

**MINUTES OF THE MEETING OF REDRESSAL GRIEVANCE COMMITTEE**

(To settle the issue in (Needles, Biopsy, LP Etc. A052) 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 following 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 &amp; Co. vide their letter No. AC/20/10/011, dated 23.10.2020 bearing Diary No.17365, 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 &amp; CO. has been Non Responsive.</p>	<p>The Bid is Non Responsive in all quoted items due to failure in Part A &amp; C.</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.17392, Dated 23.10.2020 stated that: With reference to technical evaluation report uploaded on 21.10.2020. We M/s Medi Serve is declared non-responsive in evaluation report. In responsive to the uploaded evaluation report we have reservation / grievance. Respected Sir,</p>	<p>The Bid is Non Responsive in all quoted items due to failure in Part A.</p>	<p>Mr. Agha Qasim (Institutional Manager) attended the meeting on the behalf of M/S Mediserve. He was asked to explain his view point. He described his grievance regarding results. The committee evaluated the matter and analyze due requisites. After due deliberation</p>

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We want to clear that our principle company have already applied for the DRAP registration of said product and registration is under process.

  
16.11.2020

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



Raafiq Fatima  
Hospital Pharmacist  
Copt, Member Grievance Committee

Redressal Committee unanimously decided to uphold the decision of T.E.C. Hence grievance is rejected.