

EXIM BANK

Complaint Redressal Mechanism under Exim Bank Lines of Credit

Background

1. Exim Bank is the Export Credit Agency (ECA) of India, serving, inter-alia, as the lending and monitoring agency for Government of India's (GOI's) Lines of Credit (LOCs). Since 2003, Exim Bank has been extending LOCs to overseas financial institutions, regional development banks, sovereign governments and other entities overseas, under IDEAS (Indian Development & Economic Assistance Scheme) to enable buyers in the recipient developing countries to import developmental and infrastructure projects, equipment, goods and services from India, on deferred credit terms, aimed at capacity building/skill development in those countries, besides catalysing their economic development.

Complaint Redressal Mechanism

2. This Complaint Redressal Mechanism (CRM) has been put in place as a process for receiving, registering, investigating and responding to different types of complaints or grievances (General and Critical) received under Government of India (GOI) Lines of Credit (LOCs), which are managed by Exim Bank.

Complaints during Implementation of LOCs

3. During implementation of LOCs, complaints may be received mainly at 4 stages as under:

- a. Prequalification (PQ) Stage;
- b. Tendering Stage;
- c. Tender Evaluation and Contract Award Stage; and
- d. Contract Implementation Stage (including Comprehensive Maintenance)

Who can make a Complaint

4. An 'interested party' may make a complaint related to LOCs. An 'interested party' shall be either:

- a. A potential participant in the opportunities under LOCs; or
- b. An actual participant; or
- c. A Borrower Government (Borrower)/Implementing Agency (Employer); or
- d. A Consultant or Contractor to whom a Contract has been awarded.

When to make a complaint?

5. The Complaints must be submitted in a 'timely manner', i.e before the completion of a particular stage of procurement or implementation so that any remedial action warranted by the complaint can be taken before the completion of that particular stage.

Whom to make a complaint?

6. A complaint related to implementation of LOCs shall be addressed in writing to:

- i. In case of Complaints by interested parties:
 - a. At Prequalification Stage - the official whose name appears in the Pre-qualification Application Document;
 - b. At Tendering Stage - the official whose name appears in the tender documents;
 - c. At Tender Evaluation Stage and Contract Award Stage - the Borrower/Employer as stated in the tender documents;
 - d. At Contract Implementation Stage (including Comprehensive Maintenance), depending upon the nature of the complaint :
 - (i) The Borrower/Employer; and/or
 - (ii) Exim Bank;

- ii. In case of Complaints by third parties, to:

The Group Head of the Lines of Credit Group in India Exim Bank at the following address:

The Chief General Manager / The General Manager
 Export-Import Bank of India
 Lines of Credit Group
 Office Block, Tower 1
 7th Floor, Adjacent to Ring Road
 Kidwai Nagar [East]
 New Delhi 110 001
 Email: loc_complaints@eximbankindia.in

How to make a complaint?

7. Complaints addressed to Exim Bank shall be lodged by way of a letter, which shall be posted or hand-delivered. Size of the attachment should not be more than 5 MB. The Bank will endeavour for the confidentiality of complainants' identities if requested to do so.

8. Complaints addressed to the Borrower/Employer shall be lodged as per the process given in the tender and/or contract documents.

What are the contents of a complaint?

9. Complaints should contain complete postal address, mobile/telephone number of the complainant with specific details/information of the complainant, substantial grounds (including adverse impact, if any) for which the issue is being raised by the complainant. The letter must be dated and should have the authorised signature of the complainant. Anonymous complaints shall not be entertained.

Timeframe for various activities under CRM

10. Timeframe for various activities under Complaint Redressal Mechanism shall be guided by the relevant underlying document or extant procedures.

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