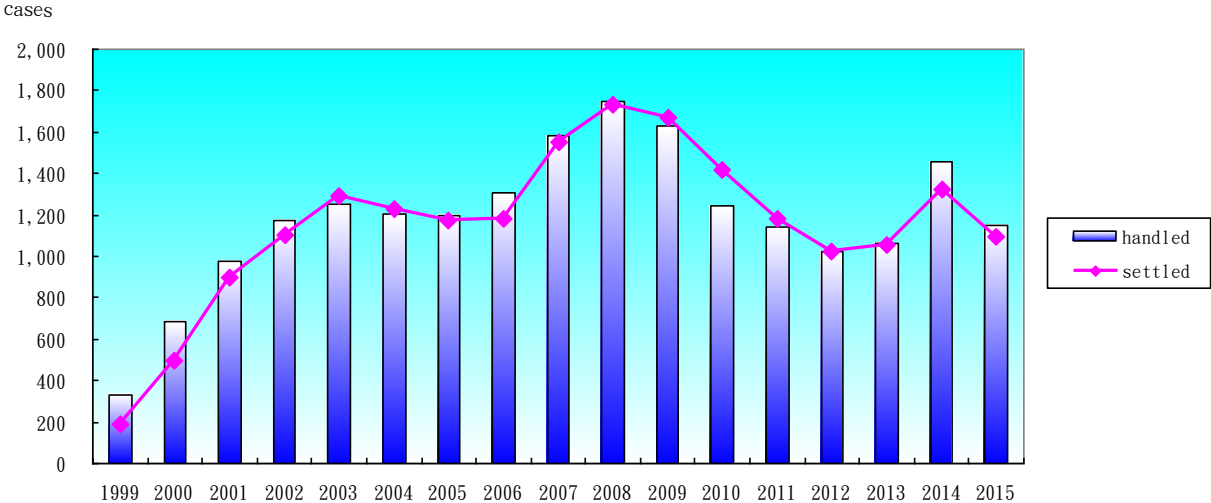


# 1. Disputes Handled and Settled Over the Years

Since the Government Procurement Act was implemented in May 1999, the CRBGP of PCC was established to settle disputes pursuant to the law, including complaints related to government procurement and Promotion of Private Participation in Infrastructure Projects (transferred to the Ministry of Finance as of 1 January 2013), and mediations in relation to contract dispute of government procurement.

Figure 1-1 Complaints handled and settled over the years

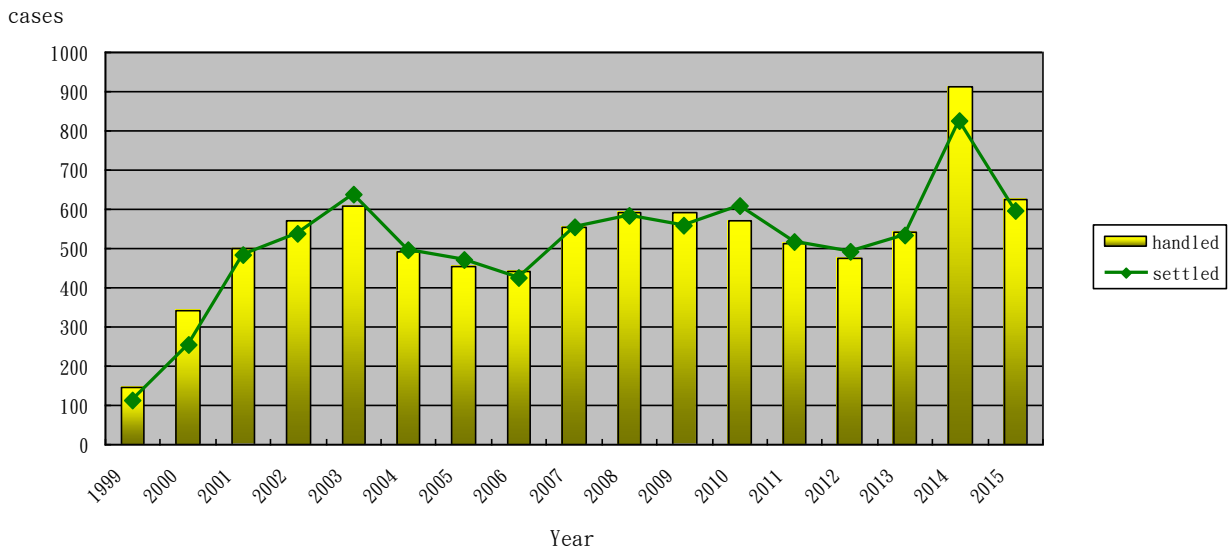


## 2. Complaints Handled and Settled

### (1) Complaints Handled and Settled

During May 1999 to 2015, a total of 8,926 complaints were handled and 8,685 were settled, including 3,996 procedurally resolved and 4,689 substantively resolved, with an average resolved rate at 97%.

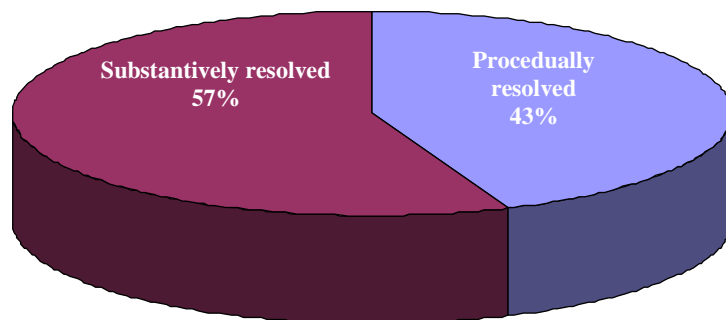
**Figure 1-2 Complaints handled and settled over the years**



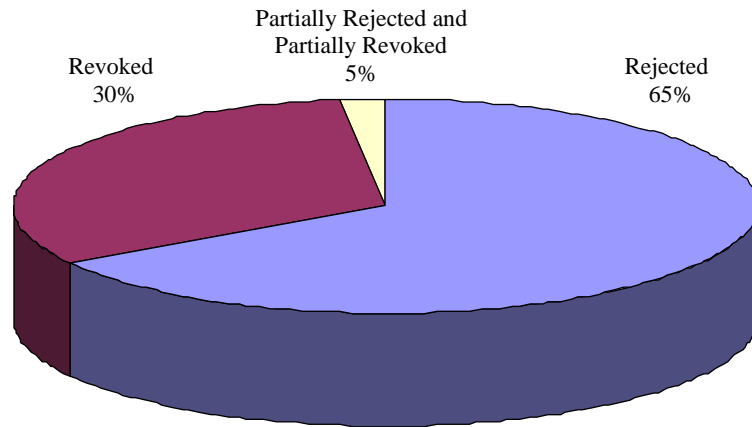
**(2) Settled Results**

Complaints will be procedurally resolved or substantively resolved. During 2004 to 2015, a total of 2,876 complaints were procedurally resolved, accounting for 43%, and a total of 3,784 complaints were substantively resolved, accounting for 57%. Among them 65% were rejected, 30% were sustainable and the entities' dispositions of the protests were revoked, and 5% were partially rejected or revoked.

**Figure 1-3 Complaints resolved results**



**Figure 1-4 Results of complaints substantively resolved**

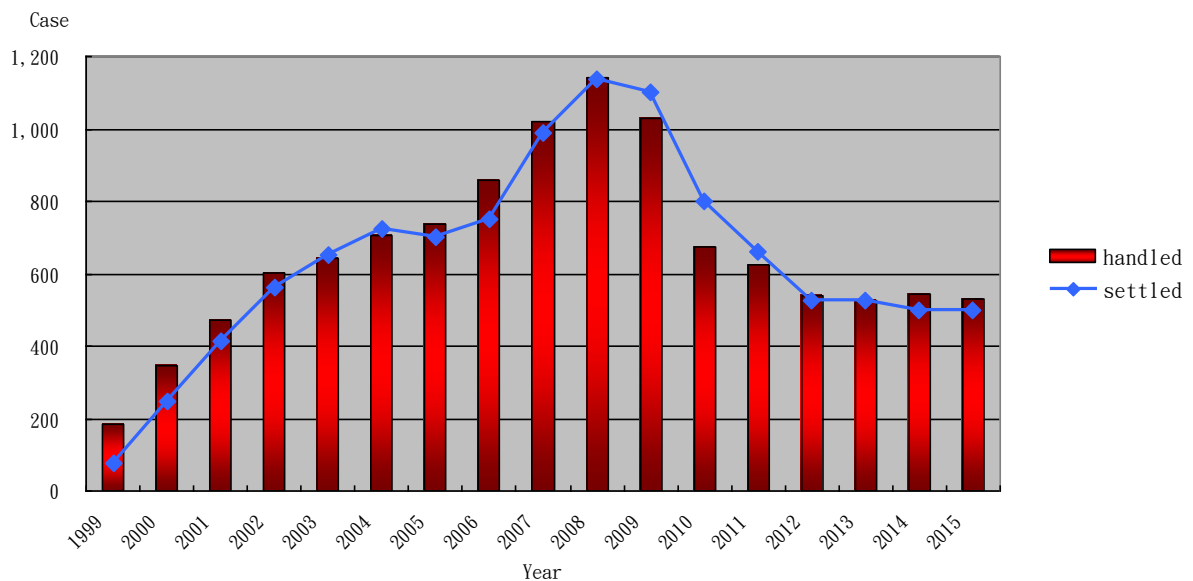


### 3. Medications Handled and Settled

#### (1) Medications Handled and Settled

During May 1999 to 2015, a total of 11,172 mediations were handled and 10,854 were settled, including 2,996 were procedurally resolved and 7,858 were substantively resolved, with an average resolved rate at 97%. The number of mediation during 2007 to 2009 was higher because of commodity price fluctuation.

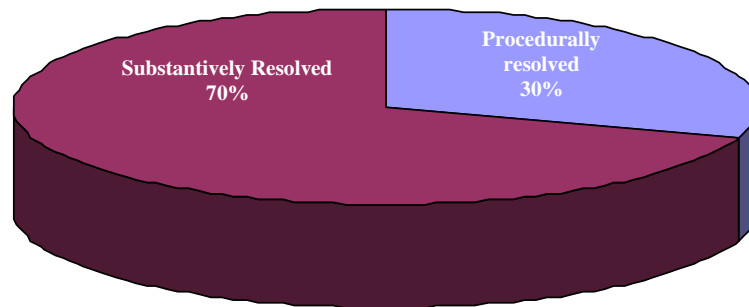
**Figure 1-5 Mediations handled and settled over the years**



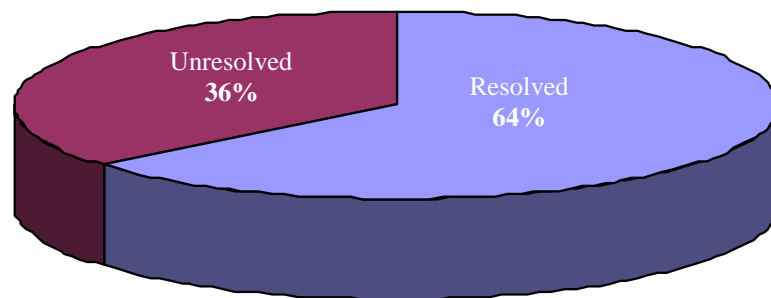
## (2) Settlement Results

Mediations will be procedurally resolved or substantively resolved. During 2004 to 2015, a total of 2,651 mediations were procedurally resolved, accounting for 30%, and a total of 6,259 mediations were substantively resolved, accounting for 70%. The successful mediation rate of substantively resolved was 64%, including 81% resolved with resolution recommendations.

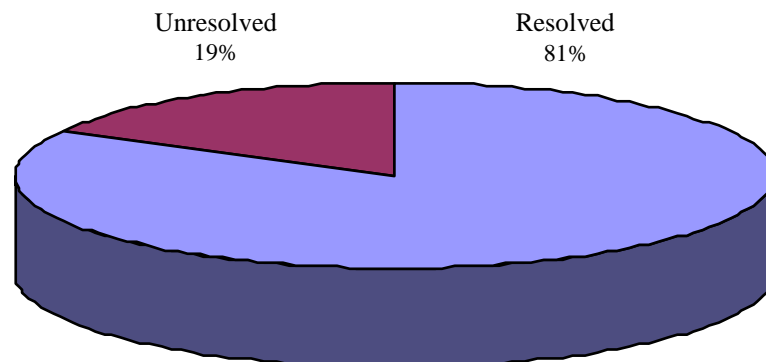
**Figure 1-6 Results of mediations**



**Figure 1-7 Results of substantively resolved mediations**



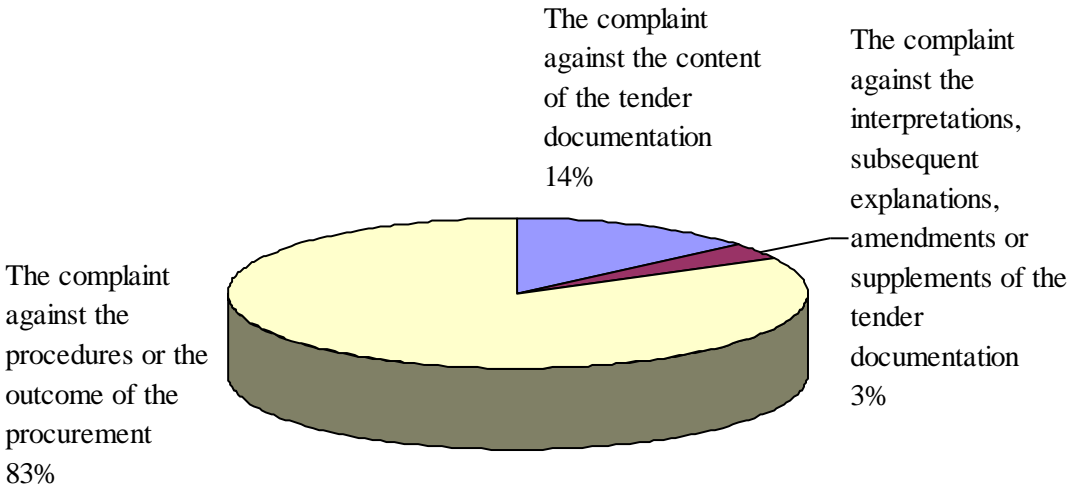
**Figure 1-8 Results of medication with resolution recommendations**



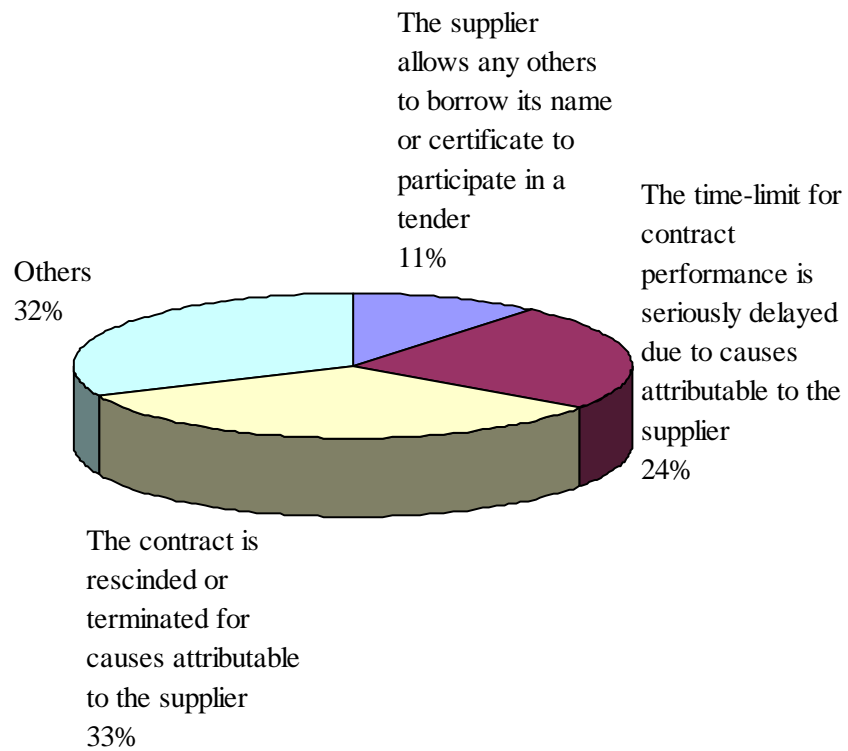
**4. Annual Statistics on Dispute of Complaints and Mediations by Type**

Among complaints filed to the CRBGP during May 1999 to 2015 for the ordinary complaints (subparagraphs 1 to 3, of paragraph 1 of Article 75 of the GP Act), 83% involved “the complaint against the procedures or the outcome of the procurement”, the highest, and 14% involved “the complaint against the content of the tender documentation”; and for the complaint of debarred suppliers(subparagraphs 1 to 12, of paragraph 1 of Article 101 of the GP Act), 33% involved “a contract is rescinded or terminated for causes attributable to the supplier”, the highest; 24% involved “the time-limit for contract performance is seriously delayed due to causes attributable to the supplier”, and 11% involved” the supplier allows any others to borrow its name or certificate to participate in a tender”. Among dispute of mediations filed to the CRBGP during the same period, 47% involved amount of payment, the highest; 16% involved delay penalty, 11% involved inspection and acceptance, and 7% involved termination or rescission of contract.

**Figure 1-9 Annual statistics on complaints against Article, 5 of GP Act**



**Figure 1-10 Annual statistics on complaints from debarred suppliers**



**Figure 1-11 Annual statistics on mediation of contract disputes**

