



# **CITIZEN CHARTER**

## **Supplies & Disposals Department Haryana**

**2017**

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# CITIZEN CHARTER

## DIRECTORATE OF SUPPLIES & DISPOSALS, HARYANA

### A. PREAMBLE

Public procurement is the buying of goods and services on behalf of a public authorities such as Govt. Departments/ Govt. Agencies. Governments spend public money to secure inputs and resources to achieve their objectives and by doing so, strengthen local economies, support marginalized groups and boost local capacity for commerce. In addition, government purchasing impacts both domestic and international trade given that governments spend approximately 10 to 15 percent of their GDP in the procurement marketplace. Hence, public procurement also plays a significant role in the global economy. In public procurement, the goals of fairness, competition and economic value are paramount. To achieve these goals, effective and efficient procurement processes must be established. This includes incorporating adequate controls to promote competition and minimize the risk of fraud, corruption, waste and the mismanagement of public funds. In this context, transparency is considered to be one of the most effective tools to deter corruption and ensure value for money. Transparency in procurement takes form in a variety of practices, such as: publishing procurement policies; advance publication of procurement plans; advertisement of tender notices; disclosure of evaluation criteria in solicitation documents; publication of contract awards and prices paid; establishing appropriate and timely complaint/protest/dispute mechanisms; implementing financial and conflict of interest disclosure requirements for public procurement officials and publishing supplier sanction lists.

Directorate of Supplies and Disposals Haryana, previously known as Stores Purchase Organization, was created in the erstwhile Punjab in the year 1939. Ever-since, it has been functioning as a central agency for making purchases for various Government Departments in the State. Subsequently, in 1960, the work relating to the condemnation and disposal of unserviceable and surplus stores was also entrusted to this Organization. Since its inception, this organization had been functioning as a sub-office of Directorate of Industries, under the charge of Additional Controller of Stores, with Director of Industries as the ex-officio Controller of Stores. On 17-10-1975, it was declared as a full-fledged independent Department thereby relieving the Director of Industries of the ex-

officio charge. The nomenclature of this Department has been changed as **Directorate of Supplies and Disposals**, in May 1983. The Head of the Department is Director, Supplies and Disposals and the office is known as the Directorate of Supplies and Disposals, Haryana. The Functions of the Department as provided in its scope are as under:

- ❖ To act as purchasing agency for all the State Government Departments (except where otherwise provided, in the Govt. instructions/rules). The Local Bodies, Public Sector Undertakings and Boards etc. can also avail its services on payment of departmental charges as prescribed by the Government from time to time. The purchases are made:-
  - By declaring certain Public Sector Undertakings/ Institutions as approved sources
  - By arranging rate contracts
  - By operating rate contracts arranged by D.G. S & D
  - By inviting tenders/ quotations on receipts of indents from departments from time to time
- ❖ To tender advice on policy matters connected with the purchase and disposal of stores to State Govt. Departments, Public Sector Undertakings etc.
- ❖ To arrange the disposal of surplus/unserviceable stores.
- ❖ To arrange for settlement of disputes between suppliers and Indenting Departments arising out of purchase orders/rate contracts etc. and where necessary, refer the matter to arbitrators or Courts and to defend all cases brought before Arbitrators/Courts.
- ❖ As nodal Department of the State for the e-Procurement of stores/ goods/ works/ services/ turnkey projects

The role of the Department of Supplies & Disposals has undergone radical change in February 2014, when the State Govt decided to implement the e-procurement system through single web portal for all the State Govt. Depts./ Govt Agencies for procurement of all types of (i) Goods & Stores, (ii) Works, and (iii) Services with the objective of introducing uniformity in the procurement, enhancing efficiency and transparency in the procurement systems. This Department was designated as the Nodal Department for implementation of this centralised e-procurement/ disposal system. In June 2016, the State Govt. decided that the minimum threshold value of e-Tendering in respect of procurement of Stores/ Goods/ Works/ Services in the State will be Rs.1 Lac in each

case (without any splitting of orders). In October 2016, the State Govt decided to bring the other State online tendering portal <https://etender.hry.nic.in> developed by NIC and being used by some of the State Govt. Departments/ Govt. Agencies Govt. under the administrative control of this Department by fixing duties/ responsibilities of Nodal Department and NIC (etender.hry.nic.in) as Managed Service Provider (MSP) Agency so as to ensure uniformity in practices, processes, functionalities and security features.

## **B. OUR MISSION**

We dedicate ourselves to achieve excellence in the scope of functions entrusted with the Department of Supplies & Disposals Haryana through improving transparency & efficiency, assuring consistency across public agencies, ensuring compliance with regulations and widening supplier market so as to ensure competitiveness, minimizing the risk of fraud/ corruption/ waste and the management of public funds.

## **C. OUR VALUES**

We are committed to act with integrity, judiciousness, transparency and accountability. Besides objectivity, courtesy and understanding as also, adoption of modern management systems/tools in dealing with the public and their problems for the overall promotion of public procurement in the State.

## **D. OUR COMMITMENT**

- ❖ We will be polite and courteous in all our dealings with our stakeholders, will respect their rights and on our own initiative explain such rights to them.
- ❖ We pledge to uphold the confidentiality of the personal and business information disclosed to us as provided in the rules.
- ❖ We will continuously strive to further simplify procedures for public procurement and apply only such minimum controls as are considered essential.
- ❖ We will continually consult all our stakeholders while reviewing our policies and procedures.
- ❖ We will welcome the suggestions for improvement for increasing the efficiency and for providing better services of our stakeholders groups with an open mind.

- ❖ Wherever the request of our stakeholders to other Government Departments requires our recommendations, we will endeavour to forward our recommendations to other Departments within four weeks from the receipt of completed requests/applications. Where necessary the client will be given an opportunity for personal hearing with an official of appropriate rank in the Department.
- ❖ We shall continue to inform the stakeholder reasons for rejection of their applications and also provide an opportunity for appeal.

## **E. INFORMATION ABOUT ONLINE TENDERS RELATED TO WORKS/ SUPPLIES/ SERVICES/ AUCTION/ DISPOSALS**

- ❖ Single e-Procurement Portal <https://dsnd.haryanaeprocurement.gov.in>
- ❖ NIC e-Portal <https://etender.hry.nic.in>
- ❖ The Department publish its various procurement tenders on 1<sup>st</sup> and 16<sup>th</sup> of every month. Brief notice in this regard is also published in various leading newspapers. Special/ short-term tenders are, however, published on any other dates also.
- ❖ In case bidders need any clarifications or if training required to participate in online tenders they can contact at Help Desk in below mentioned address:

M/s Nextenders (India) Pvt. Ltd.  
O/o. DS&D Haryana,  
SCO - 09, IInd Floor, Sector - 16,  
Panchkula - 134108  
E - mail: Chandigarh@nextenders.com  
Help Desk: 1800-180-2097 (Toll Free Number)

## **F. TIMELINES/ RESPONSIBILITIES IN THE DEPARTMENT OF ISSUES RELATED TO STAKEHOLDERS**

Although all efforts have been made by the Department to reduce the manual intervention in its processes to bare minimum by

- ❖ adopting e-applications solutions - online tendering process, online auction process
- ❖ online payment of e-Service Fee/Tender Fee/EMD by the bidders

- ❖ Automatic refund of EMD of the unsuccessful bidders in their bank accounts at the stage of final declaration of bidders to be as per NIT/not as per NIT and at the final award of purchase order for the successful bidders other than to whom order placed
- ❖ Automatic transfer of e-Service fee in the account of Society for e- Governance Haryana
- ❖ Automatic transfer of tender fee submitted by the bidders in the respective Treasury Head of the concerned Govt Department/ through DD in case of Govt. agencies.
- ❖ Automatic FD creation of the surplus amount in the Escrow Accounts of various Govt. Departments/ Govt. Agencies for optimum revenue generation to the State Government.

In spite of all, the Department processes were further analysed for identifying the stakeholder's physical interactions with the various scope of functions and the time line/responsibilities for the related issues are as under:

S. No.	Services	Relevant Order	Time line	Designated responsible authority
0	1	2	3	4
1	Release of Performance Security of the firms after the completion of conditions of P.O.	Memo No. DS&D 2016-17/22318 dated 11.03.2016	On the receipt of NOC from the Indenting Depart., the concerned Purchase Branch will issue U.O. within 5 days to the Account Branch for the same On the receipt of U.O. from the concerned Purchase Branch, the Account Branch will release the Security within 5 days to the designated quarter. In case of clarifications with regard to bank account/IFMC code etc of the concerned firm, the same is to be clarified by the Purchase Branch with 3 days to the Account Branch	Branch Head of the concerned Purchase Branch Branch Head Account Section Branch Head of the concerned Purchase Branch/ Account Section
2	Release of Acceptance Letter to the firm	Para 6.19 of Manual of Office Procedure	Within 3 days of the finalisation of purchase by the competent authority	Concerned Purchase/Disposal Branch Head
3	Issue of Supply Order	Para 6.19 of Manual of Office Procedure	Within 2 days of the receipt of the Security Deposit and signed tender documents (Schedule 'B' etc)	Concerned Purchase/Disposal Branch Head
4	Grievance Redressal Mechanism for dealing with the representations/ complaints/ letters of	G. O No 2/2/2016 - 4I-BII dated 25-07-16	1. All the bidders/ firms who want to make any representation/ complaint against any issue related to their technical scrutiny of the bids may do the same within 5	Concerned Purchase/Disposal Branch Head

	the participating bidders/ firms in the tendering process to bring more transparency in Public Procurement		working days (up to 05:00 P.M. of the Fifth Working day) of the date of issue of letter/ intimation regarding their As per NIT/ Not as per NIT status 2. The tendering Department/ organization will examine the representation/ complaints so received from the bidders/ firms and take a final decision on the same within 5 working days. The five working days will be counted from 6 <sup>th</sup> day to 10 <sup>th</sup> working day of the total Grievance allotted duration of 10 working days.	Indenting Department
5	In case bidders need any clarifications to participate in online tenders		Contact at Help Desk in below mentioned address (6 days a week 10 A.M. to 6 P.M.):  M/s Nextenders (India) Pvt. Ltd. O/o. DS&D Haryana, SCO - 09, IInd Floor, Sector - 16, Panchkula - 134108 E - mail: Chandigarh@nextenders.com Help Desk: 1800-180-2097 (Toll Free Number)	Technical Consultant e-Procurement DS&D

## G. GRIEVANCE REDRESSAL MECHANISM

Sr. No.	Type of Service	Procedure process	Authority
0	1	2	3
1	As provided in the Table of the Citizen Charter as above	Procedure for obtaining Services as provided in Para 5 of The Haryana Right to Service Act -2014	Designated officer as provide in Column 4 of the above table
2	First Appeal in case of non compliance of the Services by the designated officer	Procedure for First Appeal as provided in Para 6 of The Haryana Right to Service Act -2014	First Grievance Redressal Authority
3	Procedure in case of rejection of First Appeal	Procedure for Second Appeal as provided in Para 7 of The Haryana Right to Service Act -2014	Second Grievance Redressal Authority
4	Penalty in case of failure to provide service without sufficient and reasonable cause	Procedure for penalty as provided in Para 9 of The Haryana Right to Service Act -2014	Second Grievance Redressal Authority
5	Revision on the order of Second Grievance Redressal Authority	Procedure for Revision on the order of Second Grievance Redressal Authority as provided in Para 10 of The Haryana Right to	Administrative Secretary of the Department

**H. COMPETENT AUTHORITIES FOR PROVIDING SERVICES/ REDRESSAL**

Sr. No.	Types of Services	Authority	Designated Authority
1	All types of Services as mentioned in Table in Para-F	Designated officer	Designated officer as mentioned in Column-4 of table in Para-F
2	First Appeal in case of non compliance of the Services by the designated officer	First Grievance Redressal Authority	Addl. Director (Admin),Supplies & Disposals, Haryana
3	Procedure in case of rejection of First Appeal	Second Grievance Redressal Authority	Director, Supplies & Disposals, Haryana
4	Penalty in case of failure to provide service without sufficient and reasonable cause	Second Grievance Redressal Authority	Director, Supplies & Disposals, Haryana
5	Revision on the order of Second Grievance Redressal Authority	Administrative Secretary of the Department	Administrative Secretary to Govt. Haryana, Industries & Commerce Department

**I. CONTACT DETAILS OF OFFICERS OF THE DEPARTMENT**

Sr. No.	Designation	Telephone No. Office	Telephone No. Residence
1	Director, Supplies & Disposals, Haryana	2570121	--
2	Addl. Director (Textile),Supplies & Disposals, Haryana	2570123	2624284
3	Addl. Director (Engg.),Supplies & Disposals, Haryana	2570124	2556572
4	Addl. Director (Admin),Supplies & Disposals, Haryana	2584125	--
5	Assistant Director	2570122	9813357200

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