

# 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. 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   |

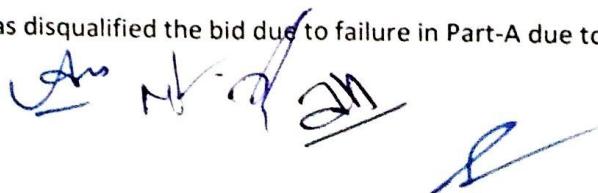
### Proceedings:

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 HOPE PHARMA (TENDER CODE: A03: CARDIOLOGY DISPOSABLES)**

**GRIEVANCE DETAIL:** The firm submitted grievance that the firm has been declared as Non-Responsive in Part A, B & C. The firm claimed that it has earlier qualified the same Tender A03 for the same items for the Year 2022-23. The firm also qualified the rate of same items, but the Purchase Cell did not issue the Award Letter to the firm without any reason. The firm claimed that it pursued the matter and informed to Chief Executive Officer, Mayo Hospital, Lahore about the instant matter. Chief Executive Officer directed Purchase Cell to issue Award Letter but in vain. The firm also claimed to attach the letter of qualified firms regarding Disposable Cardiology Items for the year 2022-23 advertised vide No.EC/19394/MH dated 15.03.2022.

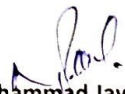
**Decision:** Mr. Kashif Amin, CEO of firm pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee has disqualified the bid due to failure in Part-A due to expired FDA certificate

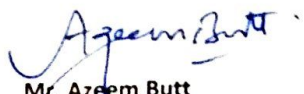



(clause 4), no Free Sales Certificate (clause 7) of Part-A ; less marks in Part-B i.e. 30 out of 55 & Part-C disapproved by end-user.

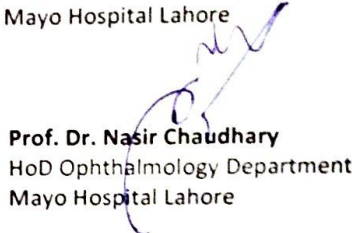
The firm provided Certificate to Foreign Government vide Certificate No. 4681-1-2023 valid up to 31<sup>st</sup> Jan 2025 that was accepted. The firm also claimed 7 points in clause 3 (i) which was accepted. The committee observed that the firm has been disqualified in Part-C as submitted samples for T.E. 2 (d) was expired, T.E. 6 (a) having poor torque, T.E. 6 (c) having poor support and poor torque and T.E. 6 (d) having poor support and poor torque. **The committee decided to uphold the decision of Technical Evaluation Committee due to failure in Part-C.**


*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 Drugs Controller  
Mayo Hospital Lahore

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

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

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

*Send back to  
HoD Cardiology &  
HoD Cardiac Surgery  
for comments*  



*Not a high quality product.  
Poor torque control, poor  
pushability, poor steerability,  
Not suitable for use in a  
teaching hospital, as it can  
lead to complications in hands  
of new consultants & trainees.*  
**Mr. Ahsan**  
AP Cardiology

*Upload*

*Recd 2074  
04/8/23*

**PROF. DR. HAROON A.K. BABAR**  
MRCP (Ireland), MRCP (UK)  
FRCP (Edinburgh), DTM (Ireland)  
Dip Card Gold Medalist FACC (USA)  
Head of Cardiology Department,  
KEMU / Mayo Hospital, Lahore.

**MUHAMMAD WAHEED**  
FRCGS (Cardiovascular)  
Professor of Cardiology & Consultant Interventional  
Cardiologist  
King Edward Medical University / Mayo Hospital  
Lahore

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23/8/23