

# Complaints Mechanism under World Bank financed projects

## 1. Complaints involving International market

The Complaints handling procedure under IDA funded project for contracts following the international market, shall follow the complaints mechanism specified in the Annex III of the World Bank Procurement Regulations for Borrowers under Investment Project Financing” dated July 1, 2016 and revised in November 2020 (“Procurement Regulations”). For complains following international market, the IA shall provide for the Bank’s review all the relevant information and documents, including draft responses to the complainant once this is available. The Implementing Agency shall not proceed with the next stage/phase of the procurement process, including with awarding the contract without receiving from the Bank confirmation of the satisfactory resolution of complaint(s). The Procurement Regulations can be accessed at [www.worldbank.org/procuremnet](http://www.worldbank.org/procuremnet)

## 2. Complaints involving National market

The contracts using the national approach shall be subject to the complaint’s mechanism under the PPADA Law. The IA shall inform the Bank about the actions taken regarding the complaint. In addition, the Implementing Agency shall provide to the Bank all relevant documentation, as requested.

The procedures for making a Procurement-related Complaint are detailed in the “**Procurement Regulations for IPF Borrowers** (Annex III).”, which can be accessed at [www.worldbank.org/procurement](http://www.worldbank.org/procurement).

If a Bidder wishes to make a Procurement-related Complaint, the Bidder shall submit its complaint following these procedures, in Writing (by the quickest means available, such as by email or fax), to:

Attention: Ag. Chief Executive Officer  
Address: Kenya Medical Supplies Authority (KEMSA)  
Commercial Street, Industrial Area  
Nairobi  
Country: Kenya  
Email: [info@kemsa.co.ke](mailto:info@kemsa.co.ke)

In summary, a Procurement-related Complaint may challenge any of the following:

1. The terms of the Bidding Documents;

2. The Employer's decision to exclude a Bidder from the procurement process prior to the award of contract; and
3. The Employer's decision to award the contract, the terms of the Bidding Documents.
4. The Employer's decision to exclude a Bidder from the procurement process prior to the award of contract; and
5. The Employer's decision to award the contract.