

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

A meeting of Grievance Redressal Committee for outsource of security Services F. Y. 2024-25 was held on 10.03.2025 at 10.00AM in the Conference Room, Faisalabad Institute of Cardiology, Faisalabad.

M/s Fauji Security Services (Pvt.) Ltd.

Firm's Grievance	TEC Observations	GRC Observation	Decision
as per EPADS	<ul style="list-style-type: none"> Detailed profile of security guards not attached. Low marks in evaluation. 	<ul style="list-style-type: none"> As per Section III (3.1) scope of services page No. 32 & 33 of SBD. Detailed profile of security guard submitted by firm. weapon licenses attached with bid, 15 Marks awarded and firm's total marks become 75 in evaluation. 	M/s Fauji Security Services (Pvt.) Ltd. declared responsive.

M/s Aztec Security Solutions Pvt. Ltd.

Firm's Grievance	TEC Observations	GRC Observation	Decision
as per EPADS	<ul style="list-style-type: none"> Detailed profile of security guard not submitted 	<ul style="list-style-type: none"> As per Section III (3.1) scope of services page No. 32 & 33 of SBD. Detailed profile of security guard submitted by firm. 	M/s Aztec Security Solutions Pvt. Ltd. declared responsive.


M/s Real Protect Security Company Pvt. Ltd.


Firm's Grievance	TEC Observations	GRC Observation	Decision
as per EPADS	<ul style="list-style-type: none"> No valid registration / license issued by home department. Firm name not exist on PTA website Detailed profile of security guard not submitted. 	<ul style="list-style-type: none"> Firm submitted affidavit that Renewal application submitted and valid registration/ license will be submitted by firm dated 25-03-2025. Agreement with Jazz attached. As per Section III (3.1) scope of services page No. 32 & 33 of SBD. Detailed profile of security guard submitted by firm. 	M/s Real Protect Security Company Pvt. Ltd. declared substantially responsive subject to submission of valid registration/license.


Note: Technical evaluation report was uploaded on dated 24.02.2025. Last date to file grievance was 01.03.2025 as per SBDs, opening and evaluation of bid, clause 2.5.10, Grievance Redressal sub-clause - Iv, "In case of single stage - two envelope bidding procedure any bidder feeling aggrieved from technical evaluation may file a grievance within 05 days of announcement of the technical evaluation report". Hence, all the grievances filed by M/s SPS Security dated 02-03-2025, M/s PAK Public Security Services (Pvt) LTD dated 03-03-2025, M/s SPS Security (Duplicate) dated 04-03-2025 and M/s Scramble Security SMC PVT LTD dated 06-03-2025 were time barred and not considered.


Engr Sharaz Ali
Bio Medical Engineer
FIC, Faisalabad.

Mr. Khaleeq Anwar
Drug Controller
FIC, Faisalabad.


Dr. Fazal-ul-Rehman
D.M.S (Store),
FIC, Faisalabad.


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


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