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MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 12th MARCH, 2020 AT 10:30 A.M TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT FOR THE PROCUREMENT OF ANDROID SMART PHONES FOR CDC PROGRAM ,DIRECTORATE GENERAL HEALTH SERVICES, PUNJAB, FY 2019-20

A meeting of the Grievance Redressal Committee was held on 12-03-2020 at 10:30 A.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 Android Smart Phones for CDC Program, Directorate General Health Services, Punjab, FY 2019-20.

Following members of Grievance Redressal Committee attended the meeting:

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

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

Sr. No.	Member(s)
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 Android Smart Phones for CDC Program, 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	ANDROID SMART PHONES	NON-RESPONSIVE	<ol style="list-style-type: none"> 1. The firm has not provided undertaking on judicial stamp paper regarding acceptance the terms & conditions of the tender. 2. Quoted Model in technical Offer is missing on manufacturer's website 3. Past performance experience did not provide the firm. 4. The firm did not provide the affidavit of Rs. 100/- regarding non-conviction from any court of law. 5. Provided broacher not stamped & signed by the vendor. 6. Quoted product did not comply with tender specification. 	<p>1. M/s Rajpoot Enterprises The firm submitted the grievance against technical evaluation report for the procurement of Android Smart Phones with following documents</p> <ol style="list-style-type: none"> 1. Undertaking regarding acceptance terms and conditions of the tender. 2. Undertaking regarding after sale services 3. Undertaking on judicial stamp paper of Rs. 100 that firm will provide all Android Smart Phones registered from PTA. 	<p>The representative of M/s Rajpoot Enterprises 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"> 1. Undertaking on judicial stamp paper regarding acceptance terms & conditions of the tender which is accepted. 2. Online availability of Quoted Model which is accepted. 3. Past performance of the firm which is not accepted. 4. Affidavit of Rs. 100/- regarding non-conviction from any court of law which is accepted. 5. Stamped & signed broacher which is accepted.

			7. No undertaking regarding after sale services & PTA registration is provided.		6. Undertaking regarding after sale services on Judicial stamp paper of Rs. 100 which is not accepted. Therefore, grievance of the firm is not accepted. Hence the status of the firm M/s Rajpoot Enterprises is declared as Non-Responsive .
02	ANDROID SMART PHONES	NON-RESPONSIVE	<p>1. The firm has not provided undertaking on judicial stamp paper regarding acceptance the terms & conditions of the tender.</p> <p>2. Quoted Model in technical Offer is missing on manufacturer's website</p> <p>3. Past performance experience did not provide the firm.</p> <p>4. The firm did not provide the affidavit of Rs. 100/- regarding non-conviction from any court of law.</p> <p>5. Provided broacher not stamped & signed by the vendor.</p> <p>6. Quoted product did not comply with tender specification.</p> <p>No undertaking regarding after sale</p>	<p>2. M/s Faisla Traders</p> <p>The firm submitted the grievance against technical evaluation report for the procurement of Android Smart Phones with following documents</p> <ol style="list-style-type: none"> 1. Undertaking regarding acceptance terms and conditions of the tender. 2. Undertaking regarding after sale services 3. Undertaking on judicial stamp paper of Rs. 100 that firm will provide all Android Smart Phones registered from PTA. 	<p>The representative of M/s Faisal Traders 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"> 1. Undertaking on judicial stamp paper regarding acceptance the terms & conditions of the tender which is not accepted. 2. Quoted Model in technical Offer is missing on manufacturer's website which is not accepted. 3. Past Experience of the firm which is accepted. 4. Affidavit of Rs. 100/- regarding non-conviction from any court of law which is not accepted. 5. stamped & signed broacher which is not accepted. 6. Quoted product did not comply with tender specification which is not accepted.

			<p>services & PTA registration is provided.</p>		<p>7. Undertaking regarding after sale services not provided by the firm on Judicial stamp paper of Rs. 100 which is not accepted.</p> <p>8. PTA registration is provided which is accepted.</p> <p>Moreover, the M/s Faisal Traders has been black listed by the PPRA on 4th September 2019 till 3rd September 2024.</p> <p>Therefore, grievance of the firm is not accepted.</p> <p>Hence the status of the firm M/s Faisal Traders is declared as Non-Responsive.</p>
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