

# MINUTES OF GRIEVANCES MEETING



## MAYO HOSPITAL LAHORE

### Participants:

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| 1. Prof. Dr. Nasir Chaudhary<br>Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | Chairman |
| 2. Dr. Umar Nazir<br>Assistant Professor of Plastic Surgery Mayo Hospital Lahore              | Member   |
| 3. Dr. Sana Farooq<br>Senior Registrar Neurology Department Mayo Hospital Lahore              | Member   |
| 4. Mr. Azeem Butt<br>Deputy Drugs Controller Mayo Hospital Lahore                             | Member   |
| 5. Mr. Muhammad Jawad Bhatti<br>Deputy Drugs Controller Mayo Hospital Lahore                  | Member   |

### Proceedings:

Meeting started with the recitation from the Holy Quran. The Chairman, Grievances Committee Mayo Hospital Lahore welcomed all the participants.

#### **ITEM NO. 01: GRIEVANCE SUBMITTED BY M/S EASTERN MEDICAL CARE (A011 UROLOGY DISPOSABLES)**

**GRIEVANCE DETAIL:** The firm submitted the grievance with reference to the tender of Urology items, where the firm is responsive per the final evaluation report but there is a typo-mistake against quality certification row in which it is mentioned expired by mistake as its valid extension is also attached in the bid. CE Certificate & its valid extension issued by concerned authority till 31.12.2028 is already attached with the bid however copy is again enclosed for your approval.

**Decision:** Mr. Kamran, Managing Director of M/S Eastern Medical Care pleaded the case before the grievances committee. **The committee observed that the firm is already qualified in Technical Evaluation.**

#### **ITEM NO. 02: GRIEVANCE SUBMITTED BY M/S ALLMED SOLUTIONS (A011 UROLOGY DISPOSABLES)**

**GRIEVANCE DETAIL:** The firm submitted the grievance that the firm participated in tender and has been declared non-responsive in the technical report. For T.E. 06 the firm claimed that it received an authority letter from the principal when the tender

  
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technical evaluation had started. Furthermore, the firm claimed to have attached a copy of the renewal drug registration certificate request to DRAP in the bidding document. For T.E. 6 the firm claimed that it has quoted DJ stent 4.7Fr. and guide wire compatible with DJ stent: 0.028 and is best that's why the firm quoted this size.

### **Decision:**


Mr. Tanvir, Sales Executive of M/S Allmed Solutions pleaded the case before the grievances committee. The committee observed that the Technical Evaluation Committee has disqualified the bid due to failure in clauses (d) & (g) of Compulsory Parameters. **The firm's representative showed an undated authorization letter issued by Ameco Medical Industries that was not accepted.** The firm's representative further stated that it's Establishment Certificate was expired on August 2023. The committee observed that the firm has submitted copy of application for renewal of Establishment License to import Medical Devices including vouchers. The committee then observed that T.E. 10 has been disqualified being not according to advertised specifications. The committee decided to uphold the decision of Technical Evaluation Committee.


*The meeting ended with vote of thanks to and by the Chair.*

  
**Mr. Muhammad Jawad Bhatti**  
Deputy Drugs Controller  
Mayo Hospital Lahore

  
**Mr. Azeem Butt**  
Deputy Drugs Controller  
Mayo Hospital Lahore

  
**Dr. Sana Farooq**  
Senior Registrar Neurology Dept.  
Mayo Hospital Lahore

  
**Dr. Umar Nazir**  
Assistant Professor Plastic Surgery  
Mayo Hospital Lahore

  
**Dr. Nasir Chaudhary**  
HoD Ophthalmology Department  
Mayo Hospital Lahore

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