

## **Troubleshooting & Feedback Cell (TFC)**

- As a part of citizen charter and good governance for removal of grievances & troubleshooting & as a helpdesk, matters related to Procurement cell. The cell has been formed under GAD Haffkine.
- The cell is located at quality control department 2<sup>nd</sup> floor Administrative building.
- 1<sup>st</sup> working day of a week 12 noon onwards, all the request, grievances, discussion points , suggestions, feedbacks and connected matters will be resolved by procurement grievance redressal & Feedback cell.
- Applicant if not satisfy with Procurement cell can apply & use procurement grievance redressal & Feedback cell (GRF Cell).
- The cell will operate both Online & Offline so that stake holders can save time in video conference & get immediate reply.
- Committee: The cell will be headed by GM Haffkine, GAD Manager, QC Manager & Team, IT Manager, as required experts from HBPCL productions & Biopharma side based on subject matters. From procurement side: GM & Finance Manager as per the subject matter, applicant, third party experts, representative of user department & as needed expert from GAD empaneled list.

### **Notes :**

- The purpose of this is to have a quick on spot remedy for minor matters & matters that can be resolve within the framework allocated.
- Issues which are not part of cell mandate will be handle by competent authority.
- Learning from good practices in public administration as a part of administrative of law. The committee should actually sort out the minor problems & record the process.
- This committee will act as preventive vigilance guide to Procurement process.
- Time to time guidance will be taken from senior government authorities & officers and that will act as a mandate and ready references.
- To act as a neutral referee/ moderator for maker checker concept.
- The whole output of the committee should act as a trouble-shooter for procurement & not cause the delay & improve the transparency. For e.g in Election process there are cheques & balances at various stages so that back tracking doesn't happen. By avoiding delayed & getting timely matters public time & energy saved.
- The following are the scope of work: (Illustrative list only)
  - Complaints
  - Helpdesk
  - Status
  - Information symmetry
  - Citizen charter
  - Right to services (RTS) in future
  - Administrative Law Compliance
  - Pre Audit
  - Quality Control
  - Feedback
  - Standardisation
  - RGB System

- Maker-Checker concept
  - TFC as third referee or balancer
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- Mandate and frame work from Government.
  - Court Judgement
  - Managers & GM will act as procurement officers for proposal with administrative approval from user department.
  - Finance officer will represent finance accounting & finance aspect, if required opinion from legal & expert will be taken.
  - All the procurement related digitalised electronic records are also available with IT cell.
  - User charges/ Factor charges as permissible will be borne from cost of the company.

**Place of meeting & VC :** GM office

**Testing at :** Quality side