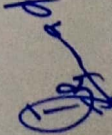



**MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD**


A meeting of Grievance Committee for Supply of Medical Gases F.Y. 2022-23 was held on 24.06.2022 at 10:00AM in the Conference Room, Faisalabad Institute of Cardiology, Faisalabad.


1. M/s Ghani Chemical Industries Limited


Sr.	Description	Firm Grievance	GC Observation	Decision
1	Grievance against M/s Multan Chemicals Limited	<ol style="list-style-type: none"> M/s Multan Chemicals Ltd don't have any market experience The firm don't have backup plant/ Storage The firm don't have any 3rd party certificate/analysis report The firm don't have computerized surveillance and telemetry system to remotely monitor liquid oxygen storage The firm don't have certification of Halal Certificate, FSSC and Pakistan Engineering Council etc. The firm don't have authorized person trained on "Hospital Technical Memorandum (HTM) Standard" The firm just have employed diploma holders whereas hospital required BSc Engineering degree certified by PEC. 	<p>The representative of M/s Ghani Chemical Industries Limited attended the meeting and marked attendance in front of Grievance Committee.</p> <p>The Grievance committee listened the stance of M/s Ghani Chemical Industries Limited and note down all objections against M/s Multan Chemicals Limited. M/s Ghani Chemical Industries Limited raised objection that M/s Multan Chemicals Limited don't have market experience. On same grounds M/s Multan Chemicals Limited was rejected by Children Hospital, Faisalabad.</p> <p>On evaluation of documents, the Grievance Committee came to know that, Children Hospital Faisalabad required five years of experience but no such experience was demanded in bidding documents of this tender in FIC, Faisalabad. The representative of Ghani Chemical Industries Limited agreed with Grievance Committee and objection is rejected by Grievance Committee.</p> <p>The representative of M/s Multan Chemicals Limited claimed that the backup plant/storage of M/s Multan Chemicals Limited is present near Faisalabad and can be visited anytime.</p> <p>Third party certificates are attached.</p> <p>M/s Multan Chemicals Limited provided past performance/supply orders issued by different public hospitals.</p> <p>The Grievance Committee verified online telemetry system to remotely monitor liquid oxygen which ensures computerized surveillance.</p> <p>M/s Multan Chemicals Limited submitted certification of Halal Certificate and PEC Certificate.</p> <p>M/s Multan Chemicals Limited submitted appointment letter of engineer trained on HTM Standard.</p> <p>M/s Multan Chemicals Limited submitted documents of five qualified engineers having PEC Certificates.</p>	<p>Grievance of M/s Ghani Chemical Industries Limited is rejected.</p> <p>Grievance Committee recommends to constitute a committee to visit and physically verify backup plant/storage of M/s Multan Chemicals Limited.</p> <p>M/s Multan Chemicals Limited will remain responsive subject to verification and successful inspection report of backup plant.</p>


Mrs. Iqra Munir,
Pharmacist,
FIC, Faisalabad.


Engr. Sharaz Ali
Bio Medical Engineer
FIC, Faisalabad.


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


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


Dr. Muhammad Nadeem Akhtar,
Addl: Medical Superintendent,
FIC, Faisalabad.