

Findings & Recommendations of FBR Grievance Committee

A meeting of FBR Grievance Committee, constituted under notification C. No. 15(1)Store/2024-25(Pt) dated 11.12.2024, was held in the Office of the Member (IR-Legal), FBR on 24.03.2025 to 25.03.2025 to examine the grievances of M/s Pakmulti Services (Pvt) Ltd, M/s Outriders (Pvt) Ltd, M/s Solochoicez (Pvt) Ltd/ Bakertilly (Pvt) Ltd (Joint Venture) in relation to procurement of HR services by FBR.

2. M/s Muhammad Qasim Maqsood, Abdul Zahid and Rashidullah Khan of M/s Pakmulti Services (Pvt) Ltd attended this meeting on 24.03.2025 to register their grievances. Mr. Muhammad Qasim Maqsood pleaded that the successful bidder for supply of HR services of Auditors to South Zone i.e. M/s International Consulting have quoted services charges at 9.70% over and above salary of Auditors.

3. According to him, only the mandatory Govt levies like gratuity, GLIs, EOBI and withholding taxes alone amount to 10.54% [CA qualified Auditor] and 11.17% [ACCA qualified Auditor] of the salary of per Auditor. The break up is given as under: -

(1) CA Qualified Auditor		
(a)	Salary	Rs.165,000
(b)	Gratuity	Rs.13,750 (165,000 / 12)
(c)	EOBI	Rs.1,850
(d)	GLI	Rs.350 (Jubilee Insurance, Group Policy rates)
(e)	Service Charges	Rs.15,950 (13,750 + 1850 + 350)
(f)	WHT (9% of Service Charges)	Rs.1436 (9% of Rs.15,950)
(g)	Total Service Charges	Rs.17,386 (15,950 + 1436)
(h)	Percentage per Auditor (%)	10.54% (17,386 / 165,000)
(2) ACCA Qualified Auditor		
(a)	Salary	Rs.115,000
(b)	Gratuity	Rs.9,583 (115,000 / 12)
(c)	EOBI	Rs.1,850
(d)	GLI	Rs.350 (Jubilee Insurance, Group Policy rates)
(e)	Service Charges	Rs.11,783 (9,583 + 1850 + 350)
(f)	WHT (9% of Service Charges)	Rs.1061 (9% of Rs.11,783)
(g)	Total Service Charges	Rs.12,844 (11,783 + 1061)
(h)	Percentage per Auditor (%)	11.17% (12,844 / 115,000)

4. He pleaded that the bidder was supposed to include these amounts while working out %age of services chargeable over and above salary. This exclusion has made his bid far lower than others and is against the clear instructions from FBR that these levies will form part of service charges.

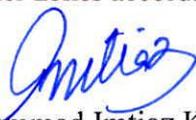
5. He pleaded for disqualification of M/s International Consulting and award of contract to the second lowest bidder.

6. Mr. Shiraz Bhatti of M/s Outriders (Pvt) Ltd attended this meeting on 25.03.2025 at 02:30 p.m. and M/s Solochoicez (Pvt) Ltd/ Bakertilly (Pvt) Ltd (Joint Venture) represented by M/s Shahbaz Gull, Shahzad Gull & Wajahat Butt also attended this meeting on 25.03.2025 at 03:00 p.m. and reiterated the same arguments mentioned in para 3 above.

7. On 24.03.2025, Mr. Sharjeel Usmani of M/s International Consulting was invited to appear before this Committee and explain his position. He appeared on 25.03.2025 and admitted that gratuity was not included while quoting 9.70% services charges. He, however, explained that bid document did not clearly specify that gratuity will also be included. Bidding documents including queries raised and replied by concerned wings of FBR prior to bid opening and bids have been perused. It transpired that the issue of inclusion and Government levies like Gratuity, GLI, withholding taxes etc. was raised and addressed during the pre-bid meeting and clarifications also published on e-Pads on 08.01.2025.

8. Grievance Committee has heard the representatives and also examined their documents. The Grievance Committee is of the considered opinion that M/s International Consulting, by not including gratuity and other regulatory payments in the total services charges %age, has gained undue advantage over other bidders which is unlawful. It is recommended that M/s International Consulting may be disqualified from the entire bid including South, Central & North for supplying wrong information and the second lowest bidder may be offered the contract for the supply of HR services in South Zone. Consequential effect of this change may be given in other zones accordingly.

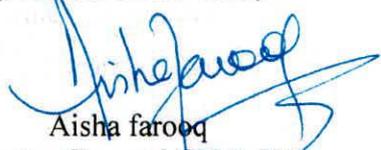

Waqas Ahmed Langah
Secretary (Mgt/HR-IR-I)
(Secretary of the GRC)


Muhammad Imtiaz Khan
Second Secretary (Transport/Store)
(Member of the GRC)


Ali Waheed Khan
Secretary (Mgt/HR-Cus-III/IV)
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Dr. Najeeb Ahmad
Member (IR-Policy)
(Member of the GRC)


Saeed Akram
Member (L&A Customs)
(Member of the GRC)


Aisha farooq
Director General (IT & DT)
(Member of the GRC)


Mir Badshah Khan Wazir
Member (IR-Legal)
(Chair/Convener)