

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

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| • Prof. Dr. Nasir Chaudhary
<i>Head of Ophthalmology Department Unit-II Mayo Hospital Lahore</i> | Chairman |
| • Dr. Rabia Rathore
<i>Associate Professor of Medicine/Head of WMW Mayo Hospital Lahore</i> | Member |
| • Dr. Qazi Mumtaz Ahmad
<i>Asst. Prof. of Pediatric Medicine Unit-I</i> | Member |
| • Ms. Kanwal Javed
<i>Deputy Drugs Controller Mayo Hospital Lahore</i> | Secretary |
| • Ms. Anila Saeed
<i>Deputy Drugs Controller Mayo Hospital Lahore</i> | Member |
| • Mr. Muhammad Hifzan
<i>Audit Officer</i> | 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 S.J TRADERS (PROCUREMENT OF RE-TENDER RE-04 CARDIAC SURGERY DISPOSABLE ITEMS F.Y. 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender No. RE-04 for the procurement of Re-Tender Cardiac Surgery Disposable items for the Financial Year 2025–26, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the incomplete documents and non-provision of samples. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 16-03-2026, would like to clarify the following:

We, S.J TRADERS Participated in bid for Cardiac Surgery Items (24, 25, 26)
The Technical Evaluation Committee found us non-responsive 1. Drug






Office of Chairman Grievances Committee, Mayo Hospital Lahore
15-04-2026

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Enlistment Certificate not attached our Products are registered in DRAP Enlistments are already provided detail as under. (Certificates are Provided)

Item # 24 MDIR-0009389

Item # 25 MDIR-0009386

Item # 26 MDIR-0009387

2. **Minimum Financial turnover report not attached** Last three years Tax return Provided.
3. **Valid Agency Agreement with foreign Principal not attached** Valid Authorization Letter / Agency Agreement provided.
4. **One Year Experience not attached.** We undertake that we are delivering the products of same we provided the demand orders. We are importer for the same products.
5. **CE Certificate not attached** CE Certificate Provided.

Samples not provided Due to some health issue our representative could not deliver the samples on same day but he tried on the third day after the date of bid opening but the procurement department ask to wait for the grievance, please give us permission to deliver the samples.

Decision:

Mr. M. Saeed Owner of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified T.E. No. 24, 25 & 26 in section 03, 05, 06 & 10.

T.E No. 26 also declared non-responsive by Tech. in section 08.

Samples were not provided by the firm at the time of Technical Evaluation.

The grievance committee observed the documents provided by the firm and declared all quoted items responsive in section 03, 05, 06 & 10.

T.E No. 26 remain non-responsive due to expired CE certificate.

Samples provided by the firm to GRC were sent to end user for sample evaluation which were declared non-compatible by the end user.

So, the grievance committee declared all quoted items are non-responsive.

ITEM NO. 02:

**GRIEVANCE SUBMITTED BY M/S ANAX ASSOCIATES (PVT.) LTD.,
(PROCUREMENT OF RE-TENDER RE-04 CARDIAC SURGERY
DISPOSABLE ITEMS F.Y. 2025-26 MAYO HOSPITAL, LAHORE)**

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender No. RE-04 for the procurement of Re-Tender Cardiac Surgery Disposable items for the Financial Year 2025–26, as per the Technical.

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According to the evaluation report, our bid has been declared non-responsive, citing issues related to the incomplete documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 16-03-2026, would like to clarify the following:

We, **M/s Anax Associates (Pvt.) Ltd.**, respectfully submit this letter to express our concerns and seek reconsideration regarding the technical evaluation results of the above-mentioned tender.

Introduction of M/s Anax Associates (Pvt.) Ltd.

We are the only DRAP-registered manufacturer in Pakistan of Surgical and Non-Surgical Face Masks, PPE Surgical Gowns, and Surgical Drapes, operating under DRAP Manufacturing License No. ELM-0071. All our products are locally manufactured under the brand name "Medpro," reflecting our commitment to quality, safety, and compliance with international regulatory standards.

01. Grievance Regarding Technical Disqualification

We have been technically disqualified on the following grounds:

1. The required certifications, as demanded in the tender, are not available.
2. Product registration is less than one year.

In this regard, we respectfully submit the following clarifications:

a. Required Certifications

All required quality certifications were duly uploaded on EPAD in accordance with the submission guidelines. For your convenience, the same documents are also attached with this letter for ready reference. Furthermore, we would like to clarify that the requirement of certification from a NANDO-certified body is not applicable to "Made in Pakistan" items. This position has already been clarified by PPRA through an official reference letter, which will be presented at the time of the Grievance Redressal Committee (GRC) meeting.

b. Product Registration Duration

It is respectfully submitted that the quoted item was under registration prior to the expiration of the DRAP exemption dated 31st December 2024. Additionally, PPRA has clearly stated that this clause should be evaluated in light of previous purchase orders issued during the exemption period. The relevant PPRA reference letter in this regard will also be furnished during the GRC meeting.

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02. Request for Reconsideration

In light of the above clarifications, we humbly request that:

- Our technical bid may be re-evaluated fairly.
- The submitted documents and regulatory context may kindly be considered.
- We may be given an opportunity to present our case before the competent forum, if required.

We firmly believe that our bid fully complies with the tender requirements when assessed in the correct regulatory and procedural context.

03. Commitment to Quality and Local Manufacturing

We remain committed to providing high-quality medical disposables and contributing to the healthcare system of Pakistan through local manufacturing. Our inclusion will not only ensure compliance with standards but also support national industry and uninterrupted supply.

Decision:

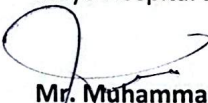
Mr. Mohsin Zaheer HOB of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified quoted item due to failure in section 8 & 10 of compulsory parameters.


The Grievance committee observed the documents and declared quoted item responsive in both section 08 & 10 as relaxation given by DRAP for medical devices enlisted in class A.


So, the Grievance Committee declared the quoted item responsive.

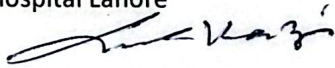
The meeting ended with vote of thanks to and by the Chair.

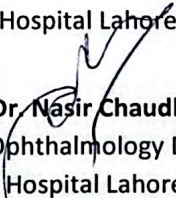

MS. Kanwal Javed
Deputy Drugs Controller
Mayo Hospital Lahore

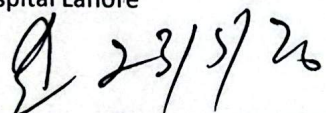

Mr. Muhammad Hifzan
Audit Officer
Mayo Hospital Lahore


Dr. Rabia Rathore
Associate Professor of Medicine/Head of WMW
Mayo Hospital Lahore

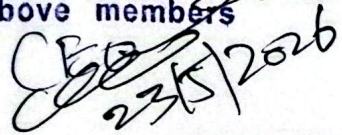

MS. Anila Saeed
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Qazi Mumtaz Ahmad
Asst. Prof. of Pediatric Medicine Unit-I
Mayo Hospital Lahore


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

COO:  23/5/26

Checked and verified by above members Office of Chairman Grievances Committee, Mayo Hospital Lahore
15-04-2026

 23/5/2026