

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 ANAX ASSOCIATES (PVT.) LTD.,
(PROCUREMENT OF RE-TENDER ORTHOPEDIC IMPLANTS RE-09 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-09 for the procurement of Re-Tender Orthopedic Implants 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 Bid could not be open by the Tech. Committee. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 30-03-2026, would like to clarify the following:

We, M/s Anax Associates (Pvt.) Ltd., respectfully submit this letter to express our concerns and request 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.

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

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Grievance Regarding Technical Disqualification

we understand that our bid has been marked as "Not Opened," and consequently, it has not been technically evaluated. In this regard, we would like to clarify that our bid was properly submitted through EPAD and is available for download and evaluation.

If the bid is not visible on the institute's EPAD system, this appears to be a technical/system error rather than any fault on the part of our firm. As evidence, we have attached proof confirming that our bid was successfully uploaded and is visible on EPAD.

In light of the above, we respectfully request that:

1. Our bid be retrieved/downloaded from EPAD and evaluated by the Technical Evaluation Committee.
2. In case of any discrepancy or missing documentation, we may kindly be contacted so that we can promptly provide clarification.
3. We may be given an opportunity to present our product (PLE) after the technical evaluation.

We trust in the transparency and fairness of the evaluation process and hope for your kind consideration in this matter.

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 could not evaluate the Bid because Bid did not open on e-pad.

The Grievance committee technically evaluated the bid and found DRAP registration is available only for disposable Gown but not for Sucker and cautery. Moreover CE certification for sucker and cautery not available so Grievance Committee declared the quoted item non-responsive.

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

Kanwal
MS. Kanwal Javed
Deputy Drugs Controller
Mayo Hospital Lahore

Muhammad Hifzan
Mr. Muhammad Hifzan
Audit Officer
Mayo Hospital Lahore

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

Anha Saeed
MS. Anha Saeed
Deputy Drugs Controller
Mayo Hospital Lahore

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

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

Checked and verified
by above members

CEO: 08/06/28.
Proceed as per rules
CEO: Proceed as per rules
2/6/2028

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