

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

A meeting of Grievance Redressal Committee for Outsource of Janitorial Services was held on 07.04.2022 at 10:00AM in the Office of the Medical Superintendent, Faisalabad Institute of Cardiology, Faisalabad.

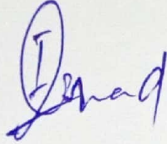
OUTSOURCE JANITORIAL SERVICES

1. M/s Anas Brothers Enterprises

TEC Observations	Firm's Grievance	GRC Observation	Remarks
<p>Non Responsive Unsatisfactory past performance issued vide diary No. 3234, dated: 24.02.2022</p>	<p>You have disqualified our firm on the basis of non performance in your institute. We have serious concern over this evaluation Cycle of payment severally effect the performance of vendor During our services, various officers have visited and during these visits our performance has been better and these visits has been successful. In addition complaint received from the institute cleared within 30 minutes. We requested you to please qualify our company</p>	<p>The Chair received multiple complaints regarding poor cleaning conditions in various areas of hospital. The Medical Superintendent and DMS (Admin) visited and found unsatisfactory performance and faulty/non functional cleaning machines (Scrubber). The DMS (Admin) had submitted comprehensive report to the Chair. The representative of M/s Anas Brothers Ent. accepted that the cleaning condition is poor and requested to ignore the matter, and also requested for one more chance to solve this problem.</p>	<p>Grievance rejected TEC decision upheld</p>

2. M/s Imran and Company

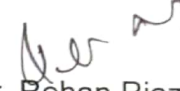
TEC Observations	Firm's Grievance	GRC Observation	Remarks
Non Responsive No EOBI Registration Certificate	EOBI registration certificate has been applied to the concerned department and will provide soon after the award of contract. An affidavit on stamp paper in this regard is attached here with	The firm failed to provide the EOBI registration certificate	Grievance rejected TEC decision upheld



Mrs. Iqra Munir,
Pharmacist,
FIC, Faisalabad.



Engr. Sharaz Ali
Bio Medical Engineer
FIC, Faisalabad.



Dr. Rehan Riaz
Assistant Prof. of Cardiac Surgery,
FIC, Faisalabad.



Dr. Shahbaz Ahmad Khiliji,
Associate Prof. of Cardiac Surgery,
FIC, Faisalabad.



Dr. M. Nadeem Akhtar,
Medical Superintendent,
FIC, Faisalabad.