

**MINUTES OF GRIEVANCE COMMITTEE MEETING REGARDING THE ANNUAL
MAINTENANCE SERVICE CONTRACT OF LIFT MACHINES (SCHINDLER)
13NOS.**

Vide reference letter No. 2634-36/CH&ICH dated 16.01.2021. A grievance committee meeting held on 19.01.2021 at 11:00AM in the Conference Room of the Admin Block of The Children's Hospital and Institute of Child Health, Lahore regarding the subject mentioned above.

The following members attend the meeting:

1. **Dr. Farhana Muzaffar**
Prof. Pead Dermatology
2. **Dr. Edrees Anwar Shiekh**
AMS (Admin)
3. **Engr. Abdul Jalil**
Biomedical Engineer
Jinnah Hospital Lahore

For annual maintenance contract of lifts three firms participated in tender.

1. **Mr. Shahroz**
Representative from M/s Chaudhry Enterprises
2. **Mr. Aqeel**
Representative from M/s Merin (Pvt) Ltd.
3. **Mr. Mudassar**
Representative from M/s Pak Power Systems

- a) M/s Merin (Pvt) Ltd being sole agent submitted its grievance against M/s Chaudhry Enterprises and M/s Pak Power System vide letters received under diary No. 707 dated 11.01.2021.
M/s Chaudhry Enterprises also submitted its grievance against M/s Pak Power System vide letters received under diary No. 811 dated 12.01.2021.

M/s Chaudhry Enterprises grievance against M/s Pak Power System points are as follows;

- M/s Pak Power System have not a technical team to installed, maintenance and services of Elevators & Lift parts.
- They have no PEC certificate and import license to import elevator and imported lift parts.
- They have no experience and references in installation, maintenance and services of elevators.
- M/s Pak Power is not eligible to provide imported lifts parts because of import license and they also not installed any lifts in overall Pakistan.

Discussion

The Committee provided a chance to M/s Pak Power to defend grievance submitted against M/s Pak Power they have technical staff and they have already maintained lifts in public and private sector document is attached in bid. Our reply to these points M/s Pak Power Systems have sufficient technical team and work experience of maintaining lifts attached in technical bid. They have PEC registered engineer in firm and for maintenance point of view they arranged parts locally.

Decision

The committee rejected the grievance submitted by M/s Chaudhry Enterprises against M/s Pak Power Systems.

- b) M/s Merin (Pvt) Ltd grievance against M/s Chaudhry Enterprises and M/s Pak Power System points are as follows;
- The bidding process will be done as per PPRA rules 2014 (Clause No. 1)
 - The firm shall submit the authority letter from the manufacturer with the offer.
 - The bidder shall provide a certificate that parts(s) to be replaced ^{are} the genuine and brand new (Clause No. 12).
 - The firm shall produce the import documents and undertake that the parts are brand new and in the original packing of the manufacturer (Clause No. 13).
 - The firm must have the test and tools to calibrate equipment according to the manufacturer recommendations and standards (Clause No. 22).



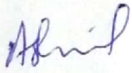
Discussion

After due deliberation and through discussion both firms M/s Pak Power System & M/s Chaudhry Enterprises remain failed to satisfy the committee on following points;

- As per bid clause they were unable to provide certificate replaced parts are genuine or brand new. They ~~were~~ also ~~remained~~ failed to provide any recommended tools for calibration and repair of equipment as per manufacturer recommendations and standard.
- They ~~were~~ also ~~remained~~ failed to provide any document shows that they have capability to import original parts of lifts from manufacturer or third-party distribution.

Decision

On the basis of above-mentioned facts committee accepts the grievance of M/s Merin and declared both firms M/s Pak Power Systems & M/s Chaudhry Enterprises as non-responsive.



Engr. Abdul Jalil
Biomedical Engineer
Jinnah Hospital Lahore



Dr. Edrees Anwar Sheikh
AMS (Admin)



Dr. Farhana Muzaffar
Prof. of Paed Dermatology

Submitted for Approval Please

Medical Director

