MINUTES OF THE MEETING OF REDRESSAL GRIEVANCE COMMITTEE

(To settle the issue (Misc Surgical Maxillofacial A057-B) Tender for Surgical Disposable Items 2020-21)

duly advertised vide No. PC/48029/MH., Dated 21.07.2020 Opened on 17.08.2020 for the year 2020-21. Redressal Committee, Mayo Hospital Lahore to decide grievance received from different firms, to settle the issue of against the Advertisement Tender (Surgical Disposable Item) A meeting of the Grievance Committee constituted vide letter No. PC/57448-54 /MH., Dated 14-09-2020held on 06.11.2020 at 10.00 a.m., in the office of Chairman Grievance

The committee decided as under:-

Sr.No.	Grievance	Status of TEC	Proceeding of Redressal of Grievance Committee / Decision
	M/s Cardiac Care vide their letter No Ref,care/374/20, dated 27.10.2020 bearing Diary No.17584, Dated 27.10.2020 stated that:		Mr. Adnan (Sales and marketing Manager) attended the meeting on behalf of M/S Cardiac Care. He was asked to
2	It is submitted that tender item No. 17, SURGICAL ADHESIVE SEALANT GLUE 2M-M/s Cryolife Brand Bioglue 2ml has not been approved due to non provision of samples.	The Bid is Responsive in all quoted items except T.F. # 17	explain his grievance. He described his matter in detail. The committee evaluated the case and told him that sample
	We would like to submit our grievances that this item is being used in Mayo Hospital Lahore for the last 2/3 years without any complaint. Since this item is already in use in Mayo Hospital Lahore thus may be approved without any doubts about its performance. In view of above, it is requested that Cardiac Care quoted item BioGlue 2ml may kindly be approved for healthy competition.	due to failure in Part C.	After due deliberation, it is unanimously decided to uphold the decision of T.E.C. Hence the grievance is rejected .
	No Nil , dated at:	The Bid is Non Responsive in all quoted items due to failure in Part A.	
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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 list, while the equipment as part of this specific product is previously available & under service as well at your institution.	With reference to your Technical Report No. 541/CH Store/MH, dated 27-10-2020, whereas the question of rejection arised due to non 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 part until end of 2019. Therefor accordingly our principal pursue to gain the said certificate, but by chance they could not accumulated the relevant documents in full to proceed the matter. It was because of existed obstacles by Covid-19.	M/s Surgi Vision vide their letter NoNil, dated 27.10.2020 bearing Diary No.17642, Dated 28.10.2020 stated that:	advertised from your institute. From this tender we have quoted the items no.1,7,8,9,10,14,15,26,27 for the purchase of Maxillofacial Implants. According to tenders bidding documents, the registration Letter from Drap against the quoted items is essential. But we have applied for the registration of Maxillofacial Implants (Osteosynthesis) on 14.03.2019, 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.
The Bid is Non Responsive in all quoted items due to failure in Part A.			
No one attended the meeting on behalf of M/S Surgi Vision. However the committee evaluated the evaluation Performa and the bid. It is revealed that they have not even applied yet in DRAP. Hence it is unanimously decided to uphold the decision of T.E.C. Hence the grievance is rejected .		mandatory which is not yet finalized. So after due deliberation, the decision of the T.E.C is upheld and grievance is rejected by Grievance Redressal Committee.	

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to your kind co-operation in this regards and allow us to continue our best services Trust you will realize the matter as narrated above & we look forward to hear soon

Sadia Arshad Rana

Member Grievance Committee

Dr. Muhammad Iqbal Additional Medical Superintendent Member Grievance Committee

Copt, Member Grievance Committee

Hospital Pharmacist

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