MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Participants:

• **Prof. Dr. Nasir Chaudhary** *Head of Ophthalmology Department Unit-II Mayo Hospital Lahore*	**Chairman**
• **Dr. Rabia Rathore** *Associate Professor of Medicine/Head of WMW Mayo Hospital Lahore*	**Member**
• **Dr. Kashif Naseer** *Asst. Prof. of Orthopedic Surgery Unit-I*	**Member**
• **Ms. Anila Saeed** *Deputy Drugs Controller Mayo Hospital Lahore*	**Secretary**
• **Ms. Amber Iqbal Khan** *Deputy Drugs Controller Mayo Hospital Lahore*	**Member**
• **Mr. Muhammad Hifzan** *Audit Officer*	**Member**
• **Ms. Maryam Ishtiaq** *Hospital Pharmacist*	**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 TREU-DYNAMIC INTERNATIONAL (PVT) LTD. (PROCUREMENT OF TENDER ORTHOPEDIC IMPLANTS A-09 MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A09 for the procurement of Orthopedic Implants for the Financial Year 2026–27, as per the Technical.

According to the evaluation report, our bid has been declared responsive. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 20-08-2026, would like to clarify the following:

We would like to bring to your kind attention that the items quoted by **M/s Rech International** in the tender are, to the best of our knowledge, **not registered with the Drug Regulatory Authority of Pakistan (DRAP)**.

As DRAP registration is an important regulatory requirement for medical devices in Pakistan, we respectfully request your good office to kindly **verify the DRAP registration status of the quoted items and re-evaluate the technical offer of M/s Rech International** in accordance with the tender terms and applicable regulatory requirements.

We request that the technical evaluation may kindly be reviewed to ensure transparency, fairness, and compliance with the tender requirements.

Decision: Mr. Amir Regional Manager Sales & Marketing of the firm appeared before the committee and submitted his grievance against the technical offer of M/S Rech International.

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Upon the subsequent request of M/S Treu Dynamics, the DRAP registration status of all quoted items was re-verified against the relevant technical bidding requirements and the specifications offered by the bidder.

Upon detailed verification, it was observed that the DRAP registration particulars of the quoted items were not found to be in conformity with the prescribed technical requirements and the specifications offered in the bid. (except for Items at T.E. 08).

The committee unanimously decided after due deliberation that all quoted items stand **NON RESPONSIVE** except Items at T.E 08.

ITEM NO. 02: **GRIEVANCE SUBMITTED BY M/S RECH INTERNATIONAL (PROCUREMENT OF TENDER ORTHOPEDIC IMPLANTS A-09 MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A09 for the procurement of Orthopedic Implants for the Financial Year 2026–27, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the shortage of documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 20-08-2026, would like to clarify the following:

With reference to the Technical Evaluation Report issued against the subject tender, we would like to submit our grievances as under:

RESULT OF EVALUATION REPORT	OUR GRIEVANCES / REPLY
The End User was not satisfied with the quality of the samples / demonstration of the quoted product in accordance with the offered specifications.	The quoted products are duly registered with **DRAP** and comply with the applicable regulatory requirements. Therefore, declaring our offered products **non-responsive solely on the basis of "poor quality" of samples/demonstration**, without specifying any particular technical deficiency or deviation from the quoted specifications, is not justified. Furthermore, our quoted products are **widely used in hospitals across Punjab**, and we have not received any complaints regarding their quality or performance. **Satisfactory performance reports from various KOLs (Key Opinion Leaders)** are also attached with our bid.

In the light of above, kindly consider our Grievance and re-consider your decision and declare our **QUOTED ITEMS** as **"RESPONSIVE".**

Decision: Mr. Rabail Sale Services engineer of the firm appeared before the committee and submitted his grievance against the sample evaluation of M/S Rech International for Items against T.E. 01, 06, 07 and 99.

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Upon the subsequent request of M/S Treu Dynamics, the DRAP registration status of all quoted items was re-verified against the relevant technical bidding requirements and the specifications offered by the bidder.

Upon detailed verification, it was observed that the DRAP registration particulars of the quoted items were not found to be in conformity with the prescribed technical requirements and the specifications offered in the bid.(except for Items at T.E. 08).

The committee unanimously decided after due deliberation that all quoted items stand **NON RESPONSIVE** except Items **T.E 08.**

ITEM NO. 03: **GRIEVANCE SUBMITTED BY M/S SURGIQUIPS (PROCUREMENT OF TENDER ORTHOPEDIC IMPLANTS A-09 MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A09 for the procurement of Orthopedic Implants for the Financial Year 2026–27, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the shortage of documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 20-08-2026, would like to clarify the following:

Reference to the subject, as per Technical Evaluation Report uploaded at 20-08-2026 on PPRA website, we maintain our opinion against your objections as under:

PART A:- (COMPULSORY PARAMETERS):-

Sr #	Objections	Answers
iii.	**Valid Drug Registration / Drug Enlistment Certificate**	As per the applicable DRAP regulatory requirements, a valid Drug Registration Certificate cannot be obtained until the requisite Manufacturing License has been granted. Therefore, we are presently unable to provide a valid Drug Registration Certificate, as the issuance of the same is subject to obtaining the Manufacturing License from the competent regulatory authority.
viii.	**Valid CE Certificate**	We inadvertently submitted an expired CE Certificate due to an oversight. However, the renewed and valid CE Certificate has now been

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		attached with this representation letter for your kind consideration. We respectfully request that the renewed certificate may kindly be accepted and our firm be declared **responsive** accordingly.

We have been supplying orthopedic implants to Mayo Hospital, Lahore, for the past 20 years, with a proven track record of good quality, reliable performance, and satisfactory service. In view of our long-standing association and consistent performance, we kindly request that our submitted samples may please be re-evaluated. If required, we are also willing to submit fresh samples of improved quality for re-evaluation upon your kind request. We therefore humbly request your good office to reconsider our samples and provide us an opportunity to demonstrate the quality and reliability of our products once again.

GRIEVANCE AGAINST M/S MAVEN HEALTHCARE;

As per your evaluation report, M/s Maven Healthcare has been considered responsive under Clause No. III on the basis of a valid Drug Registration Certificate. However, to the best of our knowledge, the firm does not currently possess a valid Drug Registration Certificate. Although the firm may have applied for registration with DRAP, mere submission of an application does not fulfil the requirement of possessing a valid registration certificate for the purpose of this tender. Furthermore, under Clause No. VIII, the firm is also required to provide a valid CE/FDA certificate; however, to the best of our knowledge, no valid CE/FDA certificate is currently available with the firm. In view of the above, we respectfully request your good office to kindly re-evaluate the bid of M/s Maven Healthcare in accordance with the tender requirements and applicable rules, and take an appropriate decision accordingly.

Furthermore, we would like to bring to your kind attention that M/s Maven Healthcare has been declared non-responsive in the orthopedic implants tender at Jinnah Hospital, Lahore. A copy of their evaluation report has been attached with this letter for your kind reference and consideration. In view of the above, we respectfully request your good office to kindly review the attached evaluation report and re-evaluate the technical bid of M/s Maven Healthcare submitted for Mayo Hospital, Lahore, in light of the tender requirements and relevant documents. We shall be grateful if the technical evaluation may kindly be reconsidered and reviewed accordingly.

Furthermore, we would like to bring to your kind attention that, as per DRAP Clause No. XI, the quoted brand, **Zath (Beijing, China)**, is required to have relevant market experience, including past supply orders, purchase orders, or award letters from different institutions. However, to the best of our knowledge, M/s Maven Healthcare does not possess any valid supply order or award letter for the quoted Zath brand. Therefore, we respectfully request your good office to kindly re-check and verify the relevant bidding documents and experience certificates submitted by the firm.

In case the required evidence of previous supplies for the quoted brand is not available, we request that their bid may kindly be reconsidered and declared non-responsive in accordance with the tender requirements.

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Decision:

Mr. Farhan Sales Manager of the firm M/S Surgiquips appeared before the committee and submitted that the quoted items have not yet been registered with DRAP, which is the compulsory criteria of bidding process which cannot be compromised. Furthermore, the renewed CE certificate provided bears the same date of tender opening. Hence grievance is regretted and upheld the decision of TEC.

Mr. Farhan Sales Manager of the firm from M/S Surgiquips appeared before the committee and submitted his grievance against the M/S Maven Health and requested to re-evaluate DRAP registration and quality certificates of quoted products.

The M/S Maven Health failed to provide relevant documents and upon detailed verification, it was observed that the quoted items either applied for registration do not meet the compulsory criteria of DRAP registration. Hence Clause No III and VIII are not fulfilled. The committee after due deliberation unanimously decided that all quoted items be declared technically **NON RESPONSIVE,** in accordance with the stipulated eligibility and technical evaluation criteria.

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

Ms. Amber Iqbal Khan (Member)
Deputy Drugs Controller
Mayo Hospital Lahore

Ms. Anila Saeed (Secretary)
Deputy Drugs Controller
Mayo Hospital Lahore

Mr. Muhammad Hifzan (Member)
Audit Officer
Mayo Hospital Lahore

Ms. Maryam Ishtiaq (Member)
Hospital Pharmacist
Mayo Hospital Lahore

Dr. Kashif Naseer (Member)
Asst. Prof. of Orthopedic Surgery Unit-I
Mayo Hospital Lahore

Rabia Rathore.

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

Prof. Dr. Nasir Ahmed Chaudhary
(HoD) Ophthalmology Department
Mayo Hospital Lahore
(Chairman GRC)

COO: Upload Please 28/10/2026

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