

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

1. Prof. Dr. Nasir Chaudhary	Chairman
Head of Ophthalmology Department Unit-II Mayo Hospital Lahore	
2. Dr. Rabia Rathore	Member
Associate Professor of Medicine/Head of WMW Mayo Hospital Lahore	
3. Dr. Umar Nazir	Member
Assistant Professor of Plastic Surgery Mayo Hospital Lahore	
4. Ms. Kanwal Javed	Secretary
Deputy Drugs Controller Mayo Hospital Lahore	
5. Mr. Muhammad Jawad Bhatti	Member
Deputy Drugs Controller Mayo Hospital Lahore	

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 BIOWEL SCIENCES (PROCUREMENT OF RETENDER BURN & MAXILLOFACIAL ITEMS R-12 2025-26 MAYO HOSPITAL, LAHORE)**

GRIEVANCE DETAIL: We M/S Biowel Sciences participated in the tender for Mayo Hospital; Lahore and we are declared as non-responsive on two of our products, due to clause VIII.

VIII	Valid quality certification of CE/UNFPA/JpMHLW/US FDA approval certification or prequalification by WHO (except for Medical Devices enlisted in Class A by DRAP) Certificates provided by the firm on its own letter head are not acceptable, CE marked by conformity assessment bodies (CABs) notified in NANDO database under the relevant European directive for medical devices of European Union will be accepted only. Extension / confirmation letter for already issued CE certificate by the notified NANDO bodies under the European MDD is also acceptable	not attached
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We M/S Biowel Sciences has quoted T.S 50 BAPSCAR Gel & T.S 51 BAPSCAR Sheets (15x20) in the subjected tender #. BAPSCAR Sheet (15x20) has been reflecting as responsive whereas BAPSCAR Gel has been NON-RESPONSIVE because of the clause VIII. As a matter of fact, both the products belong to the same company named as BAPMEDICAL. If one (BAPSCAR Sheets (15x20) of the products has been responsive, 2nd (BAPSCAR Gel 20gm) should also be considered as responsive.

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Documents which are uploaded on ePADS of BAPSCAR Gel is from Page # 284 to 293, but as per the reservation of technical evaluation committee. We would like to furnish these documents in hard copy.

Additionally, Sterile Gel-Soaked Burn Dressing (WaterJel) is the second product which is also reflecting as non-responsive as per clause VIII. I would like to clarify that USA product documentations are not verified by Embassy of Pakistan consular attaché under Hague Apostille convention. Same legalized documents are uploaded on e-PADS page # 294 to 312.

Our documentations are legally verified by notary public seal. Moreover, WaterJel is a registered product as per DRAP and DRAP would have not proceeded if our Form 8A. Form (8-A) was furnished on the bases of Hague Apostille convention. We have won number of awards letters from Govt. burn institutes on the same (Form A-8) bases.

As per your non-responsive verdict over Sterile Gel Soaked Burn Dressing (WaterJel), we would like to provide you hard copies of the relevant product, incase if the certain documents are overlooked.

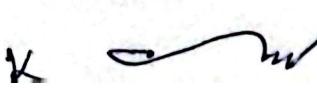
We would like to submit our concerns to accept/consider our documents for Grievances. It is requested to consider Biowel Sciences as responsive candidate.

Decision:

Mr. Abid, Sales Manager of the firm presented the above-mentioned grievance before the Grievance Committee. The committee observed that the Technical Evaluation Committee has disqualified T.E. 50 due to failure in clause regarding Valid Quality Certification of compulsory parameters and T.E. 52 due to failure in clause regarding Free Sale Certificate of compulsory parameters. The firm submitted EC Declaration of Conformity (not issued by a notified body) in favor of Water Jel while the firm quoted brand Bapscar. The firm stated that the TEC has mistakenly mentioned Silicon Sheets having brand name WaterJel while the firm has quoted Silicon Sheets of Bapscar.

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brand at page 3 of its ebid under T.E. 51. The committee observed that the firm has not provided document required under clause (viii): valid quality certification. T.E. 50 & 51 remained non-responsive.

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. Umer Nazir
Assistant Professor Plastic Surgery
Mayo Hospital Lahore

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

Prof. Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

COO: Q 17/12/25
CEC: K 18/12/25