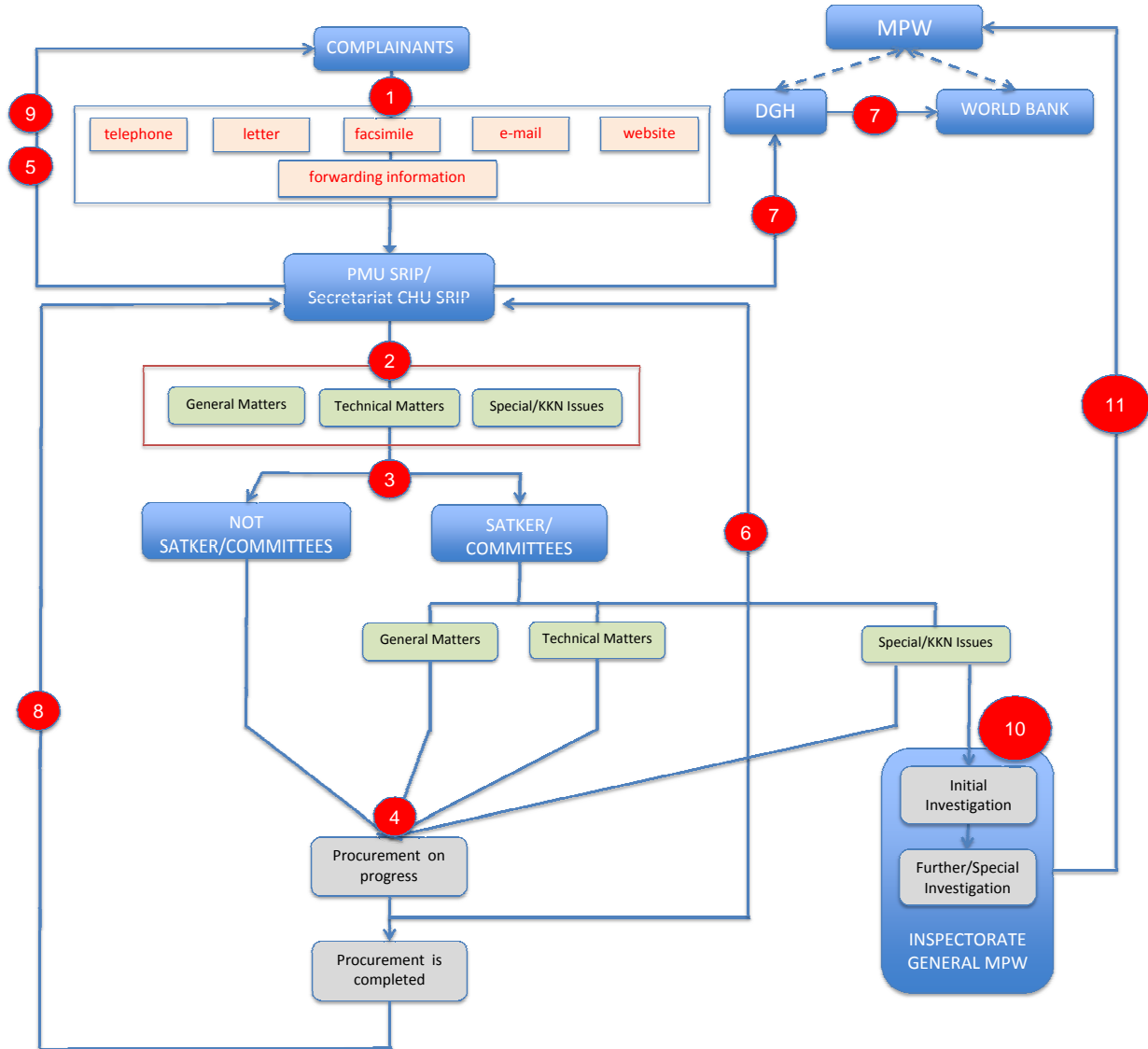


COMPLAINT HANDLING MECHANISM ON COMPLAINT HANDLING UNIT SRIP



LEGEND:

1. Incoming complaints received from COMPLAINANTS
2. Complaint screening by PMU
3. Coordination between Complainants and UNITS related to the complaints, usually Satkers/PPKs/Procurement Committees
4. Clarification/Response carried out and reports prepared by related UNITS
5. General response from PMU on the complaints explaining the issues to be investigated by the related UNITS
6. Detail clarification/response from related UNITS sent to PMU, then
7. PMU will forward the responses to the WORLD BANK

