

NPIU/ TEQIP-III/ Procurement/ 2018-19

Dated: 2nd November, 2018

CIRCULAR

Sub: Procurement Complaint Redressal Cell

With reference to the "Procurement Manual", "Financial Management Manual" displayed on NPIU website, it is needless to mention that the NPIU is committed towards providing best support and guidance to implement the TEQIP-III project with utmost dedication and excellence. In order to maintain transparency under TEQIP-III procurements, NPIU has decided to establish Procurement Complaint Redressal Cell to address the issues & complaints of vendor and other stake holders judiciously for time bound disposal.

2. The mechanism for disposal of complaints against procurement shall function at three levels i.e. Institute level, SPIU level and NPIU level as follows:

1. The grievance/complaint must be given in writing with proper identity (signature, name, contact number/ address, email id etc.) of complainant disclosed so as to enable the authority to identify the complainant for seeking additional details if needed for further processing the complaint.
2. In case of anonymous complaint, the decision for processing such complaint shall depend upon authority on the basis of severity and proofs attached with the complaint.
3. The complainant has to lodge its complaint to the institute concerned first and wait for the decision as per the timeline given below.
4. If the institute does not take any decision or the complainant still remain aggrieved with decision, the complainant may approach SPIU and wait until given timeline. Further, He/ She may approach NPIU further if not satisfied.
5. The authority and the corresponding timeline for disposal of complaint shall be as follows:

Level	Composition of a committee	Timeline for disposal
Institute level (TEQIP Institute Concerned)	TEQIP Coordinator, Procurement Nodal Officer, Expert member from department other than the department against whom the complaint belongs. Principal/ Head of Institution shall be final decision making authority.	Within 10 days after receipt of complaint
State Level - SPIU	Procurement Nodal Officer/ Consultant at SPIU SPA of the respective SPIU shall be final decision making authority.	Within 20 days after receipt of complaint
National Level - NPIU	Consultant/ Associate Consultant Procurement at NPIU CPA, NPIU shall be final decision making authority.	Within 30 days after receipt of complaint

Prof (Dr.) P.M Khodke
Central Project Advisor
National Project Implementation Unit (NPIU)

To: All Institutions (TEQIP-III)

Copy to: SPIUs

Officials of Procurement Complaint & Redressal Cell

Name		Designation	Email ID	Contact No.	Address
At NPIU Level					
Ms. RupaliJha		Associate Consultant (Procurement)	rupali.npiu@gov.in rupali.jha.teqip@gmail.com	9717944471	National Project Implementation Unit Copia Corporate Suites Unit 301-302, Plot no. 9, 3rd Floor JasolaVihar New Delhi, PIN-110025
Mr. Kapil Dey		Associate Consultant (Procurement)	kapil.dey.teqip@gmail.com	9435073759	
Prof (Dr) P M Khodke (Appealing authority)		Central Project Advisor (CPA)	cpa.npiu@gov.in cpa.npiu@gmail.com	9810432910	
At SPIU Level					
Assam	Dr. Mukul Chandra Bora	State Project Advisor (SPA)	mukul1968@gmail.com spiu.northeast@gmail.com	9435533164 9957259973	State Project Administrator (SPA) State Project Implementation Unit (TEQIP III)
	Mr. Mintu Sinha	Nodal Officer (Procurement)	mintu.sinha@gmail.com	9733895894	Indian Institute of Technology Guwahati781039Assam
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Himachal Pradesh	Mr. Dinkar Burathoki	State Project Advisor (SPA)	dinkarburathoki.b@gmail.com	9817070282	State Project Administrator(SPA) State Project Implementation Unit (TEQIP III) HP, 4th Floor,D Block Jawaharlal Nehru Govt. Engineering College (JNGEC)
	Mr. Ashwini Kumar Sharma	Nodal Officer (Procurement)	ash@nith.ac.in ashwani174@yahoo.com	9418511915 9418666915	Sundernagar, Distt. Mandi – 175018 (Himachal Pradesh)
J&K	Ms. Nirmal Sharma, IAS (Retired)	State Project Advisor (SPA)	nirmalsharmajk@gmail.com	9419180611	State Project Administrator SPA State Project Implementation Unit (TEQIP III)
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Uttarakhand	Prof. Manoj Kumar Panda	State Project Advisor (SPA)	spiuuk@gmail.com pandagbpec@gmail.com	9412990833	State Project Administrator (SPA) State Project Implementation Unit (TEQIP III) Women Institute of Technology, UTU, New Campus, Suddhowala, P.O. Chandanwari, Dehradun – 248 007 (UTTARAKHAND)
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