

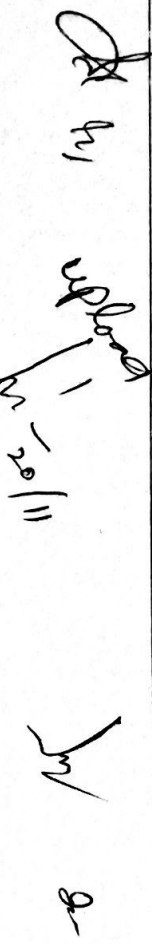
MINUTES OF THE MEETING OF REDRESSAL GRIEVANCE COMMITTEE

(To settle the issue. (Breathing Circuit Anti-Microbial A051) 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 06.11.2020 at 10.00 a.m., in the office of Chairman Grievance Redressal committee, Mayo Hospital Lahore to decide grievance received from different firms to settle the issue of against the Advertisement Tender (Surgical Disposable Item) duly advertised vide No. PC/48029/MH., Dated 21.07.2020 Opened on 15.08.2020 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 Allied & Co. vide their letter No. AC/20/10/012, dated 23.10.2020 bearing Diary No.17364, Dated 23.10.2020 stated that: Dear Sir, Reference to the tender cited above and the technical evaluation report on 21.10.2020 on Mayo Hospital website, we ALLIED & CO. has been Non Responsive.</p> <p>Sir, We have submitted tender with all relevant documents and supporting, if something overlooked or missing we are ready to provide. Kindly look into this matter sympathetically and professionally for healthy competition and the best benefit for your patients. Looking forward for best cooperation.</p>	<p>The bid is Non Responsive in all quoted items due to failure in Part A & B.</p>	<p>Mr. Shafiqat Ali (Regional Sales Manager) accompanied with M. Shahzad (CO) attended the meeting on the behalf of M/S Allied And Co. He was asked to explain his view point. But he reverted back the launched grievance against the T.E.C result. However after evaluation and due deliberation the Grievance Redressal Committee unanimously decided to uphold the decision of T.E.C. Hence grievance is rejected.</p>
02	<p>M/s Medi Serve vide their letter No. Nil, dated Nil bearing Diary No.17394, Dated 23.10.2020 stated that: Respected Sir, With reference to technical evaluation report uploaded on 21.10.2020. We M/s Medi Serve is declared responsive in evaluation report. In response to the uploaded evaluation report we have reservation / grievance. In tender item no. 1, 2 the other firms declared responsive in these items</p> <p>a. They don't have the silver knight property in their product. b. The don't have the product experience in government institutes.</p>	<p>The Bid is Responsive in all quoted items.</p>	<p>Mr. Agha Qasim (Institutional Manager) attended the meeting on behalf of M/S Mediserve to explain the grievance. The grievance redressal committee evaluated the whole matter by checking the bid of the winner firm, advertised specifications and evaluation Performa to conclude the matter.</p>

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c. They don't have DRAP registration of the said products.
In tender item no. 3,4,5 the other firms declared responsive in these items.
They don't have DRAP registration of said product.

After due deliberation and detail discussion, it is decided to **uphold** the decision of T.E.C. Hence the grievance is **rejected**.

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Sadia Arshad Rana
Member Grievance Redressal Committee



Dr. Muhammad Iqbal
Additional Medical Superintendent
Member Grievance Redressal Committee



Raafia Fatima
Hospital Pharmacist
Copt, Member Grievance Redressal Committee



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

