

Mechanism for complaints and disputes relating to public procurement in Jordan

The government procurement Regime in Jordan is governed primarily by two main pieces of Legislation: The Government By-Work Regulation No. 71 for the year 1986 and the Supplies Regulation No. 32 for the year 1993, the two central procuring entities implementing these regulations are the Government Tenders Directorate of the Ministry of Public Works and Housing and the General Supplies Department of the Ministry of Finance.

In Addition the contractors and technical consultants are classified according to classification and qualification instructions which are issued from the work by-law No. 71 for the year 1986 into categories and grades.

These legislations, instructions and procurement procedures are highly transparent and characterized by justice, equal opportunities and fair competitiveness so that the procuring entities rarely faced complaints from dissatisfied bidders.

However, Jordan has prepared a draft Government Procurement Regulation that unified the procurement procedures in all procuring entities for (works, goods and services), proceed towards decentralization by raising the thresholds of procurement for tender committees in addition to enhancing transparency, justice competitiveness, efficiency in procurement, developing mechanism for remedies, complaints and dispute resolution and use of the E – procurement; bearing in mind that tenders opening sessions are transmitted live Audio Video on the Government Tenders Directorate official website for ensure transparency.

Any dissatisfied bidder can complain to the Chairman of Tendering Committee and his complaint will treat with highly neutral and fairly taking into consideration that the right application of the legislation guaranteed the justice. If the Bidder is not satisfied by the Chairman of Tendering Committee decision then he complains to the Minister who is entitled to endorse the final award decision. If the Bidder again not satisfied, then he can go to the court, which can stop the tendering procedure up to have the final judicial decision.