


MINUTES OF THE MEETING OF REDRESSAL GRIEVANCE COMMITTEE


(To settle the issue as requested by M/s Clifton Enterprises (Urology Item A62 Item No. 21) Tender for Surgical Disposable Items 2020-21)

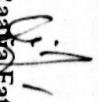
A meeting of the Grievance Committee constituted vide letter No.PC/57448-54 /MH., Dated 14-09-2020 held on 27.03.2021 at 10.00 a.m., in the office of Chairman Grievance Committee, Surgical Tower, Mayo Hospital, Lahore to decide grievance received from M/s Clifton Enterprises, to settle the issue of against the Advertisement Tender (Urology Item A062 Item No. 21 duly advertised vide No. PC/3923/MH., Dated 18.01.2021 Opened on 17.02.2021 for the year 2020-21.


The committee decided as under:-


Sr.No.	Grievance	Status of TEC	Proceeding of Redressal of Grievance Committee / Decision
01	<p>M/s Clifton Enterprises vide their letter No Nil, dated Nil bearing Diary No. 479, Dated 22.03.2021 stated that: With reference to the subject, we have seen your evaluation report for item 21 Catheter lock solution for hemodialysis. Please note that after seeing the comments we feel that there is a communication gap due to which usage of the product is not being done as per guideline. Therefore, we request for re-evaluation so that we can guide the department and its staff about the procedure of use which will definitely eliminate all the mentioned objections as the same product is being used in other hospital with complete satisfaction as the product is registered with DRAP and has all the international quality certifications.</p>	<p>STATUS OF NON-RESPONSIVE ITEM Patients developed nausea, vomiting, numbness and blood flow is also disturbed.</p>	<p>Mr. Qasim (Sales Manager) attended the meeting on behalf of M/S Clifton Enterprises. The representative was asked to describe its view point. The committee evaluated the facts by checking report sent by end user which clearly explains the reason and so are communicated to After due deliberation, it is unanimously decided to uphold the decision of TEC. Hence grievance is rejected.</p>


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


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


 Raafiq Faatima,
 Hospital Pharmacist,
 Capt. Member Grievance Redressal Committee


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

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 17/11/21 please upload website on Mayo's website