EXTERNAL GRIEVANCE REDRESSAL COMMITTEE OF PAKISTAN SINGLE WINDOW

In accordance with Rule 65(1) of the Public Procurement Rules, 2026 ("PPR Rules"), and Regulation 30(1) of the Disposal of Public Assets Regulations, 2026 ("the Regulations")

Name of Procuring Agency Pakistan Single Window.

Sr.	Name & Designation	Position in the Committee		Email Address
1.	Brig. (R) Ghulam Hussain Ghumman	Chairperson	All grievances shall be submitted through the PPRA ePADS 2.0 Portal only.	ghghumman@hotmail.com
2.	Dr. Haseeb Akhter	Member		head.procurement@ztbl.com.pk
3.	Mr. Ishtiaq Ahmed	Member		ishtiaq.ahmed@isgs.com.pk

TORs of GRC

Terms of Reference

Standing External Grievance Redressal Committee (GRC) – Procurement and Disposal:

The Standing External Grievance Redressal Committee (GRC) shall examine and resolve grievances arising from the procurement and disposal proceedings of Pakistan Single Window (PSW), in accordance with the applicable PPRA Rules, Disposal Regulations, and other relevant regulatory requirements.

Basic Duties, Functions and Responsibilities

1. **Examine Complaints:** Receive, review and examine written complaints submitted by bidders, prospective bidders, or other aggrieved parties concerning procurement and disposal proceedings.
2. **Ensure Regulatory Compliance:** Assess whether the relevant proceedings, evaluation criteria, eligibility requirements, bidding documents, evaluation reports and decisions comply with the applicable rules, regulations and prescribed procedures.
3. **Investigate Grievances:** Obtain and examine relevant records, documents, evaluation reports and explanations from PSW and concerned parties, and conduct hearings where considered necessary.
4. **Provide Fair Hearing:** Ensure that complainants and relevant PSW representatives are given a reasonable opportunity to present their respective positions.
5. **Decide Within Prescribed Timelines:** Examine and decide complaints within the timelines prescribed under the applicable regulatory framework, including the relevant PPRA Rules and Disposal Regulations.
6. **Recommend Corrective Measures:** Where a grievance is found justified, identify procedural irregularities and recommend or direct appropriate corrective action, strictly within the powers conferred by the applicable rules and regulations.
7. **Address Suspension of Proceedings:** Consider suspension of the relevant procurement or disposal proceedings where permissible under the applicable regulatory framework and necessary for the effective resolution of a grievance.
8. **Maintain Confidentiality, Records and Reporting:** Maintain confidentiality of proceedings and sensitive information, document reasoned findings and decisions, maintain comprehensive records of complaints received, timelines observed, decisions issued and corrective actions taken, and submit periodic reports to the competent authority, where required.
9. **Ensure Independence and Impartiality:** Disclose any actual or potential conflict of interest, maintain independence from PSW's procurement and disposal processes, and recuse themselves where impartiality may reasonably be questioned.

10. **Submit Decisions and Recommendations:** Communicate reasoned decisions to the complainant and PSW's competent authority, and identify any applicable appeal or further remedy available under the relevant rules and regulations.

General Conditions:

- The GRC shall comprise an **odd number of external members**, entirely outside PSW, appointed in accordance with the applicable regulatory requirements.
- Members shall act independently and impartially and shall not participate in any matter involving a conflict of interest.
- All proceedings, decisions and recommendations shall remain within the powers and jurisdiction prescribed under the applicable PPRA Rules and Disposal Regulations.
- The applicable procedures, timelines and appeal mechanisms for procurement and disposal grievances shall be followed separately, as prescribed under the respective regulatory framework.

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