



MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE



No: RIC/PO/ 2004 / 125

Dated: 11/01/2025

A grievance meeting for supplementary tender of Surgical & Disposable for OT Anesthesia & other departments Items for the financial year 2024-25 was held on 07.01.2024 at 09:30 am in the purchase office of RIC, Rawalpindi which comprised all members of Grievance Redressal Committee RIC Rawalpindi. Attendance sheet are attached herewith.

Grievances of following firms were presented before the committee.

1. M/s 4A International
2. M/s Anax Associates
3. M/S Popular International
4. M/S Cardiac Care
5. M/s Akram Brother

The representatives of above mentioned firms were called one by one & heard in person by the grievance committee and following rejected items were discussed. The proceedings of the grievances committee are recorded as under.

1. M/s 4A International

The appeal of **M/s 4A International** was discussed with the members of the Technical Evaluation Committee and the record of Technical Evaluation Committee was reviewed. It was found that firm was non-responsive due to rejection of all quoted item. The members of the grievance asked firm representative to explained their point of view, upon which he replied that The representative of M/s 4A International explained that the firm is the exclusive authorized agent of Detro Health Care Turkey, which manufactures high-quality disinfectant products. These products have been supplied to various entities, including government bodies and military hospitals across Pakistan, without any complaints regarding specifications. Furthermore, the firm emphasized that no other company qualifies for both categories of specifications mentioned for items at serial numbers 48, 52, and 53. They pointed out that any firm can qualify for only one of the specification categories (either 'a' or 'b') for these items.

DECISION:

The members of the grievance committee unanimously decided that the grievance filed by M/s 4A international is accepted and items at serial no 48, 52, and 53 are selected. Additionally, members of the grievance committee directed the End User Department to ensure that annual demand is aligned with proper specifications. This alignment is expected to encourage broader vendor participation, leading to better pricing and enhanced efficiency. Such a strategy not only promotes healthy competition but also guarantees that the organization achieves the best value in its procurement efforts.

2. M/s Anax Associates

The appeal of M/s Anax Associates was discussed with the members of the Technical Evaluation Committee and the record of Technical Evaluation Committee was reviewed. It was found that firm was non-responsive due to non fulfillment of criteria in clause j, k, l, m, n, o of compulsory parameters.

Additionally, to ensure fair competition, the members of the Grievance Committee offered the firm an opportunity to resubmit the missing documents, which the firm provided during the meeting. The committee accepted the documents and was evaluated in meeting and found responsive.

Explanation Regarding Rejection of Item:-

The representative of M/s Anax Associates explained that the cardiovascular pack was rejected by the End User due to an issue with the U-drape sheets, which were deemed too small. The firm's representative submitted an affidavit stating that the U-drape sheets provided with the cardiovascular pack will be in line with the End User's demand and of the best quality. The firm representative submits an affidavit that the U drape sheet provided with cardiovascular pack will be according to End User demand in best quality.

DECISION

In the light of above, the grievance filed by M/s Anax Associate is accepted and the item quoted at serial no 43 also selected by the committee

3. M/s Popular International (Pvt) Ltd

Mr. Muhammad Hanan, the representative of M/s Popular International (Pvt) Ltd, attended the grievance committee meeting. The committee discussed the rejection of items at serial numbers 2, 3, 4, and 46.

- The **end user** informed the grievance committee that the items at serial numbers 2, 3, and 4 were rejected due to the expiry of their registration.
- Item **serial no. 46** was rejected because the firm did not have prior experience in the public sector.

In response, Mr. Hanan presented a letter from DRAP regarding the renewal of the registration for the items at serial numbers 2, 3, and 4. The grievance committee accepted the letter.

For item **serial no. 46** (tracheotomy tube), the firm provided evidence of experience and a supply order from the private sector.

DECISION

The grievance committee accepted the renewal of registration letter for items at serial numbers 2, 3, and 4, and for item serial no. 46 (tracheotomy tube), the committee accepted the firm's experience and supply order from the private sector, citing the urgent need for this item in the Emergency and OT departments. This decision was made in the interest of avoiding potential complications and ensuring patient welfare.

4. M/s Cardiac Care

Mr. Umar, the representative of M/s Cardiac Car, attended the grievance committee meeting where the rejection of items at serial numbers 7, 8, and 20 was discussed.

- **Serial Numbers 7 and 8:** The end user informed the grievance committee that these items were rejected because the firm was deemed ineligible (only the manufacturer participated, and not the authorized distributor or supplier).
- **Serial Number 20:** The item was rejected due to non-fulfillment of clauses H, I, and J of the tender requirements.

In response for serial no. 20, Mr. Umar resubmitted the required documents to fulfill the necessary clauses, which the grievance committee accepted and for item at serial no 7 and 8, the representative of firm informed the committee that the manufacturers were not willing to participate in the hospital's tender process.

DECISION

By keeping in view of above the grievance filed by M/s Cardiac Care against serial no 7,8 was turned down and grievance against serial no 20 was accepted by the committee.

5. M/s Akram Brother & Co.


Mr. Abdul Rauf, the representative of M/s Akram Brother & Co, attended a grievance committee meeting. The committee requested him to explain their reservation, but his response was that he only attended the meeting to sign the attendance and then left.


DECISION

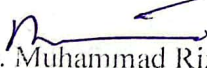
The grievance filed by M/s Akram Brother & Co is turned down and decision of TEC remains intact.


Meeting was ended with a vote of thanks.

Mr. Sohaib Hassan
Account Officer
(Member)


Dr. Syeda 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)