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TAJIKISTAN BUSINESS OPPORTUNITIES SEMINAR

Procurement-Related Complaints

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16-17 October 2025
Dushanbe, Tajikistan



What is covered?

ADB-Administered (Technical Assistance)

- Complaint arising from, or in connection with, the recruitment of consultants or the procurement of goods, works, and nonconsulting services by ADB, as submitted by an interested party, which may amount to a breach in **ADB's 2017 Procurement Policy**

Borrower- Administered (Loan/Grant)

- Complaint arising from, or in connection with, a bidding process financed in whole or in part by an ADB loan/grant or ADB-administered funds, as submitted by an interested party, which may amount to a breach in **ADB's 2017 Procurement Policy and/or Procurement Regulations for Borrowers**

Exception

Complaints that allege fraud, corruption, or any prohibited practice under ADB's 1998 Anticorruption Policy and 2015 Integrity Principles and Guidelines

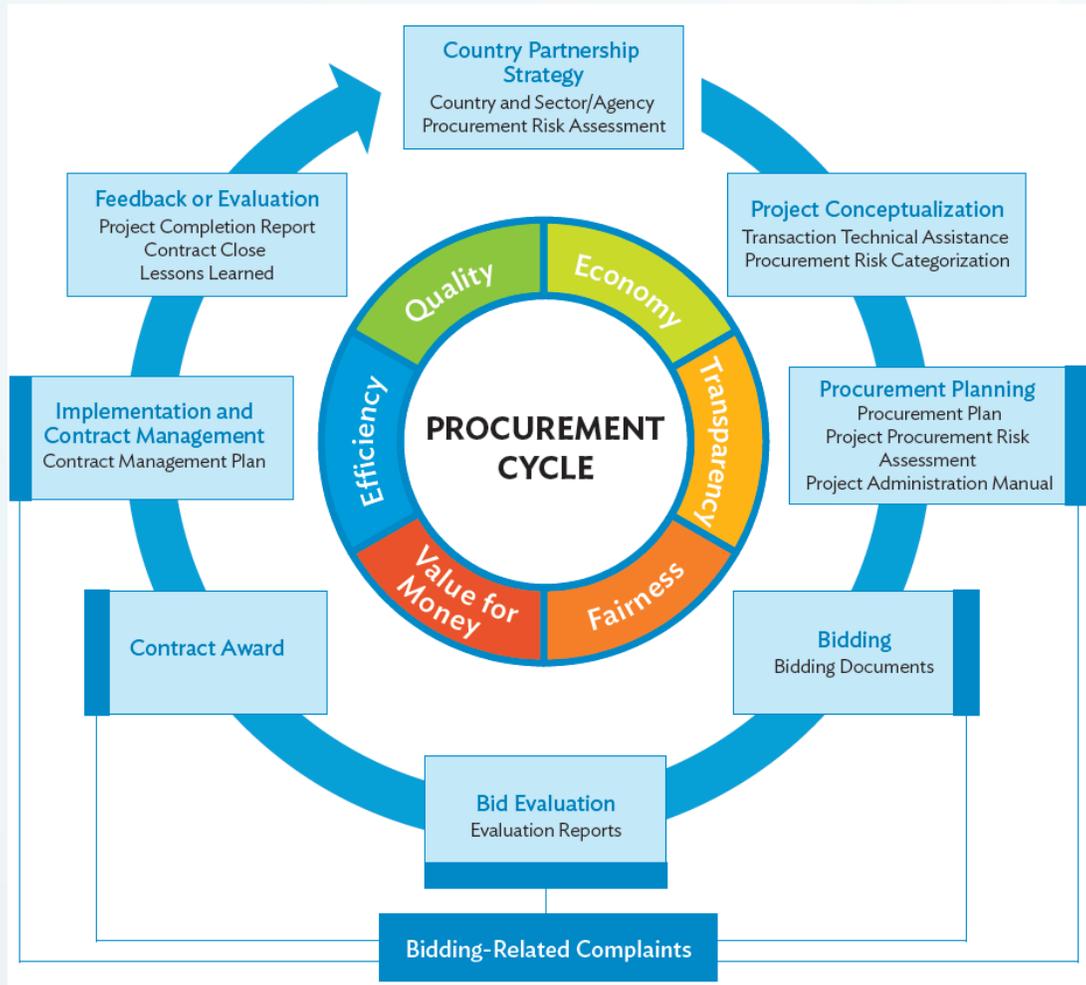
Who can submit a complaint?



Interested Party (complainant)

- An applicant for prequalification
- A bidder bidding for, proposing to bid for, or being notified award of or intention to award a contract
- A party interested in bidding or expressing interest

When to submit?



Pre-bid

- Within the time specified in bidding/PQ documents

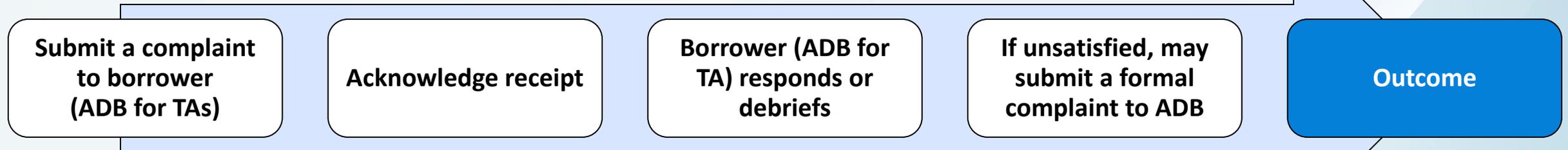
Post-bid (standstill or holding)

- Within the time specified in bidding/PQ documents (not usually applicable to consultancy services)

Post contract award (no standstill or holding)

- As soon as possible after notification

Providing Feedback



Clarifications

Requests can be submitted within the specified bid deadline
If supported, response or amendment to bidding document will be shared with all bidders

Debriefings

Available if a bidder wishes to ascertain the grounds on which its bid was not selected
Conducted verbally or in writing
Details of other submitted bids will not be disclosed
No obligation to debrief shortlisted firms and individual consultants that submitted EOIs

Types of complaints

Prior to Submission
of bids

- Inconsistencies/errors in the procurement documents, if the borrower has not responded to a request for clarification or the bidder is not satisfied with the clarification
- Reporting of misapplication of the provisions of the procurement documents

After submission of
bids but prior to
contract award

- Decision to reject a bidder from a bidding process following:
 - A notification of an intention to award a contract where a standstill period applies
 - A proposed decision to reject a bidder from the bidding process under two-envelope and two-stage procedures allowing a holding period

After contract award

- Decision to award the contract

Possible outcome of complaint submission

Pre-bid

Amend procurement plan, specifications, TOR, PQ, bidding documents etc. and then reissue/readvertise with a new submission period

Post-bid

Modify the ranking of responsive bids

Withdraw previous declaration of non-responsiveness

Cancel bid and reinitiate

Contract award or intention to award

Modify recommendation for contract award

Cancel bid and reinitiate

How to submit a complaint



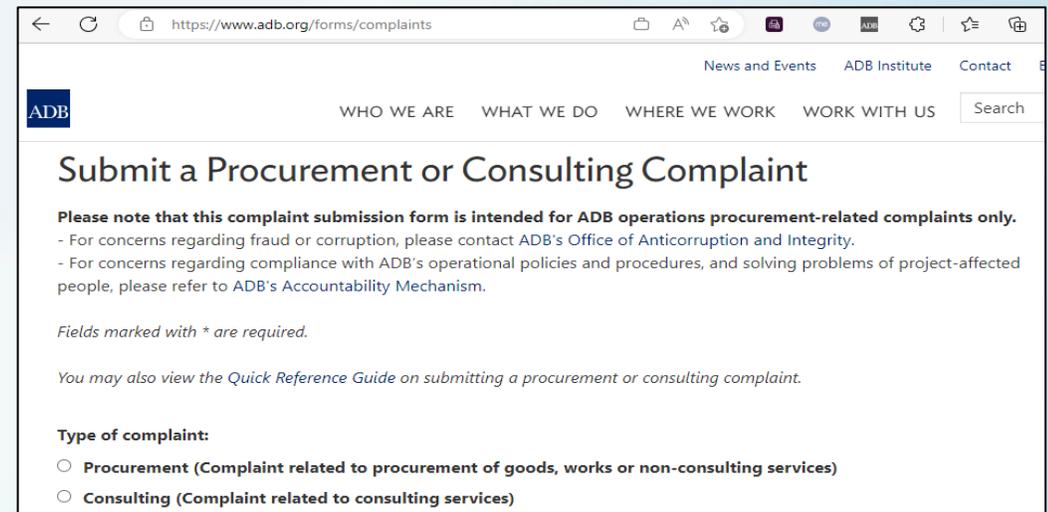
Content

- Interested party
- Relevant project and transaction
- When did the alleged violation occur
- What has been allegedly violated or compromised by borrower/ADB
- Supporting documents and correspondence
- Actual or likely adverse impact
- Relief or remedy requested

Format

- Loans/grants: to borrower via mail, email, or fax to the address in the bidding document
- TA: to ADB via Procurement Complaints Tracking System

<https://www.adb.org/forms/complaints>



← ↻ 🔒 https://www.adb.org/forms/complaints

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Submit a Procurement or Consulting Complaint

Please note that this complaint submission form is intended for ADB operations procurement-related complaints only.

- For concerns regarding fraud or corruption, please contact ADB's Office of Anticorruption and Integrity.
- For concerns regarding compliance with ADB's operational policies and procedures, and solving problems of project-affected people, please refer to ADB's Accountability Mechanism.

*Fields marked with * are required.*

You may also view the Quick Reference Guide on submitting a procurement or consulting complaint.

Type of complaint:

Procurement (Complaint related to procurement of goods, works or non-consulting services)

Consulting (Complaint related to consulting services)

BIDDING-RELATED COMPLAINTS

GUIDANCE NOTE ON PROCUREMENT

JUNE 2018

I. Introduction

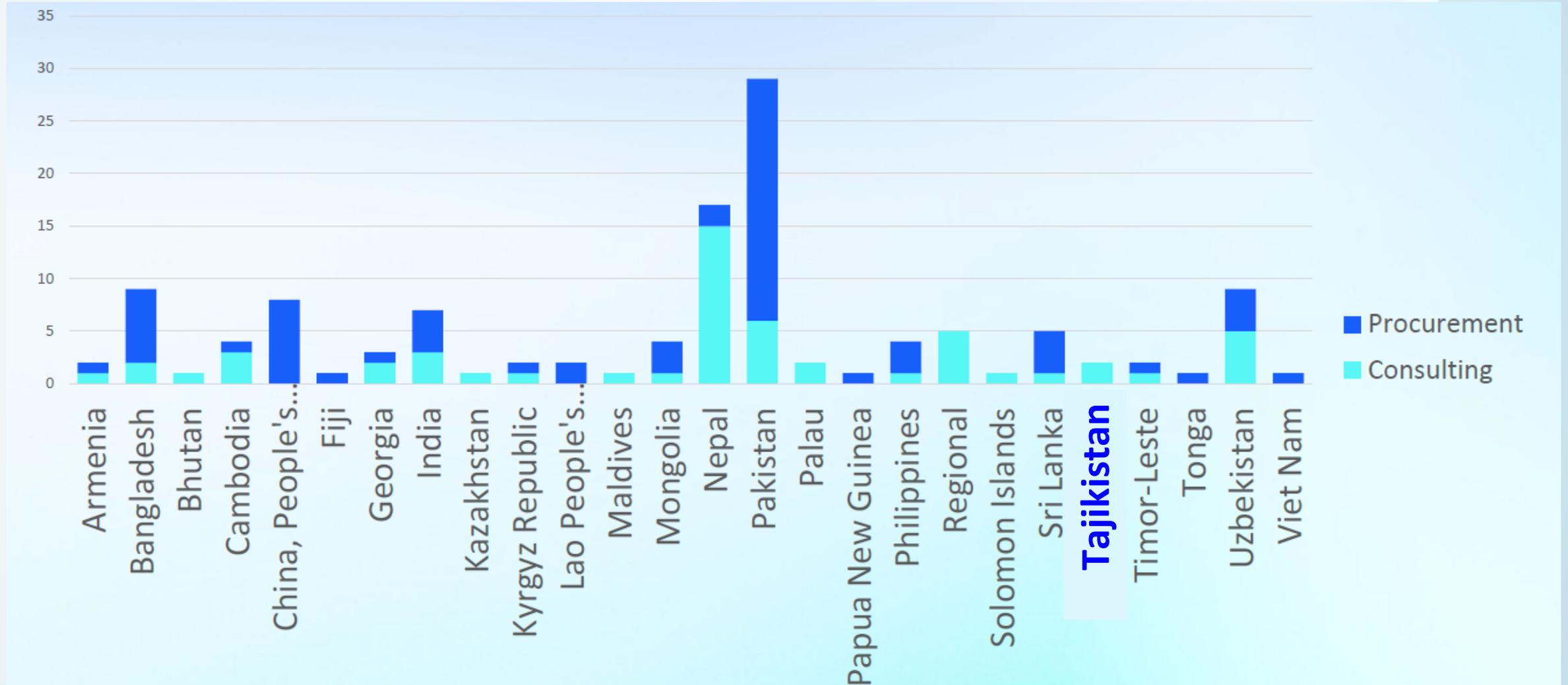
A. Purpose

1.1 Under the Asian Development Bank (ADB) Procurement Policy: Goods, Works, Nonconsulting and Consulting Services (2017, as amended from time to time) and Procurement Regulations for ADB Borrowers: Goods, Works, Nonconsulting and Consulting Services (2017, as amended from time to time), bidding-related complaints brought to the attention of the borrower or ADB must be addressed objectively and in a timely manner, with transparency and fairness. A well-managed, robust, and objective complaints handling mechanism is an essential characteristic of any public procurement system. It provides a check on arbitrary decision-making and encourages competition.

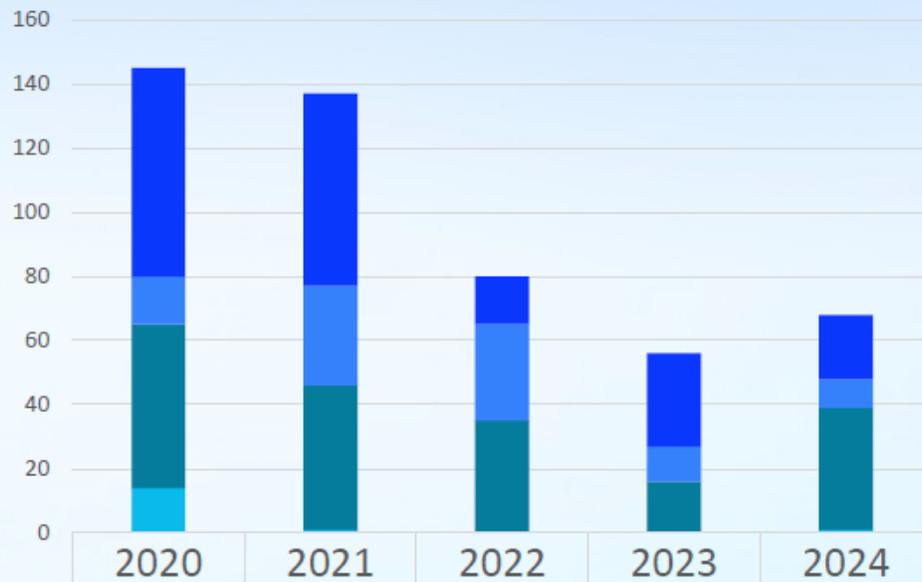
1.2 The purpose of this guidance note is to provide information to borrowers (including grant recipients), through their executing agencies and any implementing agencies, as well as interested parties in a procurement process subject to ADB's 2017 procurement regulations, on submitting, reviewing, and handling complaints. This guidance note should be read in conjunction with the procurement regulations (in paras. 1.31 and 1.32, and Appendix 7), as it elaborates on its provisions on complaints. In this guidance note, an "interested party" is a potential or an actual participant in a bidding process, defined further in section III.

<https://www.adb.org/documents/bidding-related-complaints>

2023-2024 Statistics: Complaints by Project Country



2020 to 2024 Statistics



	2020	2021	2022	2023	2024
■ Procurement - Closed	65	60	15	29	20
■ Procurement - Open	15	31	30	11	9
■ Consulting Services - Closed	51	45	35	16	38
■ Consulting Services - Open	14	1	0	0	1

Outcome (compared to 2023):

- ✓ ADB recorded 68 complaints, of which 58 were closed, a 21% increase from 2023
- ✓ Procurement complaints decreased 27.5%.
- ✓ Consulting Services complaints increased 144%.
- ✓ 29% improvement in resolving complaints vs 2023

Most common reasons for complaints (2023-2024):

2024): Procurement (Goods, Works, Nonconsulting)	Consulting (Firm and Individual) Recruitment
<ul style="list-style-type: none"> • Bid Evaluation • Prequalification • Contract administration issues – contract management and payment • Bidding procedure compliance • Anticorruption and Procurement Integrity issues 	<ul style="list-style-type: none"> • Proposal Evaluation • Preparation of Longlist and Shortlisting of Consultants • Anticorruption and Procurement Integrity Issues • Contract Administration Issues – Contract Management • Consulting Services Recruitment Notice (CSRN) Issues

Thank you!