



**OFFICE OF THE MEDICAL SUPERINTENDENT
LAHORE GENERAL HOSPITAL, LAHORE.**

PH: 99268801, 99268806, Exch: 99264097-8, UAN 111-202-101

No. 83005 /LGH
To

Date 16-11 /2023

The Secretary,
Health Department
SHC & ME Department,
Govt. of the Punjab, Lahore

Attention: Mr. Wahab
(ICT) Incharge,
SHC & ME Department,
Govt. of the Punjab, Lahore

Subject: - GRIEVANCE COMMITTEE MEETING MINUTES.

With reference to the subject cited above.

It is therefore kindly request to issue instruction to the focal person Health SHC&ME Website to upload the grievance committee meeting minutes of Annual Contract of Hiring of Security and Janitorial Services for Lahore General Hospital, Lahore.

It is therefore kindly request to issue instruction to the focal person to upload the same on the official website of Health SHC&ME.

Nudrat Sohail

Medical Superintendent,
Lahore General Hospital,
Lahore

No. _____ /LGH

Date _____ /2023

A copy is forwarded for information to the:-

1. PA to Principal PGMI/AMC/LGH, Lahore.
2. AMS Admin, LGH, Lahore.
3. AMS/DMS Security, LGH, Lahore.
4. Computer Programmer (With direction to the upload on website) of Lahore General Hospital, Lahore.
5. Master File.

Medical Superintendent,
Lahore General Hospital,
Lahore.

MINUTES OF GRIEVANCE COMMITTEE

1. Grievance committee meeting held on 13-11-2023 under the chairmanship of Prof. Dr. Farah Shafi (Prof. of Medicine AMC/PGMI/LGH, Lahore to resolve the grievances submitted by the firms, for the hiring of Janitorial & Security Services, Lahore General Hospital, Lahore.
2. Following committee members attended the meeting:
 - Prof. Dr. Muhammad Faheem Afzal, Prof. of Pediatrics, PGMI/AMC/LGH, Lahore.
 - Dr. Ghias-ul- Hassan, Assistant Prof. of Gastroenterology, PGMI/AMC/LGH, Lahor
 - Dr. Aun Jamal, Assistant Prof of Surgery Unit-III, PGMI/AMC/LGH, Lahore.
 - Engr. Muhammad Ali, Biomedical Engineer / Technical Officer, PGMI/AMC, Lahore
3. Firms Representative also attended the meeting.
4. The items were discussed in detail as follows:

Sr. No.	Name Of Tender	Name Of Firm	Grievance Of The Firm	Grievance Committee	Decision
1	Hiring of Janitorial Services	M/S MECA Engineers	<p>We hereby submitted our reservation against the technical scrutiny of the tender</p> <p>➤ We have been awarded zero marks in the criteria of financial capabilities. The said firm has average annual turnover for last three years is more than 30 million (copy enclosed) therefore we should be granted 20 marks.</p> <p>➤ So it is requested in your kind honor that our grievance may be entertained to promote the healthy competition.</p>	<p>➤ Grievance Committee members reviewed the bid of the aggrieved firm and found that Average Annual Turnover for the last financial year in the shape of Audit statement not attached. However Grievance committee asked company representative of M/S MECA Engineers about the missing document which he was not able to produce before the committee.</p> <p>➤ Therefore, as per hiring of Janitorial Services, technical criteria clause no. 02 in the (marking criteria) which clearly says;</p> <p>1. (Audit statement of last three financial years must be attached).</p> <p>➤ Hence decision of the technical committee stand upheld and grievance committee unanimously decided that the grievance of the firm not accepted.</p>	Grievance Rejected
2	Hiring of Security Services	M/S Watch & Watch Security	<p>➤ Reference tender technical evaluation criteria point "g" it is requested that we have attached a letter from PTA, instead of license, to fulfil the bid requirement but we got technically disqualified.</p> <p>➤ We would request you to revisit our case. For</p>	<p>➤ Grievance Committee members reviewed the bid of the aggrieved firm and found that License of walkie talkie from PTA / relevant authority / agency not attached. However Grievance committee asked company representative of M/S</p>	Grievance Rejected







			<p>this, you may send the letter mentioned above to PTA for verification.</p>	<p>Watch & Watch Security about valid license in bid which he was not able to produce before the committee instead of license he showed request for the award of license.</p> <p>➤ Therefore as per Hiring of Security services technical knockout criteria clause no. 07 which is license of Walkie Talkie from PTA/ relevant authority / agency, not fulfilled.</p> <p>➤ Hence decision of the technical committee stand upheld and grievance committee unanimously decided that the grievance of the firm not accepted.</p>	
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Prof. Dr. Farah Shafi (Prof. of Medicine), PGMI/AMC/LGH, Lahore.

Prof. Dr. Muhammad Faheem Afzal, Prof. of Pediatrics, PGMI/AMC/LGH, Lahore.

Dr. Ghias-ul- Hassan, Assistant Prof. of Gastroenterology, PGMI/AMC/LGH, Lahore.

Dr. Aun Jamal, Assistant Prof. of Surgery Unit-III, PGMI/AMC/LGH, Lahore.

Engr. Muhammad Ali, Biomedical Engineer / Technical Officer, PGMI/AMC, Lahore.

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