MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Participants:

- **Prof. Dr. Nasir Chaudhary** — **Chairman**
  Head of Ophthalmology Department Unit-II Mayo Hospital Lahore
- **Dr. Rabia Rathore** — **Member**
  Associate Professor of Medicine/Head of WMW Mayo Hospital Lahore
- **Dr. Qazi Mumtaz Ahmad** — **Member**
  Asst. Prof. of Pediatric Medicine Unit-I
- **Ms. Kanwal Javed** — **Secretary**
  Deputy Drugs Controller Mayo Hospital Lahore
- **Ms. Anila Saeed** — **Member**
  Deputy Drugs Controller Mayo Hospital Lahore
- **Mr. Muhammad Hifzan** — **Member**
  Audit Officer

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 RELIANCE MEDICAL (PROCUREMENT OF RE-TENDER N-SML SURGICAL DISPOSABLE ITEMS RE-14 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-14 for the procurement of Re-Tender N-SML Surgical Disposable items for the Financial Year 2025–26, as per the Technical.

According to the evaluation report, our bid has been declared responsive file the grievance against M/s Mezan International regarding sample evaluation. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 17-03-2026, would like to clarify the following:

We, Reliance Medical Pvt Ltd, wish to raise serious concerns regarding the approval of the sample in technical evaluation of M Air Guard by Mezan International against Item #43.

It has been observed that the sample of M Air Guard has been approved during the technical evaluation. However, the said product is based on colloidal silver, which is fundamentally different from silver ions (Ag^+) used in standardized hydrogen peroxide disinfectants. Colloidal silver lacks the required chemical stability and antimicrobial efficacy associated with silver ion–stabilized formulations.

It is important to note that colloidal silver is not approved by any major health authority globally. According to the U.S. Food and Drug Administration (FDA) and the National Center for Complementary and Integrative Health (NCCIH), colloidal silver is not recognized as safe or effective for any medical or

disinfection use. It may cause serious side effects such as argyria (permanent skin discoloration), organ damage, and drug interactions.

Additionally, M Air Guard is not compatible with Diosol generator and its use may damage the equipment, leading to operational risks and added costs.

Decision:

Mr. Farhan Shahid director of the firm presented the above mentioned grievance before the Grievance Committee. The firm filed grievance against M/s Mezan International T.E NO. 43.

The firm claimed that the sample submitted by M/s Mezan International is not compatible with Diosol Generator.

The grievance committee observed the documents of M/s Mezan International the said committee is already Non-Responsive in part B.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S MEZAN INTERNATIONAL (PROCUREMENT OF RE-TENDER N-SML SURGICAL DISPOSABLE ITEMS RE-14 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-14 for the procurement of Re-Tender N-SML Surgical 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 shortage of documents and sample. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 17-03-2026, would like to clarify the following:

We respectfully submit this formal grievance regarding the observations raised in your clarification request for Tender RE-14. N-SML Surgical Disposable Items.

GRIEVANCE POINTS:

1. **PRODUCT SPECIFICATION COMPLIANCE**
   Observation Raised: Tender Serial No.2 - Our offered product Actosol PA Powder 500 gram questioned as biocidal product requiring DRAP mandate.

Our Position:

- Our product fully complies with international standards as a medical device disinfectant.

- DRAP has no specific mandate requirement for this category of medical disinfectant products.

- We have submitted Free Sales Certificate (FSC) - Embassy Attested as supporting evidence (Page 161)

- Purchase Orders from established medical facilities attached (Pages 194-198) demonstrating market acceptance.

2. PRODUCT EVALUATION STANDARDS

Observation Raised: Tender Serial No.10 - Actosed Endo Terra 1 Liter questioned regarding sample submission.

Our Position:

- We provided four (04) samples of 100ml each for proper evaluation as requested.

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Our product meets all specified technical requirements as an instruments disinfectant.

REQUEST FOR RECONSIDERATION:

We believe our submissions fully meet tender requirements and request reconsideration of the raised observations. We remain available for any additional clarification or documentation required.

Decision:

Mr. Sajjad Gul Sales Head 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. 02 due to failure in section no. 03 & 10 of compulsory parameters, T.E No. 10 is disqualified due to sample provided is 100ml instead of 5L.

T.E No. 43 is disqualified by Tech. due to failure in part B in technical evaluation parameter.

The Grievance committee observed the documents provided by the firm and declared the following results:

T.E No. 02 is not medical device so should be advertised in sepreat code.

T.E No. 10 is declared non-responsive because sample provided is 100ml instead of 5L which is advertised.

In case of T.E No. 43, GRC observed the documents given by the firm and gave 3 marks in section 01 of part B, 05 marks given in section 02 of part B and 10 marks given in section 04 of part B.

Now total marks of the firm in part B are 48 which do not qualify the responsive status.

So, the Grievance Committee upheld the decision of Technical Evaluation Committee.

***ITEM NO. 03*:**

GRIEVANCE SUBMITTED BY M/S B.BRAUN PAKISTAN LTD. (PROCUREMENT OF RE-TENDER N-SML SURGICAL DISPOSABLE ITEMS RE-14 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-14 for the procurement of Re-Tender N-SML Surgical 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 due to the shortage of experience. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 17-03-2026, would like to clarify the following:

With reference to above cited tender of Surgical Disposable Tender for the year 2025-26, we would like to submit a grievance regarding our BT Set, which has technically non-responsive due to experience. The required experience period will be completed in April; as product is registered in DRAP however, considering the current situation, we humbly request your kind consideration in this matter.

Our main concern is to ensure uninterrupted patient care and maximum benefit for patients. As hospital is already running out of stock So Granting us this consideration before the completion of the one- year period will greatly support us. We sincerely request you to review our case sympathetically and grant approval in the best interest of patient care.

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Decision: Mr. Zakir Ullah National sales manager of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified due to the shortage of the experience after registration.

The Grievance committee observed the documents and declared **T.E No. 03 responsive** as experience of the quoted product is completed till date after registration.

ITEM NO. 04: **GRIEVANCE SUBMITTED BY M/S NUAIR INDUSTRIES (PROCUREMENT OF RE-TENDER N-SML SURGICAL DISPOSABLE ITEMS RE-14 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-14 for the procurement of Re-Tender N-SML Surgical 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 due to the shortage of the documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 17-03-2026, would like to clarify the following:

Our company was declared non-responsive due to following Reasons:

ii). Valid drug manufacturing license and valid drug sale license and establishment certificate are not attached.

Grievance: According to DRAP Notification No. F. No. 4-2/2017-DD (H&OTC) dated of 6-APRIL-2020, above documents are necessary for this product, but DRAP withdrawn this Notification **(Copy Attached)** No. F. No. 4-2/2017-DD (H&OTC) dated 21 May 2020. According to this notification there is no need for valid drug sale license or establishment license because it is not lying under drug category

iii). Valid drug registration is not attached

Grievance: - This product is not lying under Medical Device, so no need for drug registration certificate

iv) GMP Certificate not attached.

Grievance: Attached GMP Certificate.

v) Our financial turnover is **more than 10 million in the last 3 years.**

Grievance: Attached

viii) Valid Quality Certification not attached.

Grievance: We attached **GMP Certificate.** There is no need of CE. Here we also attached conformity certificate for product quality.

ix). Valid free sale certificate is not attached

Grievance: -attached

x). One-year experience from date of registration not attached.

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Grievance: - As written above there is no need of enlistment certificate, so we provided satisfactory certificates of different department. Now we provide orders from institution.

v) Undertaking not attached.

Attached undertaking.

Decision:

Mr. Rizwan Manger 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 02, 03, 04, 05, 08, 09, 10 & 11.

The Grievance committee observed the documents and declared that the quoted item is responsive only in section 11.

The quoted item is not a Medical Device so should be advertised in sepreat code.

ITEM NO. 05:

GRIEVANCE SUBMITTED BY M/S RECH INTERNATIONAL (PROCUREMENT OF RE-TENDER N-SML SURGICAL DISPOSABLE ITEMS RE-14 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-14 for the procurement of Re-Tender N-SML Surgical 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 due to the shortage of documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 17-03-2026, 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
Valid DRC/ DEC as per MDR 2017 issued by DRAP	Our quoted products have already been approved by DRAP; however, the formal license is currently under process and has not yet been issued. In support of this, we have enclosed copies of DRAP meeting minutes, acknowledgment receipts, and relevant challans (Pages # 439–441) in our technical bid.

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Brochures	Samples along with brochures have already been provided earlier. DN enclosed with this letter.

In the light of above, kindly consider our Grievance and re-consider your decision and declare our quoted items as "Responsive".

Decision: Mr. Rabail Sales Engineer 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. 16 & 31 due to failure in section 03 and 10 of compulsory parameters.

The Grievance committee observed the documents and found registration process of the quoted product is still under process.

So, the Grievance Committee upheld the decision of Technical Evaluation Committee.

ITEM NO. 06: **GRIEVANCE SUBMITTED BY M/S SARU INTERNATIONAL (PROCUREMENT OF RE-TENDER N-SML SURGICAL DISPOSABLE ITEMS RE-14 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-14 for the procurement of Re-Tender N-SML Surgical 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 due to the less experience and sample disapproval. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 17-03-2026, would like to clarify the following:

Technical evaluation report regarding tender for the bulk purchase surgical disposable items Non-SML Re-14 FY 2025-26

Grievance Redressal request kindly refer to the technical evaluation report regarding the subject tender, in which we have participated for item No. 22 (Transpore tape 3-1 inches or equivalent).

As already submitted our grievances through E-pads, we are submitting as follows: a) We have been supplying the quoted item(s) for many years, copies of the DRAP, work orders were attached with our Technical Bids b) Our latest certificate issued by DRAP is also once again enclosed, whereas our supplies in previous years were being under the SRO provision (copies of relevant pages enclosed) it is therefore requested that our aforementioned items may please be declared responsive and may be considered for financial evaluation. Our product is FDA (USA) approved.

Decision: Mr. Saleem CEO of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified the quoted item due to less experience and sample disapproval by end user.

The Grievance committee observed the case and upheld the decision of Technical Evaluation Committee.

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ITEM NO. 07: **GRIEVANCE SUBMITTED BY M/S AL-MAKKAH (PROCUREMENT OF RE-TENDER N-SML SURGICAL DISPOSABLE ITEMS RE-14 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-14 for the procurement of Re-Tender N-SML Surgical 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 failure in part A & B is evaluation parameters. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 17-03-2026, would like to clarify the following:

Our bid was rejected due to some points which may be over looked. Please note that our acceptance of bid validity in mentioned at first page of submitted tender on covering letter. Also we mentioned that we accept all terms and conditions of bidding documents. If still required signed bidding documents, we can provide again. The marks for Company profile, financial soundness and experience were not added in the criteria. Also it is mentioned in bidding documents that DRAP registration is not required for this item.

Decision: No Representative of the firm attended the grievance committee.

The Grievance committee observed the case and Upheld the decision of technical evaluation committee.

ITEM NO. 08: **GRIEVANCE SUBMITTED BY M/S TECHZONE (PROCUREMENT OF RE-TENDER N-SML SURGICAL DISPOSABLE ITEMS RE-14 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-14 for the procurement of Re-Tender N-SML Surgical Disposable items for the Financial Year 2025–26, as per the Technical.

According to the evaluation report, our bid has been declared responsive, filed grievance M/s Saru International and claimed that THREE L brand name not mentioned in free sale certificate. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 17-03-2026, would like to clarify the following:

For Sr. 22 "Transpore Tape 3" x 10 Yards or Equivalent M/S Saru International has been declared Non-Responsive, however "3L" Brand name not mentioned on its Free Sale certificate as required by the following knock out clause (Viii) Valid Free Sale Certificate, issued by relevant authority of the country of origin, indicating that the quoted brand is freely available in the country of origin of Compulsory parameter. However, it is to add it also does not have the required experience. Kindly Check the Documents and declared M/S Saru International Non Responsive.

Decision: Mr. Amjad Malik Representative of the firm presented the above mentioned grievance before the Grievance Committee, and filed grievance against M/s Saru International that 3L brand not mentioned in its free sale certificate.

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The Grievance committee observed the documents and found that **M/s Saru International is already Non-Responsive due to shortage of experience and poor sticking quality.**

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

MS. Kanwal Javed
Deputy Drugs Controller
Mayo Hospital Lahore

MS. Anila Saeed
Deputy Drugs Controller
Mayo Hospital Lahore

Mr. Muhammad Hifzan
Audit Officer
Mayo Hospital Lahore

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

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

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

COO: 08/06/26.
Checked and verified by above members.
CEO: Proceed as per rules
8/6/2026