

**MINUTES OF GRIEVANCE REDRESSAL COMMITTEE
TENDER FOR OUTSOURCING OF JANITORIAL SERVICES FOR THE YEAR 2024-25**

MEETING HELD ON 28-12-2024

A meeting of Grievance Redressal Committee held on 28-12-2024 at 10:00 AM in the conference room of this Institute against the decision of technical evaluation committee under the Chairpersonship of Dr. Ishrat Abbass, PMO PIMH, Lahore. The following members participated in the meeting:-

1. Dr. Atique ur Rehman, APMO/Chief Security Officer Member
2. Dr. Adeel Ayub, SMO/ Male Serious Unit Member

The following Company attended the meeting:-

1. City Services, Suit # 02, B-1 Agro Square Flats, Shadman Colony-1, Lahore.
2. M/S A.A.F & Co, Office No. 3, 1st Floor Fareed Plaza, Shadman Market, Jail Road, Lahore.

The Proceedings started, the bidding document and the issues raised were discussed in detail.

Sr. No.	GRIEVANCES SUBMITTED BY M/S A.A.F & CO	FINDINGS	DECISION OF GRIEVANCE COMMITTEE
01.	<p>1. "I am writing to formally lodge a grievance regarding the technical evaluation report for the Janitorial Services Tender 24-25. It has come to my attention that all participating companies have been approved; however, two companies- M/s S.A Trading Company and M/s Meca Engineers-have been blacklisted by the Pakistan Public Procurement Regulatory Authority (PPRA) for a period of five years. The blacklisting orders are available on the PPRA website, which clearly states that both companies were involved in corrupt and fraudulent practices. As per the directive, they are prohibited from participating in tenders both in their specific departments and throughout Punjab for the a forementioned duration, I kindly request that you check the blacklisting orders and take action against these companies</p>	<p>The Grievance Redressal Committee has looked into the matter in detail.</p> <p>The grievance redressal committee has approached the office of Punjab Procurement Regulatory Authority (PPRA). The committee discussed the matter with Mr. Awais Sardar Assistant Director (L&M) and found that:</p> <ol style="list-style-type: none"> 1. PPRA has already issued a circular No. MD(PPRA)48-BOM/2023 dated 07th July 2023 (circular dated 07-07-2023), whereby it has been clarified that the act of blacklisting the bidder or contractor by a specific procuring agency shall be limited to the extent of that specific procuring agency. (Annexure-A) <p>2. An advice has been sought by the Executive Director of this Institute vide letter No. 24278/PPMH dated 08-10-2024, whether</p>	<p>After going through all the documents in detail and consulting with the office of Punjab Procurement Regulatory Authority (PPRA), following are the decisions of Grievance Redressal Committee:</p> <ol style="list-style-type: none"> 1. The bidder/contractor is eligible to participate in any public procurement of any other procuring agency except where the bidder/contractor has been blacklisted by Managing Director, PPRA for participating in the procurement process of all the procuring agencies. Hence, it is unanimously decided by the grievance redressal committee that the status of M/s S.A Trading Company and M/s Meca Engineers will remain Responsive

Dr. Adeel Ayub
SMO, Member

Dr. Atique ur Rehman
APMO/Chief Security Officer

Dr. Ishrat Abbass
PMO, Chairperson

accordance with the relevant rules and regulations. Thank you for your attention".

procuring agency can issue work order to such a contractor/bidder who has already blacklisted by another department/procuring agency. In response, A clarification vide letter No.L&M(PPRA)1-15(SOC)(0)-SP/2015,PPRA, S&GAD dated 16th October, 2024 was issued with the remarks that "The case has been examined in the light of Punjab Procurement Rules 2014 (PPR-14). PPRA has already issued a circular dated 07-07-2023, whereby it has been clarified that the act of blacklisting the bidder or contractor by a specific procuring agency shall be limited to the extent of that specific procuring agency only. Therefore, the bidder/contractor is eligible to participate in any public procurement of any other procuring agency except where the bidder/contractor has been blacklisted by Managing Director, PPRA for participating in the procurement process of all the procuring agencies" (Annexure-B)

**GRIEVANCES SUBMITTED BY
M/S CITY SERVICES**

FINDINGS

**DECISION OF GRIEVANCE
COMMITTEE**

02.

M/S City Services submitted grievance stating that:

The Grievance Redressal Committee has looked into the matter in detail.

After going through all the documents in detail, following is the decision of Grievance Redressal Committee:

1. "Financial capabilities in terms of original Bank Statement showing balance of Rs. 15 million must be verified from the concerned Banks of all the qualified vendors such as M/s A.A.F & Co, M/s Bilal International, M/s National Cleaning Services, M/s Total Janitorial Services, M/s Mecca Engineers & M/s S.A Trading Company. Kindly Verify and Provide us With Verification reports. Thanking you, M/s City Services".

- The Grievance committee found that:
1. Technical evaluation report was uploaded on PPRA website dated 14-12-2024.
 2. M/S City Services submitted its grievance on dated 23-12-2024 at 03:58 PM.
 3. As per PPRA Rule 67, Redressal of grievances by the procuring agency sub rule (3) Any bidder feeling aggrieved by any act of the procuring agency after the submission of his bid may lodge a written complaint concerning his grievances within five days of announcement of the technical evaluation report and ten days after issuance of final evaluation report.

1. The said case is Time Barred. Therefore, grievance submitted by M/S City Services can not be addressed.

Dr. Adeel Ayub
SMO, Member

Dr. Arque Rehman
APMO/Chief Security Officer

Dr. Ishrat Abbass
PWO, Chairperson