

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

A meeting of Grievance Committee for General Store Items F.Y.2024-25 was held on 21.11.2024 at 11:00AM in the Conference Room, Faisalabad Institute of Cardiology, Faisalabad.

1. M/s Novatek Pakistan

Firm's Grievance	TEC Observations	GRC Observation	Remarks
<p>THERMAL PRINTER PAPER FOR ECHO MACHINE UPP 110 HG,110MM X 18M-TYPE V HIGH GLOSSY BEST QUALITY RATE/NO</p> <p>our firm successfully supplied the same manufacturer's papers to RIC and other private/public institutes. We have not received any complaint from the end-users.</p> <p>We presume a possible mix-up with samples from other vendors. We kindly request a re-evaluation of the samples for which a fresh sample is resubmitted for your evaluation.</p>	<p>Difficult to Cut</p>	<p>Committee gone through all the documents and checked all the samples submitted by firms. GRC unanimously decided that ECHO Paper is not difficult to cut.</p>	<p>Grievance accepted M/s Novatek Pakistan declared responsive.</p>



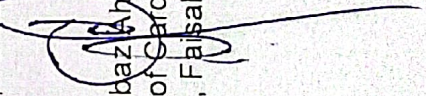
Mrs. Iqra Munir,
Pharmacist,
FIC, Faisalabad.



Engr. Sharaz Ali
Bio Medical Engineer
FIC, Faisalabad.



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



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



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