

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

A meeting of Grievance Committee for Purchase of Holter Recorder H3+ F.Y. 2022-23 was held on 11.04.2023 at 11:30AM in the Conference Room, Faisalabad Institute of Cardiology, Faisalabad.

**M/s Novatek Pakistan**

Firm's Grievance	TEC Observations	GRC Observation	Remarks
The rejection reason for our quoted product is not understandable as there is no solid/technical reason of rejection mentioned in TEC Report. We have already supplied Holter Recorder to various hospitals nationwide.	<ul style="list-style-type: none"> <li>• Non Responsive</li> <li>• The recorder was physically evaluated by end user and reported unsatisfactory</li> <li>• Cardiut-3 Meditech, Hungary, (PC Core I-5, 19" LCD will be supplied locally)</li> </ul>	End User Reservation	TEC Decision upheld,

**1. M/s Novatek Pakistan**

Firm's Grievance	TEC Observations	GRC Observation	Remarks
<p><b>Firm's Grievance</b></p> <p><b>M/s Novatek against M/s Magma &amp; Hospitac Int.</b></p> <ul style="list-style-type: none"> <li>• Quoted model by other companies are old and obsolete and even accessories are not available easily.</li> <li>• Other companies quoted holter recorder and technically accepted by your institute have no past experience of selling such technical product</li> <li>• As system is software based and need after sale services by trained engineers/ product specialist</li> <li>• The product should be purchased from the company having engineering support and after sale services.</li> </ul>	<ul style="list-style-type: none"> <li>• Non Responsive</li> <li>• The recorder was physically evaluated by end user and reported unsatisfactory</li> <li>• Cardiut-3 Meditech, Hungary, (PC Core I-5, 19" LCD will be supplied locally)</li> </ul>	<p><b>GRC Observation</b></p> <ul style="list-style-type: none"> <li>• No document/evidence in this regard submitted by M/s Novatek</li> <li>• M/s Magma &amp; M/s Hospitac Int. have no past experience with quoted product</li> <li>• M/s Magma &amp; M/s Hospitac Int. have no engineering/technical staff</li> <li>• Undertaking from the original equipment manufacturer not submitted by M/s Magma &amp; M/s Hospitac Int.</li> </ul>	<p><b>Remarks</b></p> <p>Grievance of M/s Novatek accepted. M/s Magma &amp; M/s Hospitac Int. declared non responsive</p>

Mrs. Iqra Munir,  
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FIC, Faisalabad.

Engr. Sharaz Ali  
Bio Medical Engineer  
FIC, Faisalabad.

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

Dr. Shahbaz Ahmad Khiliji,  
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Dr. Muhammad Nadeem Akhtar,  
Medical Superintendent,  
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