

# 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 Head of Neurology Department Mayo Hospital Lahore	Chairman
2. Prof. Dr. Nasir Chaudhary Head of Ophthalmology Department Unit-II Mayo Hospital Lahore	Member
3. Dr. Sohail Arshad Addl. Directors Stores 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 GULF MARKETING INTERNATIONAL (TENDER CODE: A05: LAB KITS)**

**GRIEVANCE DETAIL:** The firm submitted following grievance that M/s Gulf Marketing International participated in the tender of Lab kits & Chemicals and recorded following reservation on TAC report:

1. Items # 180,181,182,187,189,191-194,197,280,282 have been rejected due to non-provision of samples. items # 180,181,182,187,189,191-194,197 are agars (Product of Chromagar France) for Microbiology Department and are available in powder form about 5000-ML of packing (of Rs. 65000/- each bottle). Once the packing is lose, the reagent reacts with air and contaminate all the reagents, so these items are in use at the department and recommended by the end user.
2. Against Items # 280, 282 & 283 (Product of Dot Diagnostics Germany). M/s GMI provided sample only against items # 283 which is approved but

other two are rejected but the quoted products are from the same company having same usage.

3. Items # 291 (Rapid Test Device for HCV) is approved in TAC report and was also announced as approved in the TAC meeting, but has not been recommended in the detail of TAC report. According to end user remarks, the device results were satisfactory then what has the status of this item changed and is confusing.

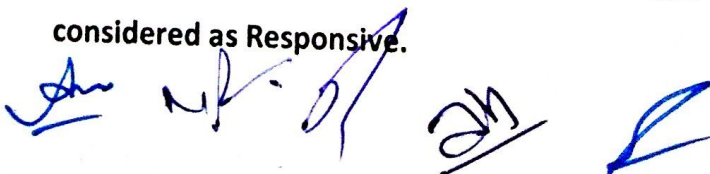
Moreover M/s Gulf Marketing international showed serious concerns on the bid submitted by M/s Mian Scientific against the quoted products of rapid test devices as the quoted products don't have any international certificates like CE or FDA certificate which are mandatory for the quoted product. The same can be checked online as it cannot be verified online. The firm added that even the attached FSC of the products are not as per the tender requirement.

The firm requested to accept the Bid with all quoted items for a healthy competition. The firm claimed that its products are being used in most of the teaching hospitals including CMH's of Pakistan because of quality product. The firm also claimed that its quoted products are cost effective and will save the hospital budget.

**Decision:**

Mr. Saud Akram Sales Manager of M/S Gulf Marketing International pleaded the case of firm before the grievances committee. The firm's representative stated that the firm did not provide the samples, being expensive for T.E 180, 181, 182, 187, 189, 191, 194, 197, 280 & 282. The committee observed that the Technical Evaluation Committee has disqualified the firm in T.E. 180, 181, 182, 187, 189, 191, 192, 193, 194, 197, 280, 282 & 294 due to non-provision of samples. The committee observed that the firm has violated clause 17.1 of bidding document and decided to **uphold the decision of Technical Evaluation Committee in respect of T.E 180, 181, 182, 187, 189, 191, 192, 193, 194, 197, 280, 282 & 294.**

The committee observed that Technical Evaluation Committee has declared 291 recommended on Part-C proforma and under "overall recommendation section". **So, the decision of TEC for T.E. 291 as recommended shall be considered as Responsive.**



## Grievance against M/S Mian Scientific

Mr. Faisal Asghar, Sales Manager defended the case on behalf of M/S Mian Scientific. He admitted before the Grievance Committee that they have not attached FDA/ JpMHLW/MDD of quoted product T.E. 290 & 291 required under 4 of Compulsory Parameters. **The committee accepted the grievance submitted by M/S Gulf Marketing and declared T.E 290 & 291 quoted by M/S Mian Scientific as Non-responsive.**

**ITEM NO. 02:**

### **GRIEVANCE SUBMITTED BY M/S MIAN SCIENTIFIC CO. (TENDER CODE: A05: LAB KITS)**

**GRIEVANCE DETAIL:**

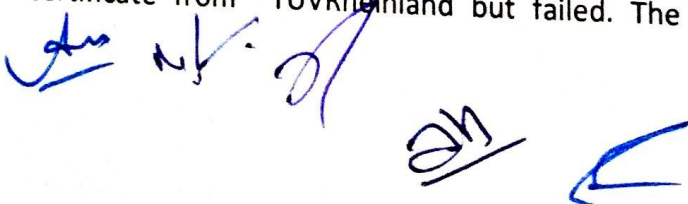
The firm submitted grievance that M/S Mian Scientific Co have quoted Tender of Lab Kit for the Financial Years 2023-24. The firm has raised an objection on the quoted products of Alfa Scientific. The detail is given below:

Sr #	Name Of items with tender Specification	Grievance
294	Trop – I screening Device FDA/CE Certificate/510K	The company Alpha Scientific quoted brand Healstone that does not have any International Recognition Certificates demanded in Bidding documents like <u>FDA/CE Mark/510K. Moreover As per Direction of Govt Of Punjab SHC &amp; ME Vide Letter No :( SOP1)H/S-100/2008 Dated 03/03/2022 Product Brand Name shall be mentioned on FSC Certificate.</u> It added that the said company also does not have Free sale certificate of quoted brand i.e, Healstone.

The firm requested to check Free Sale Certificate as well as International Certificates Like FDA/CE Mark/510K. s

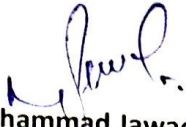
**Decision:**

Mr. Faisal Asghar, Sales Manager of M/S Mian Scientific Co. pleaded the case before the grievances committee. Mr. Farooq Ali, National Sales Manager, defended the case on behalf of M/S Alfa Scientific. The petitioner claimed that the defendant does not have certifications required under section 4 of Part-A Compulsory Parameters. The defendant stated that it has EC declaration in light of 98/79/EC Directive and presented a certificate No. CDOC-HT014 issued on 05.12.2018 having two pages containing information of issuing authority TUVRheinland on 2<sup>nd</sup> page. The committee tried to verify the certificate from TUVRheinland but failed. The committee unanimously



accepted the grievance and decided to declare T.e. 294 quoted by M/S Alfa Scientific disqualified in Part-A due to failure in section 4.

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



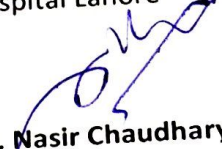
**Mr. Muhammad Jawad Bhatti**  
Deputy Drugs Controller  
Mayo Hospital Lahore



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HoD Ophthalmology Department  
Mayo Hospital Lahore



**Prof. Dr. Ahsan Numan**  
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