Automation of appealing procedures in public procurement
March 15, 2016, No.1-ДП

By the Order of the Ministry of Finance of the Kyrgyz Republic, an Independent Interdepartmental Commission (IIC) was established to handle complaints and appeals.
Complaints statistics

In 2017, 781 complaints were filed via the web portal.
In 2016, the number of complaints totaled 975.
**DISTRIBUTION OF COMPLAINT HANDLING FUNCTIONS**

**COMPLAINT/APPEAL**

**Secretariat**
- Full access to all complaints in the read mode;
- Registers experts to handle complaints;
- Collection and compilation of statistical and analytical data.

**IIC officer**
- Full access to all complaints in the read mode;
- Access to making changes to complaints, where the system identifies the officer as a member of the commission.

**Expert**
- Authority to view the complaint-related data in the online mode, as well as to provide an expert opinion in the online mode.
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1. Electronic filing of complaints and appeals
For each complaint, the portal automatically divides all 3 groups into separate subgroups, and for each complaint it randomly changes subgroups.

Automatic appointment of members of the Commission to review complaints or appeals

The Commission consists of 3 groups:

1) one third - persons who are experts in the field of jurisprudence and have experience in the position of judge;
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2) one third - persons holding positions in the state or municipal service, and having a certificate on public procurement;

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The Commission consists of 3 groups:

3) one-third - representatives of the public.
Acceptance or rejection of the complaint is carried out by voting, by a majority vote.
When a complaint is accepted for consideration, a notification is being sent automatically:

1. To private cabinets of procuring entities (to suspend the procedures for 7/10 days, i.e. to block the bid).

2. To the CT (for suspension of funding)

3. To the Supplier (contractor) for information.

An option for the supplier (contractor) to withdraw a complaint
Registration of experts by categories:

- Fuel and energy sector
- Medications and medical devices
- Construction works
- Consumption goods
- Transport facilities and services
- Education
• Access to data on the bidding, about the participants, about the evaluation
• Involvement of experts where needed
• An option to have online communication with commission members and to hold discussions
• Addressing the Secretariat
• Browsing the complaint-related history
• Possibility to enter conclusions with regard to the complaint considered
Thank you for attention