



Government of Pakistan
Public Procurement Regulatory Authority
(Monitoring & Evaluation)
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No.01 (05)/M&E/PPRA/2018

Islamabad, February 23, 2022

Subject: **GENERAL INSTRUCTIONS FOR CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE(S) IN TERMS OF RULE 48(1) OF PUBLIC PROCUREMENT RULES, 2004**

Dear Secretary/Chairman/Managing Director/CEO,

It has been observed with serious concerns that various procuring agencies don't constitute the Grievance Redressal Committees (GRCs) in accordance with letter and spirit of the provision of sub-rule (1) of Rule 48 of Public Procurement Rules, 2004. The same is reproduced as under: -

The procuring agency shall constitute a committee comprising of odd number of persons, with necessary powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.

2. The purpose of the formation of GRC is to provide the prospective/participant bidders an efficacious remedy from the very beginning of the procurement process regarding addressing of the complaints (against the eligibility parameters, evaluation criteria or any other terms and conditions prescribed in the bidding documents if found contrary to the regulatory framework as referred in sub-rule 2 of the same rule) as well as addressing the grievances raised after issuance of technical and final evaluation reports (as referred in other sub-rules).

3. To achieve the above referred objective, this is essential that the GRC should be constituted well in advance of the procurement process as an efficacious remedy for resolution of such complaints and grievances, and hence the members of the GRCs should have the essential expertise of the procurement management, related technical discipline (as per the practices of that trade) as well as understanding of the legal aspects of the procurement. Further, the GRC should be empowered enough to take independent decisions either to fully/partially maintain or set aside the decision of the Procurement Evaluation Committee without being influenced by such committee or its members or the Principal Accounting Officer. In case of unavailability of senior officials/experts within the procuring agency having such requisite expertise and integrity, the procuring agency is required to formulate the GRC by borrowing the

officials from some other Ministries, Divisions, Departments or Organizations etc. In case the same procuring agency has to make different category/nature of procurements, more than one GRCs should be constituted considering the respective category/nature of procurements.

4. The above referred instructions are being issued in terms of the provision of Section 5(1) of the PPRA Ordinance, and should be implemented in true letter and spirit. Moreover, the procuring agencies are required to immediately formulate the GRCs for respective procurements in accordance with the above referred instructions and communicate to the Authority within a fortnight of issuance of these instructions, please.



23/02/2022

(Engineer Muhammad Zubair)
Director General (M&E)

All Federal Secretaries/Heads of Organizations

CC:

- (i) Managing Director (PPRA)
- (ii) Director (MIS), PPRA with the request to upload the same on Authority's website for information of the procuring agencies, bidders and general public.