

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 TREU-DYNAMIC INTERNATIONAL (PVT) LTD. (PROCUREMENT OF RE-TENDER RE-12 BURN & MAXILLOFACIAL 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-12 for the procurement of Re-Tender Burn & Maxillofacial 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 sample not approved. 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:





Office of Chairman Grievances Committee, Mayo Hospital Lahore

18-04-2026

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We Treu-Dynamic International (Pvt) Ltd. have participated in the R-tender no. RE-12 for the purchase of Burn & Maxillofacial Implants for financial Year 25-26.

We would like to inform you that we have attached all the required documents as requested for your review and evaluation.

Regarding the samples, we would like to offer that we are ready to provide a complete demonstration of the dental implants along with the relevant instrument kit at your convenience. Our team will be pleased to visit and demonstrate the proper usage, features, and benefits of the system.

Decision:

Mr. Zaman Ali sales promotion officer of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disapproved the sample on the basis of incomplete sample provision.

So, the grievance committee upheld the decision of Technical Evaluation Committee.

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, Q 23/5/26
Checked and verified
by above members

CEO
23/5/2026

Office of Chairman Grievances Committee, Mayo Hospital Lahore
18-04-2026