


MINUTES OF GRIEVANCE COMMITTEE MEETING FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD


A meeting of Grievance Committee for product of CSSD & Blood Bank items For F.Y:2025-26 was held on 07-08-2025 at 11:00 am in the Conference room, Faisalabad Institute of Cardiology, Faisalabad.


CSSD Items


1. M/s Pak sterilization solutions

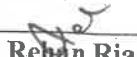
Company Grievance	TAC Observations	GC Observation	Remarks/Decision
The Medical Superintendent, Faisalabad Institute of Cardiology, Faisalabad, SUBJECT: Grievance Regarding Submission of Bank Statements (Non-Responsive). Respected Sir/Madam, We, M/S Pak Sterilization Solution, respectfully submit this grievance to clarify an issue regarding the documentation submitted with our tender. While preparing and submitting our documents, our team inadvertently enclosed bank statements for the last three (03) months instead of the required Two (02) years, as	Item no 6 Self-contained biological indicator for H2O2 Bank statement not attached	Bank statement provided	Accepted
	Item no 7 Self-adhesive package monitoring for H2O2 Bank statement not attached	Bank statement provided	Accepted
	Item no 9 Green sterilization wrapping paper		


Mrs. Iqra Munir,
 Pharmacist,
 F.I.C. Faisalabad.


Mr. Sharaz Ali,
 Bio Medical Engineer,
 F.I.C. Faisalabad.


Mrs. Anila Saeed,
 Dy. Drug Controller,
 F.I.C. Faisalabad.


Dr. Rashid Ali Malik,
 Assistant Professor of Cardiac Surgery,
 F.I.C. Faisalabad.


Dr. Rehan Riaz,
 Assistant Professor of Cardiology,
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specified in your tender criteria. This was an unintentional clerical oversight on our part during the compilation process. We would like to assure the committee that there was no intention to provide incomplete information. We acknowledge the requirement and are fully compliant. In response, we have now prepared and are ready to submit the complete bank statements for the last two (02) years to fulfill the financial documentation requirement. We kindly request the committee to accept this clarification and allow consideration of our grievance along with the complete, corrected documents now available. We remain committed to transparency, compliance, and cooperation with your esteemed institution. We sincerely appreciate your time and understanding and hope for your kind consideration in resolving this matter fairly. Sincerely, For, Pak Sterilization Solutions

(60 gm, 50x50 cm)

Bank statement not attached

Item no 10

Green sterilization wrapping paper
(60 gm, 75x75 cm))

Bank statement not attached

Item no 11

Green sterilization wrapping paper
(60 gm, 100x100cm)

Bank statement not attached

Item no 12

Bowie Dick test strips with PSD

Bank statement not attached

Item no 13

Steam Chemical indicator class 6

Bank statement not attached

Item no 14

Self contained biological indicator
for steam

Bank statement not attached

Item no 15

Steam indicator tape

Stuck Problem

Bank statement not attached

Bank statement provided

Accepted

Bank statement provided

Accepted

Bank statement provided

Accepted

Bank statement provided

Accepted

Bank statement provided


Accepted


Bank statement provided


Accepted


Stuck Problem


Rejected


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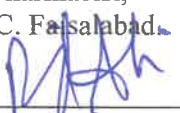
2. M/S Total technologies


Sr	Company Grievance	TAC Observations	GC Observation	Remarks/Decision
1	Please note that Minor deviations like this are typically addressed through request for clarification (as per best practices in procurement). A unilateral rejection without seeking rectification is unjustified. Now, we respectfully request for the Re-evaluation of our bid as responsive, considering the submitted financial documents suffice to establish credibility however, if still required, to resolve the matter amicably. It is pertinent to mention here that bidders invest significant time, effort, and resources in this bid, including technical and financial coordination with foreign principals. A fair review would uphold the spirit of transparency and encourage future participation. We trust you will reconsider this decision and declare our offer as responsive meanwhile, please let us know if further details are required. Sincerely, For Total Technologies (Pvt.) Ltd;	<p>Item no 5 Steam roll for Label Bank statement not attached</p> <p>Item no 6 Self-contained biological indicator for H2O2 Bank statement not attached</p> <p>Item no 7 Self-adhesive package monitoring for H2O2 Bank statement not attached</p> <p>Item no 8 Gas Cartridge for plasma sterilizer Bank statement not attached</p> <p>Item no 12 Bowie Dick test strips with PSD Bank statement not attached</p>	<p>Bank statement attached</p> <p>Bank statement attached</p> <p>Bank statement attached</p> <p>Bank statement attached</p> <p>Bank statement attached</p>	<p>Accepted</p> <p>Accepted</p> <p>Accepted</p> <p>Accepted</p> <p>Accepted</p>


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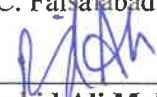

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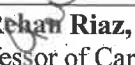
<p>The requirement of Bank Statements was neither explicitly stated as a "knock-out" criterion nor was it highlighted as mandatory in the applicable set of documents we followed. Please note that we provided audited balance sheets for 3 years and income tax returns for 3 years in the bid, which are legally recognized proofs of financial standing. In the presence of these documents, the absence of a Bank Statement should not warrant disqualification. Moreover, even if Bank Statements were required under the second set of criteria, they carried nominal marks (not a disqualifying condition – copy attached). The appropriate action would have been to deduct marks for the missing document rather than rejecting the entire bid. Such a stringent interpretation discourages competitive participation and undermines the principles of fairness in public procurement.</p>	<p>Item no 13 Steam Chemical indicator class 6 Sample not provided Bank statement not attached</p>	Sample not provided	Rejected
	<p>Item no 14 Self contained biological indicator for steam Bank statement not attached</p>	Bank statement attached	Accepted
	<p>Item no 16 Detergent solution for ultrasonic cleaner 5 liter Bank statement not attached</p>	Bank statement attached	Accepted
	<p>Item no 17 Rust remover solution 5 liter Bank statement not attached</p>	Bank statement attached	Accepted
	<p>Item no 18 Alkaline for washer disinfectant 5 liter Bank statement not attached</p>	Bank statement attached	Accepted
	<p>Item no 19 Alkaline for washer disinfectant 5</p>		


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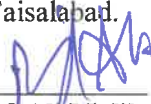

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<p>Item No. 14 Self Contained Biological Indicator for Steam (100/Box) Item No. 16 Detergent Solution for Ultrasonic Cleaner 5 Liter Item No. 17 Rust Remover Solution 5 Liter Item No. 18 Alkaline for Washer disinfectant (5 Liter) Item No. 19 Lubricant for Washer disinfectant (5 Liter) Our quoted above items have been declared as non-responsive assigning reason that "Bank Statement not attached". We would like to state here that the bid documents contained two sets of evaluation criteria, and we complied with the standard bid documents issued by the SHC&ME Department, GOP, Lahore, which did not mandate submission of a Bank Statement.</p>	<p>liter Bank statement not attached</p>	<p>Bank statement attached</p>	<p>Accepted</p>
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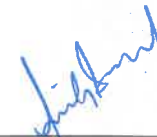
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