

# MINUTES OF GRIEVANCES MEETING

## MAYO HOSPITAL LAHORE

Venue: Department of Neurology, Mayo Hospital Lahore  
Date & Time: 24-07-2023

### Participants:

- |   |          |
|---|----------|
| 1. Prof. Dr. Ahsan Numan<br>Head of Neurology Department Mayo Hospital Lahore                 | Chairman |
| 2. Prof. Dr. Vasir 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 BIOTECH PAKISTAN (TENDER CODE: A04: CARDIAC SURGERY)**

**GRIEVANCE DETAIL:** The firm submitted grievance with reference to Technical Evaluation Report quoting observations of rejection as firm has been black listed by Jinnah Hospital Lahore and Specifications quoted in technical offer are not complying with the sample provided. The firm stated that it was illegally blacklisted by Jinnah hospital Lahore and is responsive in different Hospital tenders. The firm has claimed to attach High court order copy and evaluation reports of hospitals. The firm added that its quotation fulfills the quantity in ml against objection # 2.

**Decision:** Mr. Fahad, Admin & Accounts Officer pleaded the case of firm before the grievances committee. The committee observed that the Technical Evaluation Committee disqualified the bid due to Blacklisting and quoted product not as per specifications. The committee checked the PPRA Site where the blacklisting has been limited to the extent of procuring agency only i.e. Jinnah

Hospital Lahore. The committee observed that the procuring agency advertised Bioglue 10ml whereas the firm has quoted Coseal Surgical Sealant 4ml that does not match the advertised specifications. **The committee decided to uphold the decision of TEC to the extent of T.E 44 as the quoted item does not qualify advertised specifications.**

**ITEM NO. 02:**

**GRIEVANCE SUBMITTED BY M/S HOPE PHARMA (TENDER CODE: A04: CARDIAC SURGERY)**

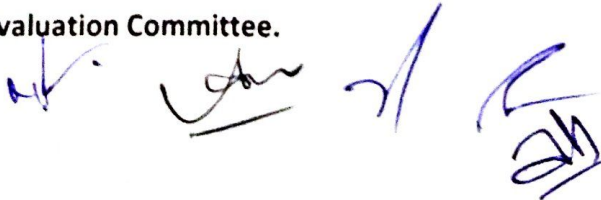
**GRIEVANCE DETAIL:**

The firm submitted grievance that firm that Technical Evaluation Committee has disqualified the firm in Part A & C. The firm claimed that it is qualified with the same documents for tender 2022-23. The firm alleged that it is unable to understand the result of evaluation committee and requested to sympathetically hear the grievance for the healthy competition for the welfare of hospital patients.

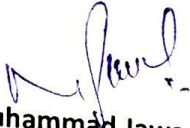
**Decision:**

Mr. Kashif Amin, CEO of Hope Pharma pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee has disqualified the bid due to failure in Part-A as Free Sales Certificate was expired (clause 7) and samples were not provided (clause 8) of Part-A Compulsory Parameters.

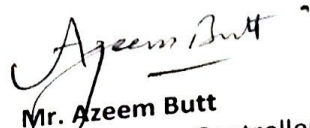
The committee observed that the firm attached Certificate to Foreign Government No. 1605-11-2020 valid up to 18<sup>th</sup> November 2022. The firm's representative provided afresh Certificate to Foreign Government Certificate No. 6776-3-2022 valid up to 24.03.2024 that was verified from FDA site. **The committee declared T.E.45, 46 responsive in section 7 of Part-A.** The committee also observed that the firm did not provide samples as required under section 17.1 of bidding document resulting in failure in clause 8 of Part-A & Part-C. **The committee decided to uphold the decision of Technical Evaluation Committee.**



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



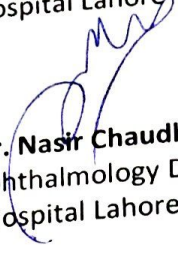
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Deputy Drugs Controller  
Mayo Hospital Lahore



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HoD Ophthalmology Department  
Mayo Hospital Lahore



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HoD Neurology Department  
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