

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 (Specialized Burn Disposable Items A 059), 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 Surgi Vision vide their letter No Nil, dated 07.10.2020 bearing Diary No.15674, Dated 07.10.2020 stated that:</p> <p>Dear Sir,</p> <p>With reference to your technical report No, AMS (S) 525, dated 02-10-2020, whereas the question of rejection arised due to submission of product registration certificate of DRAP, so the outcome specified by our Principal that demand of this certificate is initiated in beginning of current year 2020 but it was not essential until end of 2019. Therefore accordingly our Principal pursue to gain the said certificate, but by change they could not accumulated the relevant documents in full, to proceed the matter, because of existed obstacles by Covid-19.</p> <p>However we assure you to provide the said certificate soon as we obtain from our Principal Further would like to draw your kind attention that we quoted the said item on quality basis exactly according to demand specified under the tender lists, while the quoted as part of this specific product is previously installed & under service as well to your institution.</p> <p>Trust you will realize the matter & we look forward to hear soon to your kind co-operation in this regards and allow us to continue our best services to your esteemed institution.</p>	<p>Responsive for quoted item at T.E # 10. Non responsive for quoted item at T.E # 9 due to non-provision of product registration by DRAP in part A.</p>	<p>Mr. Sohab Waseem (Sales Executive) attended the meeting on behalf of M/S Surgi Vision. The representative was asked to explain his grievance. The committee evaluated the matter and it is revealed that not even the application for registration has been filed for the said item.</p> <p>So after due deliberation, the committee unanimously decided to uphold the decision of the T.E.C.</p> <p>Hence the grievance is rejected.</p>

uphold
16/10/20

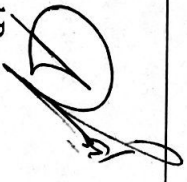
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<p>02</p> <p>M/s Kasbn International vide their letter No KI-5550/10/2020, dated 06.10.2020 bearing Diary No.15652, Dated 07.10.2020 stated that: Refer to technical evaluation report announcement meeting held on dated 06.10.2020 at committee room of Mayo Hospital Lahore. The technical evaluation committee declared Non-Responsive our subject offered item due to not availability of enlistment with DRAP. We are registered with DRAP and copy of valid registration of our firm is attached with our technical bid. We have applied for enlistment of different products/ equipment in DRAP since last year 2019 and enlistment is still under process. Keeping in view of above facts it is requested to please accept our offered item T.E 08 Nouvag Electric Dermatome Blades to keep functional Nouvag's dermatome in best interest of your good hospital and for the welfare of poor patients. Your kind and early action will be highly appreciated.</p>	<p>Responsive for quoted item at T.E # 11. Non responsive for quoted item at T.E # 8 due to non-provision of product registration by DRAP in part A.</p>	<p>Engr. Haroon (Astit. Sales Manager) attended the meeting on behalf of M/S Kasbn. The representative was asked to explain his grievance. The committee evaluated the matter and it is revealed that not even the application for registration has been filed for the said item. So after due deliberation, the committee unanimously decided to uphold the decision of the T.E.C. Hence the grievance is rejected.</p>
<p>03</p> <p>M/s Innovate Medical Technologies Pvt. Ltd vide their letter No Nil, dated 06.10.2020 bearing Diary No.15612, Dated 07.10.2020 stated that: It is requested to you that you have declared our company technically non-responsive due to not submitting valid Drug Registration Certificates. It is requested to you that we had submitted the application for DRC well before time (attached with tender documents) but due to the current pandemic situation the DRC for the products were issued late to us. We received this DRC one day back, we are requesting you to kindly accept it and declare our company responsive.</p>	<p>Non responsive due to non-provision of product registration by DRAP in part A.</p>	<p>Mr. Humayun (Distributor) attended the meeting on behalf of M/S Innovate Medical Technologies Pvt. Ltd. The representative was asked to explain his grievance. The committee evaluated the documents and results Performa to find a conclusion. It is found that one item is not as per advertised specifications and for the other one, not even the application for registration has been filed. So after due deliberation, the committee unanimously decided to uphold the decision of the T.E.C.</p>

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<p>04</p> <p>M/s Treu-Dynamic International (Pvt) Ltd vide their letter No Nil, dated 06.10.2020 bearing Diary No.15571, Dated 06.10.2020 stated that: Respected Sir, We Treu-Dynamic international (Pvt) Ltd have participated in the tender A059 advertised from your institute. From this tender we have quoted the item No. 12,13,14,15,16,17,18 that is plastic surgery and reconsideration surgery implants. According to tender bidding documents, the registration letter from DRAP against the quoted items is essential. But we have applied for the registration of plastic surgery implants on 28.01.2019, the process for the registration is in process & we are still awaiting for the registration letter. The proof of submission of documents & updated status letter from DRAP is attached for your information. Please consider it against registration documents.</p>	<p>Responsive for quoted item at T.E # 19. Non responsive for all other quoted items due to non-provision of product registration by DRAP in part A.</p>	<p>Hence the grievance is rejected.</p> <p>Mr. Amir (Regional Manager) attended the meeting on behalf of M/S Treu-Dynamic International (pvt.) Ltd. the representative explained the matter in detail. The committee evaluated the documents regarding DRAP to take a decision accordingly. After detail discussion and due deliberation, the committee unanimously decided to uphold the decision of T.E.C. Hence grievance is rejected.</p>
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 Saadia Arshad Rana

Member of Grievance Committee



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


 Razia Fatima
 Hospital Pharmacist
 Member of Grievance Committee