

# MINUTES OF GRIEVANCES MEETING

## MAYO HOSPITAL LAHORE



### Participants:

- |   |          |
|---|----------|
| 1. Prof. Dr. Ahsan Numan<br>Head of Neurology Department Mayo Hospital Lahore                 | Chairman |
| 2. Prof. Dr. Nasir Chaudhary<br>Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | Member   |
| 3. Dr. Sohail Arshad<br>Addl. Directors Stores Mayo Hospital Lahore                           | Member   |
| 4. Mr. Azeem Butt<br>Deputy Drugs Controller Mayo Hospital Lahore                             | Member   |
| 5. Mr. Muhammad Jawad Bhatti<br>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 ESSITY PAKISTAN LTD. (TENDER CODE: A014: BURN DISPOSABLE ITEMS)**

**GRIEVANCE DETAIL:** The firm submitted the grievance that during the tender process the firm quoted Leukomed dressing 10\*30cm as per your requirements of Serial no. 18 (A14). However, due to unforeseen circumstances and the unavailability of the specified size. The firm requested to accept the submitted sample of Leukomed dressing 10\*30cm and consider it technically responsive to the tender requirement. The firm admitted that although it was unable to provide physical sample at the time of the tender process, but now it has the product in inventory.

**Decision:** Mr. Asif Tanveer, Sales Manager & Mr. Naveed, Senior Sales Promotion Officer pleaded the case of T.E. 18 quoted by firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has disqualified T.E 18 due to non-provision of sample. The firm's representative stated that the firm could not provide samples due to import issues. **The committee accepted the request and decided to refer T.E 18 to Technical Evaluation Committee for evaluation in section 8 of Part-A and**

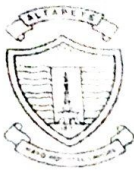
Part-C.

Department of Neurology, Mayo Hospital Lahore

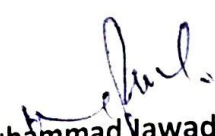
06-09-2023

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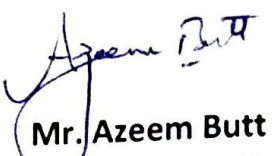
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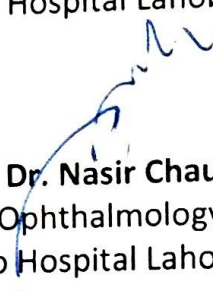



*The meeting ended with vote of thanks to and by the Chair.*


  
**Mr. Muhammad Yawad Bhatti**  
Deputy Drugs Controller  
Mayo Hospital Lahore

  
**Dr. Sohail Arshad**  
Addl. Director Stores  
Mayo Hospital Lahore

  
**Mr. Azeem Butt**  
Deputy Drugs Controller  
Mayo Hospital Lahore

  
**Prof. Dr. Nasir Chaudhary**  
HoD Ophthalmology Department  
Mayo Hospital Lahore

  
**Prof. Dr. Ahsan Numan**  
HoD Neurology Department  
Mayo Hospital Lahore

  
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