

West Bengal Boosting Logistics Efficiency and Trade Facilitation Program

[illegible]

** Tender Inviting Authority [TIA] for eligible procurable expenditure under the Program

*** Goods; W=Works; S=Services

*** Procurement Related Complaint relates to complaints received from Bidders during tendering process [Pls keep detail of complaint and response provided including redressal of complaint in files]

***** Contract Management Related Complaint relates to complaints related to delays in payment, disputes, arbitration, or any other matter post contract award during contract implementation [PIs keep detail of complaint and response provided including redressal of complaint in files]

[illegible]