



MINUTES OF THE MEETING OF REDRESSAL GRIEVANCE COMMITTEE

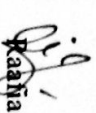
(To settle the issue as requested by M/s Medicare Enterprises (Cotton Products, Gauze, Bandages) Tender for Surgical Disposable Items 2020-21)


A meeting of the Grievance Committee constituted vide letter No. PC/57448-54 /MH., Dated 14-09-2020 held on 13.04.2021 at 10.00 a.m., in the office of Chairman Grievance Committee, Surgical Tower, Mayo Hospital, Lahore to decide grievance received from M/s Medicare Enterprises, to settle the issue of against the Advertisement Tender duly advertised vide No. PC/3923/MH., Dated 18.01.2021 Opened on 17.02.2021 for the year 2020-21.


Sr.No.	Grievance	Status of TEC	Proceeding of Redressal of Grievance Committee / Decision
01	<p>M/s Medicare Enterprises vide their letter No. Nil, dated Nil bearing Diary No. 5564, Dated 30.03.2021 stated that: Respected Sir, This refers to the cited subject regarding disqualification of our firm on the ground poor samples. T.E. NO. 5. Crepe Bandages 10cx4.5 B.P.C. T.E. NO. 6. Crepe Bandages 15cx4.5 B.P.C. It is submitted that we have offered qualitative / Qualifies as per DRAP standard products and meet all the requirements of the Health Care Providers. Moreover the above all items are being supplied in the varies Govt. Institutions. Attached Copies <b>So Kindly it is therefore requested that you may kindly re-evaluate our products.</b></p>	<p>The Bid is Non-Responsive in all quoted items due to failure in Part C.</p>	<p>Mr. Shoaib Innayat (Institutional manager) attended the meeting on behalf of M/S Medicare Enterprises. The representative was asked to describe his grievance. The committee evaluated the matter by checking reports by end user. After due deliberation, the committee unanimously decided to uphold the decision of Technical evaluation Committee. Hence the grievance is rejected.</p>

  
Sadia Arshad Rana,  
Deputy Drug Controller,  
Member Grievance Redressal Committee

  
Dr. Muhammad Iqbal,  
Addl. Medical Superintendent,  
Member Grievance Redressal Committee

  
Kaafira Fatima,  
Hospital Pharmacist,  
Copt. Member Grievance Redressal Committee

  
Prof. Dr. Atneer Afzal,  
Head of North Surgical Ward,  
Chairman Member Grievance Redressal Committee

DDE 94  
  
17/4/21  
14/4/21  
Please upload on Mayo's website.