

Complaint Handling Mechanism of Procurement related Complaints

1. The procurement related complaints should normally be forwarded through e-mail, by Fax or through post to the address mentioned in the tender document. The cases where detailed address is not found in the tender document, a complaint may be forwarded to the authority inviting the tender to the office of MRVC on address as below:

(Designation of the concerned officer)
Mumbai Railway Vikas Corporation Ltd.,
2nd Floor, Churchgate Station Building,
Churchgate,
Mumbai – 400020.
Fax Number-+91-22-22096972

While forwarding complaints, the complainants should indicate following details:

i.	Tender No.	
li	Tender Description	
lii	Detail of complaint	
iv	Supporting document (if any)	
v	Complainants Name	
vi	Address	
vii	Contact No.	
viii	E-mail	

2. **Receipt of Complaints:** The complaints received by MRVC shall be entered in the register maintained for the same by the concerned department. The complaint shall be disposed and acted upon immediately and wherever required, reply shall be sent to the complainant about the action taken on his complaint.
3. **Investigation of complaints:**
The complaint may be verified wherever felt necessary. The genuine complaint shall be investigated, and necessary action shall be taken as per gravity and content of the complaint, within the provisions available in the tender document and other actions as permissible under codes and law. When the complaint pertains to procurements funded by MDBs like by AIIB, ADB & NDB etc. then the Fraud and Corruption guidelines / Prohibited Practices etc of these MDB's shall also be applicable
4. **Complaints and Debarment in cases of Purchase Preference to Make In India/ Domestic Purchase Preference:**
The bidder claiming to be eligible for Local Supplier to get purchase preference as per Make in India Order, 2017 or Domestic Purchase Preference, are required to declare local content by giving certificate and other details as per tender document. Following procedure shall apply for wrong declaration and handling of related complaints:

- (a) **Fee for Complaints:** The Complaint about wrong declaration of local content by a bidder or not adhering to declared local content during execution, may be filed to the office of CMD/MRVC and fee for filing a complaint shall be Rs.10,000/- per case. The fee shall be deposited through Demand Draft in favour of Financial Advisor and Chief Accounts Officer, MRVC payable at Mumbai. The complaints shall be investigated by MRVC.
- (b) For making false declaration or providing false information in respect of local content for participation in a tender process or to secure a contract, a bidder or the bidder's successors can be debarred for up to two years along with such other actions as may be permissible under law.
- (c) A supplier who has been debarred by any procuring entity for violation of Make In India order or for reasons mentioned in (b) above, shall not be eligible for any purchase preference during the duration of the debarment. The list of debarred bidder/supplier alongwith duration and reason of debarment shall be uploaded on MRVC public website, GeM/CPPP portals. In respect of procuring entities other than the one which has carried out the debarment, the debarment takes effect prospectively from the date of uploading on CPPP so as ongoing procurements are not disrupted.
- (d) Concerned Director of MRVC may constitute committees with internal and external experts (as provided in Para 9(d) of the Public Procurement (Preference to Make in India), Order 2017) like Chartered Accountants, Cost Accountants etc. for independent verification of self-declarations and auditor's/ accountant's certificates on random basis and in the case of complaints.
- (e) Power of CMD to hire professionals, like Chartered Accountants, Cost Accountants etc can be used to hire external experts.
- (f) Decisions on complaints relating to implementation of Make In India order shall be taken by the concerned Director of MRVC, who is the competent authority empowered to look into procurement-related complaints relating to the procuring entity (MRVC).

5. **On line complaint:** Provision of submitting online complaint is also available on MRC website on following link:

https://mrv.c.indianrailways.gov.in/works/mrvc_complaint.jsp?lang=0&id=0,294

While making complaint through online portal complete detail like tender number, description of the tender should be mentioned clearly in the complaint. These Complaint so received centrally by the Complaint Handling Officer shall be promptly handed over to the concerned officials. The suitable record of receiving and disposal of these complaint shall be maintained.

6. A bidder shall not be eligible for any purchase preference as local supplier in the tender under settlement, for making false declaration or providing false information in respect of local content or during the duration of debarment as per clause 4(b) and (c) above.