

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

A meeting of Grievance Redressal Committee for Outsource of Security Services was held on 07.04.2022 at 10:00AM in the Office of the Medical Superintendent, Faisalabad Institute of Cardiology, Faisalabad.

**OUTSOURCE SECURITY SERVICES**

**1. M/s Watch & Watch Guard Services (Pvt) Ltd.,**

TEC Observations	Firm's Grievance	GC Observation	Remarks
Non Responsive No ISO Certificate provided	The demanded ISO Certificate is outdated, due to inclusion of this bidding documents were become ambiguous which is violation of PPRA Rule 25 as 32 Sub Clause 2 We are amazed that we never received any letter from your hospital during entire contract period, nor received any explanation so this objection after submission seems some sort of malafide intentions. Our services were remained up to the mark during our entire contract period	ISO Certification must be updated as per quality standard required for services in line with SOPs.	The GRC discussed that, updated ISO Certificate has been submitted by all firms and accepted Other objections of TEC are upheld, Refer back to TEC

**2. M/s Al-Hars Security Services (Pvt) Ltd.,**

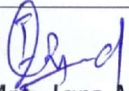
TEC Observations	Firm's Grievance	GC Observation	Remarks
Non Responsive No registered sub office in Faisalabad No ISO Certificate provided	Last time your team visited our office but staff was present in the meeting FIEDMC office, Faisalabad, therefore our staff was not meet your team Kindly re visit our office	ISO Certification must be updated as per quality standard required for services in line with SOPs.	The GRC discussed that, updated ISO Certificate has been submitted by all firms and accepted Other objections of TEC are upheld, Refer back to TEC.


## 3. M/s Firewall Security Services (Pvt) Ltd.,

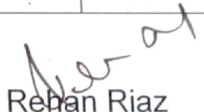
TEC Observations	Firm's Grievance	GC Observation	Remarks
Non Responsive No ISO Certificate provided	We are submitting the latest documents ISO9001,2015 revised for the same ISO Standard, you are requested to please acknowledge once received	ISO Certification must be updated as per quality standard required for services in line with SOPs.	The GRC discussed that, updated ISO Certificate has been submitted by all firms and accepted Other objections of TEC are upheld, Refer back to TEC

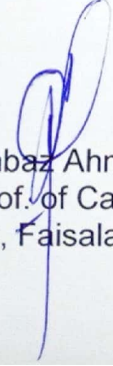
## 4. M/s Pak Public Security Services (Pvt) Ltd.,

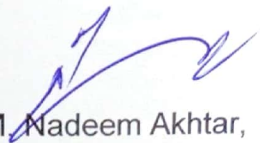
TEC Observations	Firm's Grievance	GC Observation	Remarks
Non Responsive No ISO Certificate provided No performance report submitted	Key professional marks have granted us 6 out of 10 whereas we fulfill all requirement Work experience 4 marks granted our of 15. We have provided security service to different public and private sectors. Security plan granted 10 out of 15 whereas we have submitted suitable security plan. Performance report forms granted marks 0 out of 05 whereas we have already submitted performance letter	ISO Certification must be updated as per quality standard required for services in line with SOPs.	The GRC discussed that, updated ISO Certificate has been submitted by all firms and accepted Other objections of TEC are upheld, Refer back to TEC

  
Mrs. Iqra Munir,  
Pharmacist,  
FIC, Faisalabad.

  
Engr. Ghazal Ali  
Bio Medical Engineer  
FIC, Faisalabad.

  
Dr. Rehman Riaz  
Assistant Prof. of Cardiac Surgery,  
FIC, Faisalabad.

  
Dr. Shahbaz Ahmad Khiliji,  
Associate Prof. of Cardiac Surgery,  
FIC, Faisalabad.

  
Dr. M. Nadeem Akhtar,  
Medical Superintendent,  
FIC, Faisalabad.