

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Venue: Department of Neurology, Mayo Hospital Lahore
Date & Time: 11-06-2022

Participants

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| 1. | Prof. Dr. Ahsan Numan
Head of Neurology Department Mayo Hospital Lahore | Chairman |
| 2. | Prof. Dr. Nasir Chandbary
Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | Member |
| 3. | Dr. Samra Zahra
Adl. Medical Superintendent Mayo Hospital Lahore | Member |
| 4. | Mr. Azeem Butt
Deputy Drugs Controller Mayo Hospital Lahore | Member |
| 5. | Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller Mayo Hospital Lahore | Member |

Proceedings

Meeting started with the recitation from the Holy Quran. The Chairman, Grievances Committee Mayo Hospital Lahore welcomed all the participants.

ITEM NO. 01:

GRIEVANCE SUBMITTED BY M/S ALI GOHAR & CO. (TENDER CODE: A022 ORTHOPEDIC IMPLANTS)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to subject cited matter. The firm submitted the grievance on the following grounds:

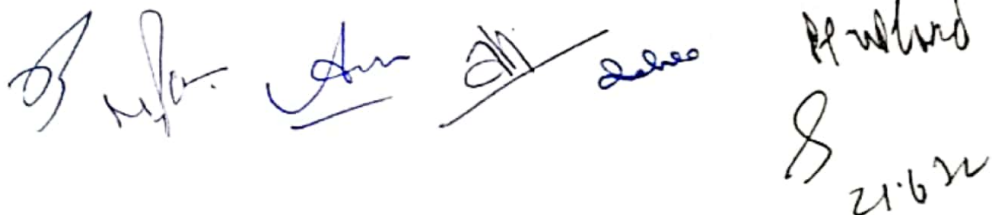
Product Registration: The firm stated that as per SRO # 526(1)/ 2021 the registration deadline is 30th June 2022 for the products falling under the category "C". The firm claimed that its both products are in the process of registration at DRAP and the the delay is only from the DRAP side. The firm claimed to have attach copies of the submitted applications for the quoted products.

Provision of Samples: The firm stated that Products (i.e. T.E. No.1 - Total Knee Replacement of Zimmer, USA) is already being used with full satisfaction and high quality results in this institute for the last two years.

In view of above stated facts, the firm requested to accept its grievance and consider it "Responsive".

Decision

Mr. Ijaz Mehmood, ZSM pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has declared firm disqualified due to non-provision of samples and non-availability of Product Registration Letter.



Based on the facts, the committee unanimously decided to uphold the decision of Technical Evaluation Committee.

ITEM NO. 02

GRIEVANCE SUBMITTED BY M/S ASSUZA CORPORATION (TENDER CODE: A022 ORTHOPEDIC IMPLANTS)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to the technical evaluation report of Orthopedic Implants tender. The firm submitted grievance on following grounds:

- a) The firm stated that its offer was rejected due to "Samples were not provided" in this reference the firm stated that it was not aware of technical evaluation date, they were waiting for call of meeting and could not provide samples. The firm requested to allow the firm submit the samples of orthopedic implants.
- b) Regarding Part "A", the firm stated that its registration with DRAP is under process. The firm has attached copy of application for registration duly received by the DRAP Authority.
- c) The firm stated that they were unable to attend the Technical Evaluation Meeting due to some prior commitments.
- d) The firm further claimed to have attach duly sealed covering letter of Financial Offer as the same was not attached with the Financial Offer due to mistake.

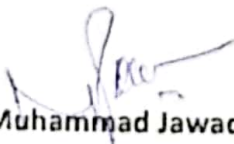
Keeping in view the above-mentioned clarifications, the firm requested to process its request.

Decision:

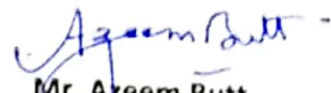
Mr. Aftab, Sales Manager pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has declared the firm non-responsive due to failure in Part-A, & Part-C as Samples were not provided.

Based on the facts, the committee unanimously decided to uphold the decision of Technical Evaluation Committee.

The meeting ended with vote of thanks to and by the Chair.



Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore



Mr. Azeem Butt
Deputy Drug Controller
Mayo Hospital Lahore



Dr. Samra Zahra
AMS Stores
Mayo Hospital Lahore



Prof. Dr. Nasir Chaudhary
HcD Ophthalmology Department
Mayo Hospital Lahore



Prof. Dr. Ahsan Numan
HOD Neurology Department
Mayo Hospital Lahore