body

Case Reference Number : Save As PDF

Independent Review Body consists of

1	Test IRB Sec	Chairman
---	--------------	----------

The parties and procurement under dispute are:

Applicant:	bidder (TEST 2)
Respondent:	Pema Chetsho
Procurement Reference Number:	jkjkljkl
Brief Description of Procurement:	jkl

Having duly conducted the review (after hearing the evidence of all parties in an equal and fair manner and having concluded the proceedings) and otherwise compiled with the provisions of the Procurement Rules and Regulations and Procedure for Procurement Appeal and Review, the Independent Review Body hereby delivers the following Decision:

Action:

ok

Uploaded Documents:	File ID	File Name	Uploaded By	Size (In KB)	Action
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Fig: 26