

MINUTES OF THE MEETING OF REDRESSAL GRIEVANCE COMMITTEE

(To settle the issue as requested by M/s Medi Serve (CVP Lines A054) 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 18.11.2020 at 10.00 a.m., in the office of Chairman Grievance Redressal Committee Mayo Hospital Lahore to decide grievance received from M/s Medi Serve, 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.

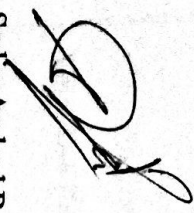
The committee decided as under:-

Sr.No.	Grievance	Status of TEC	Proceeding of Redressal of Grievance Committee / Decision		
01	<p>M/s Medi Serve vide their letter No Nil , dated Nil bearing Diary No.17773, Dated 31.10.2020 stated that:</p> <p>Dear Sir, We would like to submit our Grievance, against the Technical evaluation of CVP Lines for year 2020-21, as follows, M/s Flowtronix Systems: T.E.# 1, T.E.# 2 & T.E.# 3 M/s Flotronix Systems is qualified in T.E # 2 and T.E # 3, we would like to bring into notice that they do not meet the compulsory parameter of 1 year post registration experience of the said products. Their products (ABLE CVP Line) were registered, MDIR-0001067, on 13-12-2019. At the time of tender submission they don't complete 1 year and should be disqualified on these basis.</p> <p>M/s Iqbal & Company M/s Iqbal & Company, quoted the product of M/s Medcomp International, is not FDA Approved, as the Catalog Numbers are not mentioned in the FDA certificate so, as per the compulsory clause of bidding document # 4</p> <table border="1" data-bbox="232 324 334 1220"> <tr> <td data-bbox="232 324 334 414">4</td> <td data-bbox="232 414 334 1220">Quality Certificate Copy of DRAP Registration / US-FDA/IpMHLW/MDD/ of the quoted product</td> </tr> </table>	4	Quality Certificate Copy of DRAP Registration / US-FDA/IpMHLW/MDD/ of the quoted product	<p>Responsive except T.E # 1</p> <p>The Bid is Responsive in all quoted items except T.E # 1 due to failure in Part C.</p>	<p>Mr Qasim Agha attended the meeting on behalf of M/S Medi Serve. The representative explained the grievance. the committee scrutinized the matter by checking bidding document to reach conclusion.</p> <p>After due deliberation and detail discussion, the committee unanimously decided to uphold the decision of TEC.</p> <p>Hence the grievance is rejected.</p>
4	Quality Certificate Copy of DRAP Registration / US-FDA/IpMHLW/MDD/ of the quoted product				

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Handwritten initials: SS

Already this products are disqualified in last year tender on the same basis,
copies of the Grievance results are attached, for reference.
Keeping in view the above mention justification it is requested to please
accept our grievance.



Sadia Arshad Rana
Member Grievance Redressal Committee



Dr. Muhammad Iqbal
Additional Medical Superintendent
Member Grievance Redressal Committee



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



Raafia Fatima
Hospital Pharmacist
Copt, Member Grievance Committee