

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Venue: Department of Neurology, Mayo Hospital Lahore
Date & Time: 14-07-2023

Participants:

- | | |
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| 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 GHANI CHEMICAL INDUSTRIES
(TENDER CODE: A08. MEDICAL GASES)

GRIEVANCE DETAIL: The firm submitted the grievance In reference to the tender of "Procurement of medical gases for the Financial Year 2023-24. The firm states that Technical Evaluation Authority has declared firm non-responsive as the firm did not quote complete package. The firm claimed that it quoted Complete Package according to Hospital Tender Criteria and followed all the TORs of the tender. The firm reiterated that it has quoted all the items that are mentioned in TORs including Technical bid and Financial Offer, but in Technical Offer Item# 10, 11 & 12 .could not be mentioned due clerical mistake and has requested to consider it. The firm added that Ghani Chemical is the largest and most reliable supplier of Medical Liquid Oxygen and other Medical gases at National level. All types of medical gases are fully compliant with European/USA Pharmacopeia standards. The entire management from Supervisor to Engineers to Managers to Directors are motivated to serve the

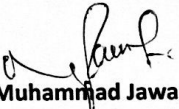


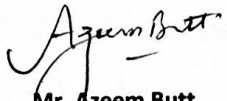
hospital with excellent services and looking forward towards hospital management in this regard.

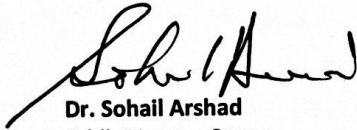
Time: 09:50 AM – 10:00 AM (14th July 2023)


Decision: Mr. Raheel, Assistant Sales Manager pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has disqualified bid as the firm did not quote for complete package. The firm's representative admitted that they could not quote complete package by clerical mistake. The committee observed that Technical Offer of the firm depicts non-quoted for Item Nos. 10 & 12 and no status for items 1, 2, 3, 8 & 11. The committee observed that the Rule 3 of Invitation to bids clearly mentions that the firms must participate in the bidding process for complete package defined in the schedule of requirement against the total quantity. **The committee decided to turn down the grievance and upheld 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


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Deputy Drugs Controller
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Addl. Director Stores
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HoD Ophthalmology Department
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HoD Neurology Department
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