



## **PURCHASE CELL**

DIRECTORATE GENERAL HEALTH  
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### **MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 6<sup>th</sup> FEBRUARY, 2020 AT 2:00 P.M TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT FOR THE PROCUREMENT OF VIDEO WALL (LEDs) FOR CONFERENCE ROOM FOR MIS CELL ,DIRECTORATE GENERAL HEALTH SERVICES, PUNJAB, FY 2019-20**

A meeting of the Grievance Redressal Committee was held on 06-02-2020 at 02:00 P.M in committee room of Directorate General Health Services, Punjab, to address the grievances of the applicants, as per Rule 67 of Punjab Procurement Rules, 2014 (Amended), for procurement of Video Wall (LEDs) for Conference Room for MIS Cell, Directorate General Health Services, Punjab, FY 2019-20.

Following members of Grievance Redressal Committee attended the meeting:

<b>Sr. No.</b>	<b>Participants</b>	
1.	Director Health Services (CD&EPC), DGHS	<b>Chairman/Convener</b>
2.	Director Pharmacy, DGHS	<b>Member</b>
3.	Senior Law Officer (Litigation Cell), DGHS	<b>Member</b>

Following member(s) of the Technical Evaluation Committee presented the cases on behalf of the Technical Evaluation Committee:

<b>Sr. No.</b>	<b>Member(s)</b>
1.	Pharmacist (M&E), DGHS
2.	Software Engineer (M&E), DGHS

The Chair welcomed all the participants and briefed about agenda of meeting i.e. Grievance Redressal of firms against Technical Evaluation Report) for procurement of Video Wall (LEDs) for Conference Room for MIS Cell, Directorate General Health Services, Punjab, FY 2019-20

The Chair instructed the representatives of aggrieved firms to come one by one serial wise based on receipt of grievance so that proper hearing/ redressal of grievance may be ensured. The grievances of firms and decisions of grievance redressal committee are as follow:

Sr.	NAME OF THE ITEM	STATUS	REASON (S) OF REJECTION	GREVIANCE OF THE FIRM	DECISIONS OF THE GREVIANCE COMMITTEE
01	VIDEO WALL (LEDs)	NON-RESPONSIVE	<p>1. The firm has not provided undertaking on judicial stamp paper regarding after sale service through manufacturer / sole agent.</p> <p>2. The firm has not provided undertaking on judicial stamp paper regarding acceptance the terms &amp; conditions of the tender.</p> <p>3. The firm has not provided undertaking on judicial stamp paper regarding make, model &amp; country of origin of quoted items.</p> <p>4. Broacher attached but make &amp; model of item not according to the</p>	<p>1. M/s Hiaro International General Suppliers &amp; Events Organizers</p> <p>It is stated that the firm Hiaro International participated in the tender for LEDs for conference rooms and qualified in all categories of winning tenders.</p> <p>The firm stated that our proposal is said to be non-responsive on the following grounds</p> <ol style="list-style-type: none"> <li>1. Non provision of after sale from distributor or sole agent on non-notarized judicial stamp paper.</li> <li>2. Quoted items not being of said specifications as in the bidding documents.</li> </ol> <p>The firm hereby confirm that we in fact provided clear declaration of after sale services period in our technical specifications and provided guarantee of specifications on non-notarized judicial stamp paper and we confirm that our quoted LEDs are exactly the same specification as per bidding documents requirements.</p> <p>The firm are providing brochures and detailed specifications of our quoted LEDs with highlighted specs that match with the ones provided in the bidding documents and the declaration of after sale services on judicial</p>	<p>The representative of M/s Hiaro International General Suppliers &amp; Events Organizers attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided</p> <ol style="list-style-type: none"> <li>1. Notarized undertaking on judicial stamp paper regarding after sale service through manufacturer / sole agent which is accepted.</li> <li>2. Notarized undertaking on judicial stamp paper regarding acceptance the terms &amp; conditions of the tender which is accepted.</li> <li>3. Notarized undertaking on judicial stamp paper regarding make, model &amp; country of origin of quoted items which is accepted.</li> </ol>

			<p>technical Specifications. Sample / demonstration of the quoted product required.</p>	<p>stamp paper. Kindly accept these and reconsider our proposal.</p>	<p>4. Make &amp; Model is provided by the firm and integration of machine is already approved by the same product of manufacturer which is accepted.</p> <p>Moreover, the representative of M/s Hairo International demonstrated the required sample to the Grievance Redressal Committee and Software Engineer of DG (M&amp;E) evaluated the sample and its specifications which found as per requirements.</p> <p>Therefore, grievance of the firm is accepted.</p> <p>Hence the status of the firm M/s Hiaro International General Suppliers &amp; Events Organizers is declared as Responsive.</p>
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