



## Grievance Redressal Mechanism in Public Procurement Questionnaire

### The World Bank project on Procurement Observatory, Assam

Assam Institute of Management  
(A Govt. of Assam Society)

The World Bank had set up a Procurement Observatory at the Assam Institute of Management for the state of Assam in 2013. Its objective is to help the state government departments improve their public procurement practices and outcomes in the state. We request you to spare some time to complete this questionnaire on your opinion and experience regarding the Grievance Redressal Mechanism of Government of Assam departments. Kindly note that the information collected from you will be kept confidential. We shall never quote your name or the name of your firm. Please feel free to share your views. Your views will help us in assessing the perception that the vendors have on the Grievance Redressal Mechanism. For any further questions or clarifications on this study please contact; Gayatri: 8721075872, Manab: 9864124089. [www.procurementobservatoryassam.in](http://www.procurementobservatoryassam.in)

1. Name of the
  - a) Organization (Optional): .....
  - b) Respondent (Optional): .....
2. Year of registration: .....
3. Department(s) working for: .....

**(A) Only for vendors registered in the last five years :**

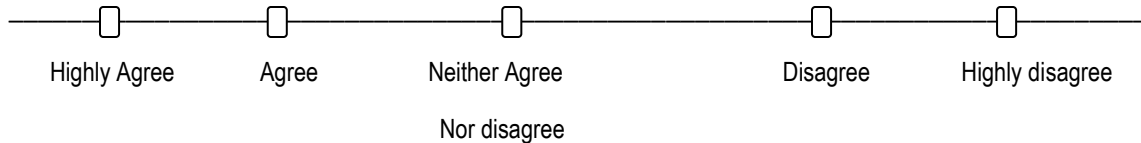
4. Were you working with any other organization to get experience before working independently as a vendor?  
.....
- 4.(a) If yes, for how many years and as what?.....  
.....
- 4.(b) Did that experience help you in starting your own work and how?  
.....  
.....
5. Do/Does the department(s) with which you are working require years of experiences to qualify for bidding?  
.....
- 5.(a) Which are the departments? .....



6. Did you face any problem in the registration process of the department? .....

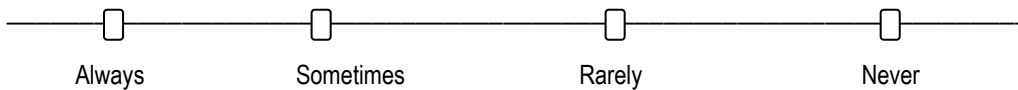
6.(a) If yes, what were the problems?.....  
 .....

7. Does the requirement of years of experiences to qualify for bidding act as entry barrier for many perspective vendors in bid submission?



**(B) To every respondent:**

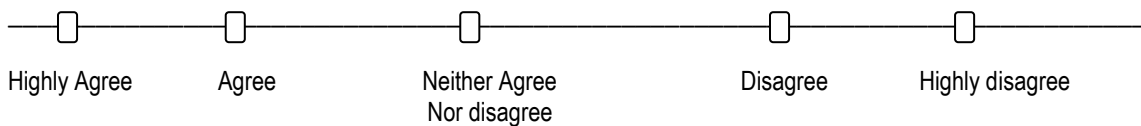
8. How frequent high value projects are awarded to local vendors?



9. What are reasons according to you for not getting the contract of a high value project by a local vendor?

.....  
 .....  
 .....

10. Is e-tendering one of the reasons for not getting the contract of a high value project by a local vendor?



10.(a) Why do you think so? .....

11. From where do you find the information on invitation of a bid? Please tick the  $\checkmark$  mark below (**can tick more than one answer**):

- (i) Department notice board
- (ii) Department website
- (iii) Newspaper
- (iv) e-procurement site
- (v) Concerned person from the department
- (vi) Fellow Vendors
- (vii) Others (please specify).....



12. From where do you find the information on re-invitation, corrigendum, addendum or cancellation of a project?

Please tick the  mark below (can tick more than one answer):

- (i) Department notice board                      (ii) Department website                      (iii) Newspaper
- (iv) e-procurement site                              (v) Concerned person from the department
- (vi) Fellow Vendors                                      (vii) Others (please specify).....

13. Do you receive the information on re-invitation, corrigendum, addendum or cancellation of a project on time?

—————  —————  —————

Always on time                      Sometimes on time                      Rarely on time                      Never on time

14. What is your opinion regarding receiving information on re-invitation, corrigendum, addendum or cancellation of a project on time?.....

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.....

15. Is sufficient time has been given after re-invitation, corrigendum, addendum or cancellation of a project?

—————  —————  —————

Always                      Sometimes                      Rarely                      Never

16. What is your opinion regarding getting information of re-invitation, corrigendum, addendum or cancellation of a project?.....

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17. Is the contract is awarded to a single bidder or it is divided among more than one bidders in most of the cases?

- (i) Yes, it is always awarded to a single bidder      (ii) Yes, it is always divided and awarded to more than one bidder

18. If the contract is awarded to more than one bidder, then how frequently it happens?

—————  —————  —————

Always                      Sometimes                      Rarely                      Never



19. For what kind of project(s) a contract is awarded to more than one bidder?

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.....  
.....

20. What were the reasons that the Procurement entity state for awarding the contract to more than one bidder?

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.....  
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21. Did the instance(s) of sharing the contract with other bidder ever happen to you?.....

22.(a)If yes, what do you feel and what do you do?

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.....  
.....

22. Did the instance(s) of sharing the contract with other bidder happen with any bidder known to you?

- (i) Yes
- (ii) No

23. If yes, do you get the required corporation for smooth functioning of the work?

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.....

24. Your opinion about the awarding more than one bidder for a single contract?

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25. Is there any instance (s) when you are not getting the Award of the contract in spite of being the Lowest Quoted Bidder (L1)?.....

25.(a)If yes, for how many instances and for what kind of projects?

.....

25.(b) How did you get to know that ?.....



26. Did you lodge any complaint for not getting the contract in spite of being the L1 bidder?

- (i) Yes                      (ii) No

26.(a) If, yes how much time it took to reply?.....

26.(b) What was the response from the department on the complaint?

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 .....  
 .....

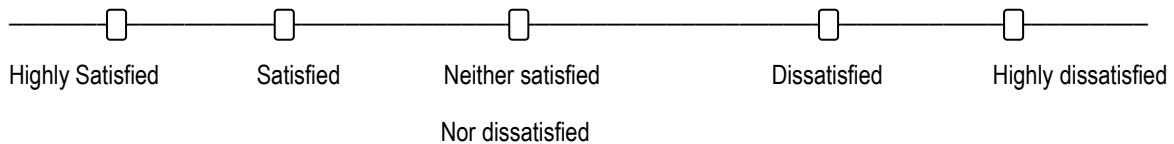
26.(c) If no, why did not you lodge a complaint? .....

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 .....

26.(d) Do you think that the similar situations persist as on today?.....

.....

27. Are you satisfied with the response of the department regarding the complaint for not getting the contract in spite of being the L1 bidder?

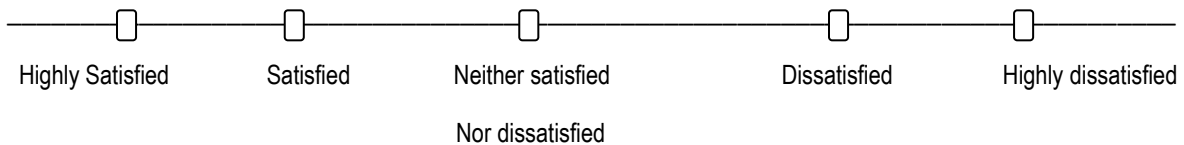


27.(a) Why do you think so?.....

.....  
 .....

28. Do the departments share the evaluation criteria clearly on the bid document? (i) Yes                      (ii) No

29. Are you satisfied with the sharing of information by the department about the evaluation criteria on the bid document?



29.(a) Why do you think so?.....

.....



30. Name the departments that you are working with have a separate Grievance Redressal cell?.....  
.....

31. What kind of issues handle by the departments which have a separate Grievance Redressal cell ?

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33.How do the departments which do not have a separate Grievance Redressal cell handle the case of the grievance on tender related issues ?Please share your experiences.

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34.What is your opinion regarding the overall Grievance Redressal mechanism of the departments?

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35. What are the suggestions that you want to give for improvement of the Grievance Redressal Mechanism of the departments?

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\*\*\*\*\* *Thank you*\*\*\*\*\*