

MINUTES OF THE MEETING OF REDRESSAL GRIEVANCE COMMITTEE

A meeting of the Grievance Committee constituted vide letter No. PC/57448/MH., Dated 14-09-2020 held on 14.10.2020 at 10.00 a.m. in the office of The Chairman Grievance Committee to decide grievance received against T.E.C decision for (Disinfectant A 061), the Advertisement Tender (Surgical Disposable Item) duly advertised vide No. PC/48029/MH., Dated 21.07.2020 Opened on 17.08.2020 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 Medinostic Ltd vide their letter No Nil, dated 07.10.2020 bearing Diary No.15688, Dated 08.10.2020 stated that:</p> <p>Dear Sir,</p> <p>This is with reference to the technical evaluation report of the above mentioned reference tender .we have following reservation for your review and consideration;</p> <ul style="list-style-type: none"> • Provide samples is not accoring to CDC Guidelines(Bid Enquiry No.2 & 5): <p>Please be informed that the samples of our quoted products are of Medimark scientific Ltd.UK.. which manufactures under the protocols of ISO9001 & ISO:13485 and the products is also CE markad . The composition used in our products including "quaternary ammonium "is effective as disinfectant and according to CDC guidelines (reference link is enclosed for your kind perusal) Additionally, these products are also enlisted as Disinfant with DRAP. (Certificate copy attached for your review).</p> <p>Kindly look into this matter and resolve our reservation by consideration for revaluation of our sample.</p>	<p>The item at T.E # 2 is non-responsive because the sample provided is not according to CDC guidelines.</p> <p>The item at T.E # 3 is responsive.</p> <p>The item at T.E # 5 is non-responsive because the sample provided is not according to CDC guidelines.</p>	<p>Mr. Ghulam Mustafa (Area Field Manager) attended the meeting on behalf of M/S Medinostic Ltd. The representative was asked to explain his grievance. The committee evaluated the matter and after due deliberation, unanimously decided to uphold the decision of the T.E.C. Hence the grievance is rejected.</p>
02	<p>M/s Medi Serve vide their letter No Nil, dated 05.10.2020 bearing Diary</p>	<p>The item at T.E # 1 is</p>	<p>Mr. Ghulam Mustafa (Area Field</p>

No.15583, Dated 06.10.2020 stated that:

Dear Sir,

We Medi Serve Lahore participated in your annual tender code A061 disinfectant for the F/Y 20-21, our products Actosol PA high level surface disinfectants as according to international standard CDC FDA was disqualified on this basis of not in accordance to specification.

According to last year tender your esteem institution publish powder form surface disinfectant due to non-participation of many companies it was decided that this product should retender with little change just to mention powder / solution to make sure health competition.

In this tender there due to a clerical mistake just mention solution so that our product Actosol / PA powder just rejected on this basis.

We request to your good self please reconsider our product as our product is as according to your requirement (high level surface disinfectant according to CDC) Thank you very much in advance, look forward for your consideration.

M/s Medi Serve vide their letter No Nil, dated 05.10.2020 bearing Diary No.15582, Dated 06.10.2020 stated that:

Dear Sir,

We Medi Serve Lahore participated in your annual tender code A061 disinfectant for the F/Y 20-21, our products M-Step is rejected on the basis of non active against protease spe.

Our product M-Step is registered in DRAP against on 2787720 & Mfg. License No 00788 moreover we have mfg. M-Steps as according to international CDC / WHO. (Copy attached).

We have already test our product from PCSIR for its Efficacy / Alcohol content / Skin compatibility test report is attached for your kind evaluation. (copy attached). Furthermore, according to CDC FDA / WHO/ EN standered test was perform on Bacteria, Virus, and fungus not on proteus Spe.

If we consider the structure of the proteus spe the outer covering of these species are made of polysaccharide which is slime material, recommendation for the species are hand washing not hand sanitizing.

responsive.

The item at T.E # 2 is non-responsive because item quoted is not per T.E.

The item at T.E # 3 is non-responsive because SNP.

The item at T.E # 4 is non-responsive because of non-significant antimicrobial activity.

The item at T.E # 1 is responsive.

The item at T.E # 2 is non-responsive because item quoted is not per T.E.

The item at T.E # 3 is non-responsive because SNP.

The item at T.E # 4 is non-responsive because of non-significant antimicrobial activity.

Manager) attended the meeting on behalf of M/S Medinostic Ltd. The representative was asked to explain his grievance. The committee evaluated the matter and decided that advertised specifications can not be modified at this stage.
After due deliberation, the committee unanimously decided to uphold the decision of the T.E.C.
Hence the grievance is rejected.
(Letter carrying written comment attached herewith).

Mr. Ghulam Mustafa (Area Field Manager) attended the meeting on behalf of M/S Medinostic Ltd. The representative was asked to explain his grievance. The committee evaluated the matter and took an opinion from Microbiologist regarding Hand sanitizer T.E 4. After due deliberation, the committee unanimously decided to uphold the decision of the T.E.C.
Hence the grievance is rejected.
(Letter carrying written comment attached herewith).

In the light of above stated fact, we request to your good self to reconsider our product & oblige.
Thank you very much in advance, look forward for your consideration.



Saadia Arshad Rana
Deputy Drug Controller
Member of Grievance Committee



Prof. Dr. Ameer Afzal
Professor Of North Surgery
Chairman of Grievance Committee



Raafiq Fatima
Hospital Pharmacist
Member of Grievance Committee