Procurement Complaints Tracking System

A Quick Reference Guide for Complainants
To the Complainant: Your feedback is important

When a procurement or consulting recruitment-related complaint is sent to ADB via PCTS, it will be reviewed objectively and in a timely manner, with due consideration of fairness and transparency.

About the Procurement Complaints Tracking System

Procurement Complaints Tracking System (PCTS) is a database and management system that allows ADB to log, track, and manage correspondence of all procurement and consulting complaints. It includes an online form where complainants can submit a procurement or consulting complaint directly to ADB.

Note

If your complaint is not related to procurement or consulting, refer to the list below for the other complaints system in ADB:

- Accountability mechanism
- Anticorruption and integrity

How to submit a procurement or consulting complaint

You can submit your procurement or consulting-related complaint through the form in ADB.org. To do so, follow the steps below:

1. From the ADB website (https://www.adb.org/), click the Contact link found in the upper portion of the page. This will open the ADB: Contacts page.

You can also go directly to the complaint form under Complaints through Operational Procurement with this link: https://www.adb.org/business/operational-procurement.
2. Click **Submit a complaint on a procurement/consulting process** to open the complaint form.

Alternatively, you can go directly to the complaint form through this link: [https://www.adb.org/forms/complaints](https://www.adb.org/forms/complaints).

3. Fill out the complaint form.
   a. Select the type of complaint.

   **Note**
   This form handles **Procurement** (complaint related to procurement of goods and works or non-consulting services) and **Consulting** (complaint related to consulting services) complaints only.
b. Select the type of procurement or consulting complaint.

**Note**
For consulting complaints, select whether it’s **ADB administered** or **Borrower administered**.

c. Select a category for your complaint. You may select one or more categories related to the complaint.
d. Enter all the necessary details in the Complainant and Complainant sections.

Fields marked with a red asterisk (*) are mandatory.

**Note**

Project/Reference number, Contract package number can be found in the consultant's contract or at the ADB website's project page.

e. If you've previously submitted a complaint about this matter via the Procurement Complaint Tracking System, input the complaint number specified in the e-mail subject line.

If via other Channel (e.g. e-mail to the Project Unit), enter the initial submission date.
f. Note that ADB will not be able to communicate with you, including to provide a response to your complaint, if a valid e-mail address is not provided in the Contact Details section.

g. If you do not wish your contact details to be disclosed to parties outside ADB (e.g. the borrower), select Yes in the Contact details section.

4. When you have completed the form, click Submit.

5. Your complaint has been submitted and shall be reviewed by ADB. You will automatically receive an e-mail acknowledgment for your reference.
When a request for clarification is required by ADB

If ADB requires more information, you will receive a request for clarification.

Please note the following when replying to a clarification request:

1. **Do not edit or change the subject line.**

2. You can add multiple attachments (up to 10Mb each) to support your complaint.

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**ADB Procurement Complaints Tracking: Request for Clarification (2020-06-C-00001 : 1107)**

- **Date Submitted:** 08/Jan/2020 04:29 PM
- **Complaint No.:** 2020-06-C-00001
- **Type of Complaint:** Consulting
- **Type of Consulting:** Individual Selection
- **Consulting administered by:** ADB administered
- **Consulting Complaint Category:** Proposal preparation stage query response (RFP stage)
- **Selection No.:** 10092329876
- **Reference No.:** A01280098
- **Contract Package No.:** 0087654
- **Project Type:** Loan
- **Country:** Vanuatu
Complaint closing

If you provided a valid email address, and following ADB’s review of your complaint, you will receive an e-mail notification of how it has been resolved, i.e. either (i) advising that the complaint is invalid, (ii) providing a response to the complaint, or (iii) advising that the complaint has been closed and the reason/s.

Click the link to provide feedback on your experience.

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From: Procurement Complaints Application <procurementcomplaints@adb.org>
Sent: Monday, 25 May 2020 11:26 AM
To: sbc@example.com
Cc: Möllte Magnarelli <mmagnarelli.contractor@adb.org>
Subject: ADB Procurement Complaints: Response to Complaint No. (2020-04-P-00001 : 1103)

Importance: High

We have carefully reviewed your submission and, based on the information you have provided and our response above, we consider that your complaint has been appropriately addressed and no further action is required from ADB.

Your feedback is important to us. You may answer a short survey by clicking the link and tell us about your experience in using this tool. Thank you.

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| Date Submitted: | 27/Apr/2020 01:49 PM |
| Complaint No.: | 2020-04-P-00001 |
| Type of Complaint: | Procurement |
| Type of Procurement: | Procurement of goods |
| Procurement Complaint Category: | Other Complaints |
| Type of Consulting: | |

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**PCTS Survey Form**

* Required

1. I am satisfied with the content of the response to my complaint. *
   - [ ] Very Satisfied
   - [ ] Satisfied
   - [ ] Unsatisfied
   - [ ] Very Unsatisfied

2. I am satisfied with the timeliness of the response to my complaint. *
   - [ ] Very Satisfied
   - [ ] Satisfied
   - [ ] Unsatisfied
   - [ ] Very Unsatisfied

3. Overall, I am satisfied with ADB’s system for managing procurement-related complaints. *
   - [ ] Very Satisfied
   - [ ] Satisfied
   - [ ] Unsatisfied
   - [ ] Very Unsatisfied

[Submit]

Never give out your password. Report abuse

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