

MINUTES OF THE MEETING OF REDRESSAL GRIEVANCE COMMITTEE

(To settle the issue as requested by **M/s Innovate Medical Technologies (Pvt) Ltd (Colostomy Bag A050)** Tender for Surgical Disposable Items 2020-21)

A meeting of the Grievance Committee constituted vide letter No. PC PC/57448-54 /MH., Dated 14-09-2020 held on 11.11.2020 at 10.00 a.m., in the office of Chairman Grievance Committee, Mayo Hospital Lahore to decide grievance received from **M/s Innovate Medical Technologies (Pvt) Ltd**, 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 Innovate Medical Technologies (Pvt) Ltd vide their letter No Nil , dated 27.10.2020 bearing Diary No.17579, Dated 27.10.2020 stated that: With reference you technical bid evaluation for the year 2020-21, of above mentioned tender we have participated in tender of Mayo Hospital, Lahore and quoted the Medical Devices of Coloplast A/S Denmark, Ostomy care products. Sir product of Coloplast are FDA approved and CE certified, CGMP, ISO 13485 and having all international certifications required for marketing in international market. Copies of the same are attached with technical Bid.</p> <p>We want to draw your attention towards the results of technical evaluation, and very shocking to know that all the products are technically rejected by end user, in spite of having all international certifications, and having edge of FDA APPROVAL over other bidders. Sir Colpast Denmark who fulfill the registration criteria of DRAP and having Registration from DRAP. The only company having this privilege till the time of writing this letter.</p> <p>Sir just to share with you that major hospital providing high quality health services in Pakistan are using products of Coloplast Denmark on the bases of high quality produced by the leading companies in Europ and USA. Few of them are</p> <ul style="list-style-type: none"> • Agha khan university Hospital Karachi • Liaqat National Hospital Karachi • Ziauddin Hospital Karachi 	<p>The Bid is Non Responsive in all quoted items due to failure in Part-C.</p>	<p>Mr. Imran Iqbal (Field Manger) attended the meeting on behalf of M/s Innovate Medical Technologies Pvt. Ltd. The representative was asked to describe the matter. He explained the grievance in detail.</p> <p>The committee evaluated the matter by checking Performa. After discussion and due deliberation, the Grievance Redressal Committee unanimously decided to uphold the decision of T.E.C.</p> <p>Hence the grievance is rejected.</p> <p><u>Moreover the Committee directed to revise the specifications before re-tender in terms of size (flexible range) particularly in Paediatric sizes to encourage vast competition.</u></p>

Handwritten signatures and initials: *DA*, *SM*, *W*, *S*, *DD (PFI)*, *Mu 18/11*, *11/19/20*, *Pc II*, *M/10/11*, *W/10/11*

- Indus Hospital Karachi
- Shaukat Khanum Memorial Cancer hospital Lahore.
- Shifa International hospital Islamabad
- Armed Forces Institutions in Rawalpindi

Copies of the orders from these hospitals were also attached with Technical Bid for your ready reference.

Respected sir the products of COLPLAST DENMARK are of high quality and accepted all over Pakistan so we feel that the rejection by end user is by mistakenly for the these products.

So you are requested to please look in to the matter and give us a chance to compete in financial bid. In case of winning the financial BID we will be providing high quality products to Pakistani people.

We are sure that you will consider our request sympathetically and will provide the opportunity to present our case personally and serve the people of Pakistan by supplying the high quality products.



Sadia Arshad Rana
Member Grievance Redressal Committee



Dr. Muhammad Iqbal
Additional Medical Superintendent
Member Grievance Redressal Committee



Razia Fatima
Hospital Pharmacist
Copt, Member Grievance Committee



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