



**JAMMU AND KASHMIR MEDICAL SUPPLIES CORPORATION LTD.**

*(Public Sector Undertaking of Govt. of Jammu & Kashmir)*

Corporate Head Office: Temp. Address Plot No. 58, Friends Colony Satyam Road Trikuta Nagar, Jammu

Corporate Office: Opposite State Motor Garage, near Haj House Bemina Srinagar

Telephone: 0191-2580842, Fax: 0191-2581845 (Jammu); Telefax: 0194-2432008 (Srinagar)


**Subject:- Disposal of Complaint(s) regarding Proprietary Article Certificate(PAC).**

**CIRCULAR**

Certain cases have been observed by this corporation wherein complaints/challenges have been made with respect to the Proprietary Article Certificate (PAC) after its publication in mass media. Accordingly for the amicable and quick disposal of the said issues following procedure was devised to dispose off all such cases. However, the said procedure has not been adopted in letter and spirit. As such it is once again intimated to all the concerned to follow the below mentioned procedure reproduced as under:

- (i) Copy of the representation/complaint/challenge shall be provided to the Technical expert of the concerned department.
- (ii) A (physical/virtual) meeting shall be conducted wherein both the complainant and the claimant shall represent their respective cases before the Technical Expert(s) of the end user Department.
- (iii) The Technical Expert(s) after giving due opportunity and in a transparent manner after hearing both the sides shall submit a report to the Corporation by giving their clear verdict on the matter.

By Order TIA

  
General Manager (Adm)  
J & K Medical Supplies Corporation Ltd.

No: JKMSCL/Adm/2024/ 4693-96

Dated: 28-08-2024

Copy to the:

1. General Manager(P&S), J&K, Medical Supplies Corporation
2. Dy. General Manager (Tendering/Legal),JKMSCL.
3. PA to Managing Director, JKMSCL for inf. of the TIA.
4. Assistant Programmer(M), with the instructions to upload the circular on the website of JKMSCL.
5. All concerned suppliers.
6. Notice Board.