

DELAY IN SERVICE DELIVERY BY GOVERNMENT ENTITIES

I am directed to refer to Cabinet Division's letter No. 3-1/2019-Coord, dated 24th October, 2019 on the above subject and to state that Public Procurement Regulatory Authority is a body corporate mandated to regulate all procurement of good, works and services in the public sector under PPRA Ordinance, 2002. Rule 48 clearly defines the mechanism of redressal of grievances where procuring agencies are required to formulate Grievance Redressal Committees to address complaints of bidders (citizens) within the stipulated time prescribed thereunder so, the complaints linked with the specific procurement proceedings should be filed with the respective PA in accordance with Rule 48. Whereas, in other procurement issue, the Authority may takes such measures subject to other provisions of this Ordinance, the authority may take such measures and exercise such powers as may be necessary for improving governance, management, transparency, accountability and quality of public procurement of goods, services and works in the public sector, section 5(1) of PPRA Ordinance.

2. However, to address all these issues, the Authority may take an informed decision if and only if the complete information and record is available with the Authority. We suggest that these issues should be resolved by filing complaints directly to the Authority; rather than through incomplete information on Pakistan Citizen's Portal; so as Authority may take appropriate steps for improving governance, way out, transparency, quality procurement, as per its legal framework. This practice is already being invoked at Authority level as well. The Authority assures, the complaints on Pakistan Citizen's Portal shall also be resolved, however only subject to availability of complete information and record from respective departments/forums against whom complaints are launched and after listening the point of view of both parties.

4. The unattended/delayed complaints of citizens (if any) lodged though PCP on the matters pertaining to this authority shall be disposed of within four (04) weeks under intimation to the applicant. Necessary timeline to dispose of such complaints has also been updated in the PCP dashboard of the Authority.

5. On the direction of the Federal Government, Public Procurement legal framework including Grievances Redressal Mechanism is being revisited on fast track basis to create ease of doing business and service delivery in a transparent and efficient manner. However, the Authority is constrained to resolve the complaints on procurement matters of other organizations where incomplete or bare minimum information has been provided by the complainant.