

# NEIGRIHMS

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences, Shillong

(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)

Director's Block, Mawdiangdiang, Shillong 793 018, Meghalaya

Store & Procurement:

Tele Fax: (0364) 2538032

F. No: NEIGR/S&P/A-04/2016 -17/Pt

Email: storeneigrihms@gmail.com

Website: neigrihms.gov.in

Dated: 10/05/2016

To,

Shri Pramod Kumar,  
General Manager (Procurement),  
HSCC (India) Limited (A Government of India Enterprise)  
E -6(A), Sector -I, Noida -201301  
Tel: 0120 -252436; Fax: 0120 -2542447 /2533001

Subject: Matter relating to equipment procured from M/s Instromedix (India) Pvt. Ltd., -Poor services rendered -reg.

Reference: Notification of Award No: HSCC/PUR/NICD/2008/A; dated: 25/06/2008 for supply of 5 nos of Ventilators (Make: Resmed, Australia; Model: Elisee 150) to NEIGRIHMS, with 5 years warranty and thereafter 5 years CMC, for and on behalf of National Institute of Communicable Diseases, Directorate General of Health Services, Ministry of Health & Family Welfare, New Delhi

Dear Sir,

1. I am directed to refer to the procurement of equipment indicated above and installation of five units of Ventilators at NEIGRIHMS, Shillong .
2. HSCC (I) notification of award mentions that the equipments are with comprehensive warranty of 5 years and thereafter comprehensive AMC with spares for 5 years.
3. We like to convey that satisfactory onsite service were not being provided by the bidder during 5 years of composite warranty, as per terms and conditions of contract /bid document.
4. As the service is found to be far from satisfactory, you are conveyed to take necessary action as deemed fit as per terms of contract .
5. This is without prejudice to the rights and remedies available to the purchaser in terms of the contract and law applicable in this behalf.

Thanking you,

Yours faithfully,

  
Stores & Procurement Officer,  
NEIGRIHMS, Shillong

CC:

1. M/s Instromedix (India) Pvt. Ltd., A 5 -6, Pragati Chambers, Ranjit Nagar, New Delhi -110008; Tel: 25704965-67 /9312071323
2. Shri Saurabh Srivastava, Chief General Manager (F&A), HSCC (I) Ltd, Noida
3. MS /NS /DMS /Professor & HOD
4. NEIGRIHMS website