

**MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD**

A meeting of Grievance Committee for Outsource of Janitorial Services F.Y. 2021-22 was held on 18.06.2022 at 11:00AM in the Office of the Medical Superintendent, Faisalabad Institute of Cardiology, Faisalabad.

1. M/s Anas Brothers


Firm's Grievance	TEC Observations	GRC Observation	Remarks
We have attached satisfactory past performance certificate of Govt. General Hospital, Faisalabad as Annex A. The Honorable Secretary Health visited Faisalabad Institute of Cardiology, Faisalabad and appreciated the performance "Annex B"	No satisfactory performance certificate at least of one year in hospital "250 bedded or more"	No satisfactory performance	Grievance rejected TEC decision upheld

2. M/s A1 Service Master


Firm's Grievance	TEC Observations	GRC Observation	Remarks
EOBI attached in Technical Bid Satisfactory performance certificate attached in Technical Bid We worked in Govt. Teaching hospital Shahdra in 2018-19 successfully we worked in Lady Willington in 2018-19 & 2020-21 successfully	EOBI: Yes; but failed to provide original No satisfactory performance certificate "failed to provide original"	The firm failed to provide the original documents to Grievance Committee	Accepted Subject to verification of documents.


3. M/s Imran and Co.

Firm's Grievance	TEC Observations	GRC Observation	Remarks
<p>Bank statement already provided along with technical offer How can anyone ban us to participate in public sector by such objection even after that contract 2018-19. We worked in different organizations and satisfactory certificates as well. Furthermore there is no such clause demanded in bidding documents.</p>	<p>Bank statement is less than 15.0million No satisfactory performance certificate</p>	<p>Bank Statement provided Satisfactory past performance certificate attached in Technical Bid</p>	<p>Grievance Accepted, Declared Responsive.</p>


 Mrs. Iqra Munir,
 Pharmacist,
 FIC, Faisalabad.


 Engr. Sharaz Ali
 Bio Medical Engineer
 FIC, Faisalabad.


 Dr. Rehan Riaz
 Assistant Prof. of Cardiology,
 FIC, Faisalabad.


 Dr. Shahbaz Ahmad Khiliji,
 Professor of Cardiac Surgery,
 FIC, Faisalabad.


 Dr. Muhammad Nadeem Akhtar,
 Addl: Medical Superintendent,
 FIC, Faisalabad.