



## MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE



No: RIC/PO/ 1724 124

Dated: 13/12/2024

A grievance meeting for annual tender of IT Equipments for the financial year 2024-25 was held on 07.12.2024 at 10:00 am in the conference room of RIC, Rawalpindi which comprised all members of Grievance Redressal Committee RIC Rawalpindi. Attendance sheet are attached herewith.

Grievance of following firm was presented before the committee.

### M/s Islamabad Medical Engineering


The appeal submitted by M/s Islamabad Medical Engineering was thoroughly reviewed by the grievance committee. It was determined that the following items were rejected for specific reasons:

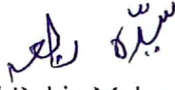
- Items at Sr. No. (2, 28):** These were rejected due to the lack of required documentation as specified in Part II of the knockdown criteria. Specifically, the firm failed to provide:
  - Exclusive authorization / sole agent certificate from the manufacturer (Sr. No. 1), and
  - Availability of relevant tools and testing/calibration equipment (Sr. No. 5).
- Items at Sr. No. (3 to 10, 16, 17, 18, 22, 23, and 24):** These were rejected for failure to provide documentation confirming the availability of relevant tools and testing/calibration equipment (Sr. No. 5).
- Items at Sr. No. (18, 22, 23, 24):** The rejection was also due to these items being wrongly quoted by the firm, as per the assessment by the TEC members.

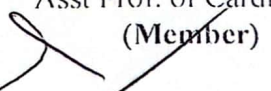
The grievance committee, after thoroughly reviewing the firm's appeal, provided an opportunity for M/s Islamabad Medical Engineering to resubmit the necessary documents. However, the firm failed to submit the required document.

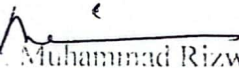
### DECISION:


Therefore, the grievance file by M/s Islamabad Medical Engineering is rejected and the decision of TEC up held.

  
Mr. Sohail Hassan  
Account Officer  
(Member)

  
Dr. Syed Rabia Mehmood  
Asst Prof. of Cardiac Surgery  
(Member)

  
Dr. Atif Nazir  
Asst Prof. of Cardiology  
(Member)

  
Dr. Muhammad Rizwan  
AMS (Admin)  
(Member)

  
Dr. Javed Iqbal  
Professor of Cardiac Surgery  
(Chairman)