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 MEDI SERVE (PROCUREMENT OF RE-TENDER SML SURGICAL DISPOSABLE ITEMS RE-15 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-15 for the procurement of Re-Tender 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 30-03-2026, would like to clarify the following:

With due respect, we would like to submit our grievance against the observations raised during the technical evaluation of our bid for the following items:

Item No. 47 – Dignity Sheet

- Item No. 50 – OT Cap
- Item No. 51 – Shoe Cover
- Item No. 64 – Face Mask Tie-On
- Item No. 170 – Ultrasound Gel

It has been observed that a general objection has been raised for all the above-mentioned items stating that **DRAP enlistment/registration is missing**. In this regard, we respectfully submit the following clarifications:

1. **DRAP Registration / Legal Status**

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

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

- For **Item No. 50 (OT Cap)** and **Item No. 64 (Face Mask Tie-On)**, valid registration/enlistment documents have already been submitted with our bid.
- For the remaining items (**Dignity Sheet, Shoe Cover, Ultrasound Gel**), we have attached **hearing notices issued by PPRA and the Honorable Court**, clearly establishing that we are legally allowed to supply and sell these items in accordance with **PPRA rules and regulations**. Therefore, the objection regarding DRAP enlistment is not applicable in this context.

2. FSC (Free Sale Certificate)

- It has been stated that FSC for **Item No. 170 (Ultrasound Gel)** is missing. We respectfully clarify that the **FSC has already been attached** in our submitted bid documents.
- Furthermore, the **FSC for Item No. 47 (Dignity Sheet)** has also been duly attached.

3. CE Certification

- An objection has been raised regarding CE certification for **Item No. 50 and 51**.
- We would like to clarify that **Items No. 50 (OT Cap) and 51 (Shoe Cover)** belong to the **same brand "Leboo"**, and the CE certification of this brand has already been submitted.
- The same CE certification also covers **Item No. 47 (Dignity Sheet)** and **Item No. 64 (Face Mask Tie-On)**.
- Additionally, **CE certification for Item No. 170 (Ultrasound Gel)** has also been attached in the bid.

4. Experience Certificates

Regarding the requirement of experience, we have submitted **purchase orders of substantial value** as documentary evidence, which clearly demonstrate our experience and capacity to supply the required items.

In light of the above clarifications, we are requesting your good office to kindly re-evaluate the bid. We are also willing to provide all these documents again for further clarification.

We, therefore, humbly request the honorable committee to **re-evaluate our technical bid** and consider our firm as **technically responsive** for the above-mentioned items.

Decision:

Mr. Sufiyan Documentation Analyst of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified all quoted items due to failure in section 03 & 10. T.E No. 170 is disqualified by the Tech. due to failure section 06, 08, 09 & 11. T.E No. 50 & 51 are disqualified in section 08, T.E No. 47 is disqualified in section 09 also.

The grievance committee observed the documents and declared the following the result. For T.E No. 47 drug registration dated 12.04.2026 given to GRC but experience remains less than one year. Free Sale certificate also attached. So T.E No. 47 stands responsive in section 03 & 09 but non-responsive in section 10.

T.E No. 50 & 51 stand responsive in section 08.

T.E No. 50, 51 & 64 stand non-responsive in section 03 & 10 of compulsory parameter so upheld the decision of Tech.

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

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

T.E No. 170 non-responsive in section 03, 06, 08, 09, 10 & 11 so GRC upheld the decision of Technical evaluation committee.

ITEM NO. 02: **GRIEVANCE SUBMITTED BY M/S MEZAN INTERNATIONAL (PROCUREMENT OF RE-TENDER SML SURGICAL DISPOSABLE ITEMS RE-15 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-15 for the procurement of Re-Tender 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 30-03-2026, would like to clarify the following:

We respectfully submit the following point-by-point clarifications in response to the observations raised against our tender submission for product M.Sept:

1. VALID DRUG REGISTRATION CERTIFICATE

M.Sept does not fall under the regulatory mandate of DRAP (Drug Regulatory Authority of Pakistan). The product is registered under PCSQA, and the relevant registration documents have already been submitted and may be referenced at Page Numbers 139–141 of our tender submission.

Regarding renewal: this tender was floated in the six month of the preceding year, during which our registration was valid. The registration has since been renewed in the 8th month, and updated renewal documents will be submitted physically by Mr. Sajjad.

2. GOOD MANUFACTURING PRACTICE (GMP)

As M.Sept is not registered under DRAP, GMP certification is not applicable to this product. Our applicable quality standard is ISO 13485, which is the relevant mandate for this product category. Kindly note that our ISO 13485 certificate expired in November; however, the renewed certificate will be submitted physically by Mr. Sajjad at the earliest.

3. VALID QUALITY CONTROL / CE MARKING

CE marking is a requirement applicable to imported products. Since M.Sept is a locally manufactured product, CE certification is not a requirement and therefore should not be held against our submission. Valid quality control certification is similarly not mandated for this product category under the applicable regulatory framework.

4. EXPERIENCE CERTIFICATE

The experience certificate has already been submitted and can be referenced at Page Numbers 222–225 of our tender submission. Furthermore, PSQCA documentation has also been submitted as part of our bid. M.Sept is manufactured in full compliance with WHO Guidelines and EN (European Norm) Standards.

5. REQUEST FOR RE-EVALUATION OF SAMPLES

Additionally, M.Sept has been in active use for the past 4 years, and the relevant experience certificate confirming this has already been included in our

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

submission. The product is also evaluated and submitted under PCSIR, further validating its established track record.

In light of the above clarifications, and given the product's established regulatory standing, proven track record, and compliance with internationally recognized manufacturing standards, we respectfully request that the competent authority kindly re-evaluate our submitted samples.

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. 10 due to failure in section no. 03, 04, 08 , 10 and due to poor quality in sample evaluation.

The Grievance committee observed the case and concluded that T.E No. 10 is not medical device so should be advertised in separate code.

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

ITEM NO. 03: **GRIEVANCE SUBMITTED BY M/S MAIS MEDICAL PRODUCTS (PVT) LTD. (PROCUREMENT OF RE-TENDER SML SURGICAL DISPOSABLE ITEMS RE-15 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-15 for the procurement of Re-Tender 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 30-03-2026, would like to clarify the following:

It is intimated for your kind information that we have participated in the subject Tender and offered our three products **(Butterfly Needle, Folley Catheter).**

It has come to our notice through Technical Evaluation report displayed on PPRA Punjab website on 30.03.2026 that our item was not qualified in this tender due to following observations / short documents.

S.NO	OBSERVATIONS / SHORT DOCUMENTS	REMARKS
1	Bid Security (CDR) not Attached with the Bid.	Sir Bid Security is attached with our Bid and uploaded on EPAD with Tender, Original also submitted at concern office. However, copy attached for your ready reference. **(Please Revalidate)**
2	Financial turnover is less than 10 million rupees	Sir our company is a Saudi based company having its branch office in Pakistan. Sir our Accounts office exists in Saudi Arabia so that we have enclosed / uploaded on EPAD our Bank Statement of ANB Bank Saudia showing our closing balance of **2,445,172.00 Saudi Rayal which comes to 183,387,900.00 Pak Rupees approx. (Please Revalidate)**

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

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

3	Sole Agency Agreement	Sir we have enclosed / uploaded on EPAD our valid Letter of Authorization between M/s Saudi Mais Co and Mais Medical Products Pakistan. **(Please Revalidate)**
4	CE Certification	Sir we have enclosed / uploaded on EPAD our valid CE certificates of M/s Saudi Mais Co Saudia. Our certificates valid up to 31.12.2028 **(Please Revalidate)**
5	Free Sale Certificate	Sir we have enclosed / uploaded on EPAD our valid Free Sale Certificate of M/s Saudi Mais Co Saudia. Again, attached for your ready reference. **(Please Revalidate)**

In the light of above mentioned provided documents. It is requested to please qualify us for healthy competition and in the best interest of needy peoples.

Decision: Mr. M. Amir Marketing Manager of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified all quoted items in section 01. 05, 06 & 09 of the compulsory parameter. No sample provided for T.E No. 66 & 67.

The Grievance committee observed the documents provided by the firm and upheld the decision of Technical Evaluation Committee.

ITEM NO. 04: **GRIEVANCE SUBMITTED BY M/S IQBAL ENTERPRISES. (PROCUREMENT OF RE-TENDER SML SURGICAL DISPOSABLE ITEMS RE-15 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-15 for the procurement of Re-Tender 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 30-03-2026, would like to clarify the following:

With respect to above, we have received the technical evaluation against our quoted products. In response to this letter, we, M/s. Iqbal enterprise would like to inform you that we have been operating as medical devices suppliers for almost 40 years, and we pride ourselves on providing the top tier quality products to the best institutes of Pakistan during these four decades.

That being said, we understand what your technical evaluation suggests, but we assure you that the quoted products are among the best quality Class-A Products in Pakistan right now.

Mentioned below are the responses to the Compulsory Parameters

III. Valid Drug Registration Certificate

38. Colostomy bags with Wafer Seal and Clip (All Sizes) Products registered. Certificate attached for your reference.

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

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

39. Colostomy Adhesive Paste Product registered. Certificate attached for your reference.

154. Redavic Bottle with Drain or equivalent (All Sizes)

Products registration applied in 2021. We are still waiting for the product to be registered. As evidence, receipt of the registration application attached.

As per the instructions of DRAP, re-registration of this product was appalled again in 2025.

We are waiting for the response from DRAP on this second product registration application.

viii. Valid quality certification of CE

38. Colostomy bags with Wafer Seal and Clip (All Sizes) CE Certificate attached for your reference.

39. Colostomy Adhesive Paste

CE Certificate attached for your reference.

ix. Valid Free Sale Certificate

38. Colostomy bags with Wafer Seal and Clip (All Sizes)

As the CFS is Apostilled in the USA it would be sufficient as the legal manufacturer is Hollister Incorporated, USA. Ireland is a member of the Hague Apostille Convention, and it abolishes the requirement for legalization of foreign public documents, allowing for a simplified apostille process. ISO has all the manufacturing listed which are of Hollister Incorporated & CFS have all the manufacturing sites for each SKU's.

39. Colostomy Adhesive Paste

As the CFS is Apostilled in the USA it would be sufficient as the legal manufacturer is Hollister Incorporated, USA.

Ireland is a member of the Hague Apostille Convention, and it abolishes the requirement for legalization of foreign public documents, allowing for a simplified apostille process. ISO has all the manufacturing listed which are of Hollister Incorporated & CFS have all the manufacturing sites for each SKU's.

154. Redavic Bottle with Drain or equivalent (All Sizes) Notarized Certificate of Free Sale is attached.

x. One Year Experience of Quoted Product

38. Colostomy bags with Wafer Seal and Clip (All Sizes)

Three year experience PO's and relevant Delivery Challans already submitted with tender documents.

39. Colostomy Adhesive Paste

Three year experience PO's and relevant Delivery Challans already submitted with tender documents.

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

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Our business with your institute isn't just about providing products but it is a collaboration between the two of us with one objective, that is to make sure that the patient care is the top most priority, with the best service and with the best products.

Decision: Mr. Syed Ahmer Field Manger of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified all quoted items in section 03, 09, & 10 of compulsory parameters. T.E No. 38 & 39 also disqualified by Tech. in section 08.

The Grievance committee observed the documents provided by the firm, T.E No. 39 stand responsive in section 03 but overall non-responsive.

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

ITEM NO. 05: **GRIEVANCE SUBMITTED BY M/S ALPHA LABS PVT. LTD.. (PROCUREMENT OF RE-TENDER SML SURGICAL DISPOSABLE ITEMS RE-15 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-15 for the procurement of Re-Tender 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 30-03-2026, would like to clarify the following:

With reference to the Evaluation Report published on the PPRA portal against Tender titled PROCUREMENT OF MEDICAL DEVICES & SURGICAL DRESSINGS ETC", in which our bid has been declared non-compliant due to the following requirement. In this regard, kindly find below our clarification point wise.

Item No. 10-HC99 Alcohol Liquid Hand Sanitizer

Valid DML/DSL Certificate

Our quoted product, HC99 Alcohol Liquid Hand Sanitizer, is not regulated by DRAP. It falls under the jurisdiction of the Pakistan Standards and Quality Control Authority (PSQCA) Therefore, the requirement for a DML/DSL certificate is not applicable in this case.

In this regard, a copy of our PSQCA registration application is enclosed for your kind reference.

In light of the above clarifications, we respectfully request that the technical evaluation of our bid be reconsidered in accordance with the actual applicable regulatory framework.

Decision: Mr. Shahzad Abbasi Sales Manager of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the

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

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

technical evaluation committee has disqualified T.E No. 10 in section 02, 03, 08, and 09 of compulsory parameters.

The Grievance committee observed the case and concluded that T.E No. 10 is not medical device so should be advertised in separate code.

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

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

Kanwal

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

Rabia Rathore.

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

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

COO: 08/06/20.

CEO: Proceed as per rules
Checked and verified
by above members

8/6/2020