Procurement Grievance Submission Process for Suppliers

To be eligible to submit a complaint, your company should be a registered vendor with the **International Water Management Institute (IWMI)** or must have participated in a recent tender/bid of IWMI. The following information and details should be provided while lodging your grievance.

1. The supplier's name (name of the company), name and designation (e.g., Director, Chief Executive Officer, General Manager, etc.) of the person representing the company, postal and e-mail addresses, telephone and fax number.

2. The request for proposal (RFP)/Bid reference number of the complaint solicitation.

3. A detailed statement of the complaint (maximum 4 pages up to 1,000 words), including:
   (i) Facts,
   (ii) Grounds (reasons why your company disagrees with the award including an explanation of how your company was prejudiced or affected), and
   (iii) Relief/remedy/action sought.

4. Copies of relevant documents supporting the supplier statement (e.g., copy of the regret letter or letter of rejection/disqualification), or equivalent IWMI notifications sent by e-mail, fax.

5. All information stating the timeliness of the procurement correspondence from IWMI's procurement unit (date of regret letter and date of debrief, if requested for one, etc.).

Instructions for submission:

The complaint form, together with the supporting documents, should be sent to the **International Water Management Institute (IWMI)** within ten (10) days after receiving a debrief or regret by IWMI, through one of the following means only:

1. Email: **IWMI@CGIAR.ORG** with the heading/subject line '**Procurement Grievance**'

2. Courier or registered post to: **The Director General, International Water Management Institute (IWMI), 127, Sunil Mawatha, Pelawatta, Battaramulla, Sri Lanka**. The subject line of the letter should clearly state '**Procurement Grievance**'.

Notes:

1. *Any incomplete complaints shall not be reviewed.*
2. *All information will be treated in strict confidence.*