

**GRIEVANCE/ COMPLAINT REDRESSAL MECHANISM**  
**IN PROCUREMENT ACTIVITIES**  
**UNDER STRIVE SCHEME ASSISTED BY THE WORLD BANK**

Grievance/complaint is an expression of dissatisfaction, which needs a response and Grievance Redressal is a platform provided to voice the dissatisfaction.

**1. Complaint**

Complaint with regard to procurement activities undertaken by implementing States/ UTs in the project, Skill Strengthening for Industrial Value Enhancement Operation (STRIVE) may be lodged either in writing or through electronic means as per the details given below:

Name of Complainant/ Organization	
Correspondence Address	
Telephone / Mobile No. & e- mail ID	
Details of Complaint	

The complaint may be forwarded to:

The Director (C & P)

Directorate General Training (DGT),

National Project Implementation Unit (NPIU)

Shram Shakti Bhawan, Rafi Marg, New Delhi - 110001

e-mail: sanjay.dget@gmail.com

**2. Time Frame**

The complaint will be acknowledged to the complainant. Efforts will be made by NPIU to ensure closure of the complaint within a period of 60 days from the date of its receipt. The details of the complaint redressal shall be uploaded on DGT website after its closure.

**3. Complaint redressal at State level**

- SPIU shall initiate immediate action on receipt of complaints to redress the grievances.
- All complaints on receipt should be entered in a register.
- All complaints should be handled at a level higher than that of the level at which the procurement process is being undertaken.
- If allegations are found correct, appropriate remedial measure should be undertaken by the higher administrative authorities.
- If an individual staff is found responsible, suitable disciplinary proceedings should be initiated, against such staff under the applicable conduct rules.
- An appropriate response should also be sent to the complainant.
- The report in the prescribed proforma must be submitted to NPIU in order to ensure its closure.