

# MINUTES OF GRIEVANCES MEETING

## MAYO HOSPITAL LAHORE



### **Participants:**

- |  |                 |
|--|-----------------|
| 1. <b>Prof. Dr. Nasir Chaudhary</b><br>Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | <b>Chairman</b> |
| 2. <b>Dr. Umar Nazir</b><br>Assistant Professor of Plastic Surgery Mayo Hospital Lahore              | <b>Member</b>   |
| 3. <b>Dr. Sana Farooq</b><br>Senior Registrar Neurology Department Mayo Hospital Lahore              | <b>Member</b>   |
| 4. <b>Mr. Azeem Butt</b><br>Deputy Drugs Controller Mayo Hospital Lahore                             | <b>Member</b>   |
| 5. <b>Mr. Muhammad Jawad Bhatti</b><br>Deputy Drugs Controller Mayo Hospital Lahore                  | <b>Member</b>   |

### **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 DANISH INTERNATIONAL HEALTHCARE (PVT), LTD. (DBS SYSTEM)**

**GRIEVANCE DETAIL:** The firm submitted the grievance that the firm participated in the DBS tender (2024-25) and marked as non-responsive. The firm stated that certain crucial documents were not included in the submission, leading to the non-responsive marking. The firm admitted that it understands the importance of providing a complete proposal and takes full responsibility for the oversight. The firm requested reconsideration and seek an opportunity to rectify the situation by submitting the missing documents.

**Decision:** Mr. Zeeshan, Medical Physicist of M/S Danish International Healthcare pleaded the case before the grievances committee. The committee observed that the Technical Evaluation Committee has disqualified the bid due to failure in clauses (d), (g), (i), (j) & (n) of compulsory parameters. The firm's representative admitted that the enlistment/ registration letter has not been issued from DRAP so far. The committee decided to uphold the decision of Technical Evaluation Committee.

Office of Chairman Grievances Committee, Mayo Hospital Lahore

08-08-2024

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**ITEM NO. 02:**

**GRIEVANCE SUBMITTED BY M/S MEDIC ALLY (PVT), LTD. (DBS SYSTEM)**

**GRIEVANCE DETAIL:**

The firm submitted the grievance that the firm participated in an above-mentioned tender and declared non-responsive in this tender. The firm claimed that it has quoted the equipment as per tender required specifications. The firm claimed that it submitted the annual financial turnover for the last three financial years in the bid as per tender requirement. The firm added that it is the sole agent of a foreign manufacturer, and has submitted a financial turnover of up to 185 million. The firm then stated that it understands the requirement for a three-year experience with the quoted product and admitted that it may not have three years of experience with the exact quoted product in Public Institutions, but has been successfully supplying DBS to Private Sector Institutions in Pakistan (Hameed Latif Hospital & Omar Hospital) from the last 04 Years - demonstrating capabilities and commitment to quality. Moreover, the firm claimed that its DRAP enlistment on August 9, 2023, is a testament to adherence to regulatory standards.

**Decision:**

Mr. Zohaib Aslam, Senior Sales Engineer of M/S Medic Ally (Pvt.) Ltd. pleaded the case before the grievances committee. The committee observed that the Technical Evaluation Committee has disqualified the bid due to failure in clauses (i) & (n) of Compulsory Parameters. The firm's representative stated that the said item has been used in Private Institutions but does not have three years experience from the Public Institutions. The firm also failed to provide FBR Income Tax return for the last three years. The committee decided to uphold the decision of the Technical Evaluation Committee.

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

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

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

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*Sana*

**Dr. Sana Farooq**  
Senior Registrar Neurology Dept.  
Mayo Hospital Lahore

**Dr. Umar Nazir (Away)**  
Assistant Professor Plastic Surgery  
Mayo Hospital Lahore

*Nasir*

**Dr. Nasir Chaudhary**  
HoD Ophthalmology Department  
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