

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

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| 1. Prof. Dr. Nasir Chaudhary
Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | Chairman |
| 2. Dr. Umar Nazir
Assistant Professor of Plastic Surgery Mayo Hospital Lahore | Member |
| 3. Dr. Sana Farooq
Senior Registrar Neurology Department 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 DANISH INTERNATIONAL HEALTHCARE (PVT.) LTD. (TENDER: TENDER FOR PROCUREMENT OF DEEP BRAIN STIMULATION SYSTEM AT MAYO HOSPITAL LAHORE)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to subject cited tender. The firm stated that it participated in the DBS tender (2023-24) and was marked as non-responsive. The firm appreciated the thoroughness of the evaluation process and the dedication to maintaining high standards. The firm added that certain crucial documents were not included in its submission that led to the non-responsive marking. While taking full responsibility for the oversight the firm requested to consider its request 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 grievance committee. The committee observed that the Tender & Purchase Committee has disqualified the bid due to failure in Part-A & B. The committee

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observed that the TEC has disqualified the firm due to failure in clause 1(ii) of Part-A as the firm does not have Enlistment Certificate. The firm representative states that the firm has filed an application to DRAP for issuance of Enlistment Certificate. The committee also observed that the TEC has also disqualified the firm in clause 7 of Part-A as the Embassy Attested Free Sales Certificate was not attached. The firm representative stated that at time of tender the firm had applied for it. The firm also claimed points in clause 6 of Part-B while showing appointment MoU of Ms. Rehaana Tabassum as Pharmacist and appointment letter of Mr. Zeeshan as Medical Physicist. The firm failed to show appointment letters of staff required in clause (6) of Part-B. The committee unanimously decided to uphold the decision of Technical Evaluation Committee.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S MEDIC ALLY (PVT.) LTD.(TENDER: TENDER FOR PROCUREMENT OF DEEP BRAIN STIMULAITON SYSTEM AT MAYO HOSPITAL LAHORE).

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to subject cited tender. The firm stated that it participated in the tender and during the technical evaluation; the free sales certificate was not accepted. The firm claimed that it provided quotations for the equipment in accordance with the tender requirements. The firm claimed that it submitted the free sales certificate with the tender bid; however, it inadvertently neglected to include the Chinese copy of the certificate. The firm has claimed to enclose the Chinese version of the free sale certificate, duly attested by the Pakistan Embassy. The firm also claimed that it submitted these documents in its previous tender and were accepted. The firm requested to consider its document.

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Decision:

Mr. Zohaib Aslam, Senior Sales Engineer of M/S Medic Ally pleaded the case before the grievances committee. The committee observed that the Tender & Purchase Committee has disqualified the bid due to failure in clause 7 of Part-A. The firm representative showed Free Sales Certificate No. 20230711 valid up to 08.12.2024 attested by Embassy of Pakistan. The committee unanimously decided to declare firm responsive in clause 7 of part-A.

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

Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore
(Member)

Mr. Azeem Butt
Deputy Drugs Controller
Mayo Hospital, Lahore
(Secretary)

Dr. Sana Farooq
Senior Registrar Neurology Dept.
Mayo Hospital, Lahore
(Member)

Dr. Umar Nazir
Assistant Professor Plastic Surgery
Mayo Hospital, Lahore
(Member)

Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital, Lahore
Chairman of Grievance Committee

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