

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. Rabia Rathore
Associate Professor of Medicine/Head of WMW Mayo Hospital Lahore | Member |
| 3. Dr. Umar Nazir
Assistant Professor of Plastic Surgery Mayo Hospital Lahore | Member |
| 4. Ms. Kanwal Javed
Deputy Drugs Controller Mayo Hospital Lahore | Secretary |
| 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 PUNJAB MEDICAL SERVICES (PROCUREMENT OF DRUGS/ MEDICINES NON-SML 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

The firm submitted the grievance that the firm quoted products in this tender through the EPADS, after fulfilling all the codal formalities but some products have been disqualified in Ordinary Parameters. The detail is given as under;

Ordinary Parameter No.	Parameter	Documents.	Marks claimed	Marks Given by TEC
1.	Experience of the quoted product for last two years. (Private Market) for item no. 298 (Gemcitabine 200mg)	Summary of Private Market Sale is attached. Sales are higher than the advertised quantity. Documents attached at page no.57 to 177.	10	05
3.	Experience of the quoted product for last two years. (Public Market). For item no. 297 & 298.	Summary of Public Market Sale, POs, DCs are attached. Sales are higher than the advertised quantity. Documents attached at page no. 199 to 313.	10	0
5.	Local Market	Above 05 Years	15	10

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	Business.	(relevant documents are attached in the technical bid at Page no. 318 to 337)		
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The firm further stated that as per technical evaluation committee the both products TE No. 297 & 298 are granted numbers in ordinary parameters for TE No. 297 (Marks 47) and for TE No. 298 (Marks 45). It is further submitted that as per ordinary parameters 1,3 & 5 may be reevaluated and granted numbers as per submission of documents which are for TE No. 297 (Marks 62) & for TE No. 298 (Marks 65). Finally the firm requested to re-evaluate the bid and declare both products TE no. 297 & 298 responsive for healthy competition and for provision of quality medicines to the patients.

Decision:

Mr. Shahid, Institutional Manager of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified bid for T.E. 297 & 298 in ordinary parameters due to less marks i.e. 47 for T.E. 297 & 45 for T.E. 298..The firm's representative challenged 5 marks awarded by TEC to T.E. 298 and claimed 10 marks in ordinary parameters. The committee observed that the advertised quantity is 4800 and the firm has attached experience more than advertised quantity. **The committee awarded 10 marks in clause 1 of ordinary parameters for T.E. 298.** The firm then claimed 10 marks for T.E. 297 & 298 in clause 3 of Ordinary parameters. The committee observed that the advertised quantity for T.E. 297 is 3800. **The firm showed sufficient experience to claim maximum marks for T.E. 298 and but 7 marks for T.E. 297.** The firm then claimed 5 more marks in clause 5 of ordinary parameters. The firm showed DRAP registration certificate in favor of T.E. 297 & 298 issued on 17th April 2020 but failed to show any Purchase order/ invoice to prove local market experience more than 5 years. **The T.E. 297 & 298 stands responsive in Ordinary parameters.**

[Handwritten signatures]

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ITEM NO. 02:

**GRIEVANCE SUBMITTED BY M/S PHARMASOL PVT LTD.
(PROCUREMENT OF DRUGS/ MEDICINES NON-SML 2025-26 MAYO
HOSPITAL, LAHORE)**

GRIEVANCE DETAIL:

The firm submitted the grievance regarding the evaluation outcome of its participation in the Tender for the year 2025-26 at Mayo Hospital, conducted through the Electronic Procurement and Disposal System (EPADS). The firm further stated, 'As this is our first experience with the new online e-procurement system being implemented across Punjab, we encountered some difficulties in understanding and navigating the digital submission process. This may have inadvertently led to the improper classification or oversight of our uploaded documents during evaluation'. The firm desired to clarify and resubmit the following documentation for review and consideration:

Compulsory Parameters:

The firm stated that it is once again submitting the Drug Registration Certificates for all quoted items, available from Page 19 to Page 45.

Ordinary Parameters:

The firm claimed to attach Source of API at Pages 56 to 110; experience of Quoted Product in Private Sector: Summary provided on Stamp Paper (worth Rs. 100) at Pages 138 to 208; experience of Quoted Product in Government Sector: Summary provided on Stamp Paper (worth Rs. 100) at Pages 209 to 273; number of Functional Stability Chambers: With an undertaking at Pages 286 to 293; Stability Study Data at Pages 294 to 490; Primary Reference Standard at Pages 491 to 512 and availability of Product at Specialized Hospital Pharmacies: at Pages 544 to 601.

Finally, the firm requested to review in light of the complete documentation and tender status be revised from "Non-Responsive" to "Responsive."

Decision:

Mr. Bahaddur, Liason Officer of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee

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observed that Technical Evaluation Committee has disqualified bid due to failure in clause (v) of compulsory parameters and less marks for all quoted items in ordinary parameters. The firm showed Drug Registration Letters for all quoted items including renewal letters for products registered on 4th October 2018. **The committee decided to declare all quoted items responsive in clause (v) of compulsory parameters.**

The firm then claimed marks in clause 1 of Ordinary parameters. The firm provided Certificate of Analysis (COA) for T.E. 286, 287, 289, 290, 303, 304, 308, 323, 329. **The committee decided to award 5 marks to T.E. 286, 287, 289, 290, 303, 304, 308, 323, 329.** The committee awarded 10 marks to T.E. 289, 303, 304, 308, 311, 312 having API source listed in USFDA. The firm attached summary of all quoted items on stamp paper as required under clause 3 of ordinary parameters. The firm's summary showed that it T.E. 286, 287, 289, 290, 303, 304, 308, 311 & 312 sale exceeds advertised quantity and secured 10 marks. However, T.E. 323 & 329 secured 3 marks. The firm also attached summary of sale on e-stamp paper under clause 4 of ordinary parameters. The detail of Purchase Orders & accompanied delivery challans revealed that the firm's sale of T.E. 286, 287, 289, 312, 323, & 329 in the last two years exceeds advertised quantity and secured 10 marks. However, T.E. 290, 303 & 308 secured 3 marks. T.E. 304 secured 5 marks. T.E. 311 secured 7 marks. The committee observed that the firm has attached undertaking claiming 7 stability chambers. The firm also attached latest calibration certificates of 07 stability chambers. **The committee awarded 6 marks in section 7 of ordinary parameters.** The firm attached accelerated and real time stability data of T.E. 287, 290, 303, 304, 308, 311, 312, 323, 329 and only accelerated stability data for T.E. 289. **The committee awarded 2 marks to T.E. 287, 290, 303, 304, 308, 311, 312, 323, 329 and 1 mark to T.E. 289.** The firm couldn't secure marks in section 9 of ordinary parameters as the firm did not provide import documents of Reference standards. In conclusion T.E. 286, 287, 289, 290, 303, 304, 308, 311, 312, 323 & 329 stands responsive in ordinary parameters.

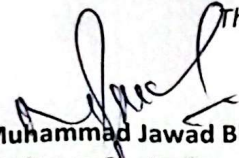

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The meeting ended with vote of thanks to and by the Chair.


Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore


MS. Kanwal Javed
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Umar Nazir
Assistant Professor Plastic Surgery
Mayo Hospital Lahore


Dr. Rabia Rathore
Associate Professor
of Medicine/Head of WMW
Mayo Hospital Lahore


Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

COO: Please process as per minutes of Grievance Committee
22/08/25.
CEO: Upload as per Rules


22/8/25

AMS(P) —