

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


A meeting of Grievance Committee for Outsource of Janitorial Services F.Y. 2022-23 was held on 07.09.2022 at 11:00AM in the Conference Room, Faisalabad Institute of Cardiology, Faisalabad.

1. M/s Super Care Services


Firm's Grievance	TEC Observations	GRC Observation	Remarks
We have not received any call or letter from Faisalabad Institute of Cardiology, Faisalabad regarding technical evaluation of Janitorial Services We Super care Services is the leading Janitorial Company of the Punjab and also provides Janitorial Services to similar Institutions under the supervision of Primary and Secondary Healthcare Department, Gov.t of the Punjab to 41 DHQ/THQ Hospital all over the Punjab and their performance letters are annexed with our technical proposal	No satisfactory performance certificate at least for one year in 250 beds or more Govt. Hospital or Provincial/ Federal state on medical institution in last three year	The firm provided Satisfactory performance certificate	Grievance Accepted M/s Super Care Services declared responsive


2. M/s A1 Service Master


Firm's Grievance	TEC Observations	GRC Observation	Remarks
M/s Nadeem Cleaning Services was failed to perform at Mayo Hospital in their probationary period for the finance year 2018-19, so as their aforesaid contract was terminated vide No. 70980-83, dated: 10.11.2018 with immediate effect. Our concern is that when any company provide documents, they used to provide the undertaking that company is not blacklisted or terminated from any Govt. Department "so they should be penalized for their fraudulent act as they had provided fake undertaking"	Responsive	M/s Nadeem Cleaning Services was not blacklisted from any Govt. Institution, so the objection of M/s A1 Service Master is baseless and unjustifiable.	Grievance rejected TEC decision upheld


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.