

Grievance Redressal Committee
In accordance with PP Rule-48(1)

Name of Procuring Agency Pakistan Single Window.

Sr.	Name & Designation	Position in the Committee	Mailing Address	Tele No.	Fax No.	Email Address
1.	Mr. Azeem Afzal, Chief Technology Officer	Chairperson	2 nd Floor, NTC Headquarters, G-5/2, Islamabad.	051-9245605	051- 9245694	azeem.afzal@psw.gov.pk
2.	Mr. Moin ul Arfeen, Company Secretary	Member	-do-	-do-	-do-	moin.arfeen@psw.gov.pk
3.	Mr. Haris Ali, SVP Finance	Member	-do-	-do-	-do-	Haris.ali@psw.gov.pk

TORs of GRC

Terms of Reference:

- (1) Rule 48 of the Public Procurement Rules, 2004 provides that in case a bidder feeling aggrieved by any act of the procuring agency after the submission of his bid may lodge a written complaint concerning his grievances not later than fifteen days after the announcement of the bid evaluation report under Rule 35 of Public Procurement Rules, 2004.
- (2) The committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint.
- (3) Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.
- (4) Any bidder not satisfied with the decision of the committee of the procuring agency may lodge an appeal in the relevant court of jurisdiction.

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