

# 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 WWM Mayo Hospital Lahore |           |
| 3. Dr. Umer 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 FERROZSONS LAB. LTD. (RETENDER FOR PROCUREMENT OF CARDIOLOGY DISPOSABLES SR-032025-26 MAYO HOSPITAL, LAHORE)

**GRIEVANCE DETAIL:**

1: Sr# 6(n) (Samurai) we are non-responsive because we have not attached Apostille free sales certificate we have checked the submitted bid and found that it was attached as per requirement on page # 369-373 (hard copy is obtained to present in front of committee).

2: Similarly Sr#16 (Rota Pro) Apostille free sales certificate was found also attached on page # 293-306 (hard copy obtained to present in front of committee)

3: Sr#15 (Rota Wire) free sales certificate is attached but apostille page was found missing so we would like to request you to kindly accept the missing document so that we are able to compete in tender and facilitate the cardiac patients.

4: Affidavit is attached but points were not highlighted as mentioned in affidavit specimen those were not related to medical devices, but we agreed that we have to follow the specimen of affidavit and would request you to

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kindly accept the revised affidavit for healthy competition in tender to facilitate the patients.

Moreover, we would like to request you to please accept our documents we assure you that we will be more efficient and accurate in future.

### **Decision:**

Mr. Ali, Cardiology Manager of the firm presented the case before the grievance committee. The firm claimed that it attached an Apostille with FSC for T.E. 16 in the bid. The committee observed that the firm has attached Apostille attested Free Sale Certificate issued by Health Products Regulatory Authority Ireland in the bid. **The committee declared T.E. 16 responsive in section (ix) of compulsory parameters.** The firm failed to provide Apostille attestation of FSC for T.E. 15 that remained non-responsive. The firm stated that it attached an Affidavit required under section (xi) of compulsory parameters but was not as per prescribed specimen. The firm provided a revised Affidavit that was accepted. **The committee declared the bid responsive in section (xi) of compulsory parameters.**

In conclusion T.E. 16 stands responsive.

### **ITEM NO. 02:**

**GRIEVANCE SUBMITTED BY M/S AL-WAALI CARE CONCEPTS (RETENDER FOR PROCUREMENT OF CARDIOLOGY DISPOSABLES R-03 2025-26 MAYO HOSPITAL, LAHORE)**

### **GRIEVANCE DETAIL:**

With due respect, we would like to submit our grievance regarding the Technical Evaluation Report declared on 15-10-2025, wherein our bid has been declared "Non-Responsive" due to the following reasons:

1. CDR not attached
2. Valid Drug/Establishment License not attached
3. Valid ISO 13485 not attached for sole importer

We would like to clarify and submit our response point-wise as under:

1. CDR Not Attached: 1,150,000.00 We had duly uploaded the CDR on the E-Pads portal for the total quoted items amounting to Rs. Committee under CDR No. 04047277. Furthermore; we also submitted the original CDR to the For your Chairman on the day of tender opening in the presence of all

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committee members, ready reference, the details and copy of tender security are attached herewith.

### 2. Valid Drug/Establishment License Not Attached:


We had attached all relevant DRAP registration and quality certificates in our technical bid. However, due to an inadvertent oversight, the Drug Sale License (DSL) and Establishment License were missed during document compilation. We are now submitting the missing documents along with this grievance for your kind perusal and compliance. We sincerely request the Committee to consider our bid responsive after reviewing the enclosed documents.

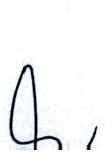


### 3. Valid ISO 13485 Not Attached for Sole Importer: The valid ISO 13485 certificate was indeed attached in our technical bid as Page No. 172— 173. it appears that this document may have been overlooked due to low-resolution visibility in the uploaded file. We are hereby re-submitting the same valid ISO 13485 certificate for your kind verification and consideration.

In view of the above clarifications and attached supporting documents, we respectfully request the Grievance Committee to kindly re-evaluate our technical bid and revise our status to "Responsive", as all required documents have been duly provided and verified.

#### **Decision:**

Mr. Shahzad, Sales Director of the firm presented the case before the grievance committee. The firm stated that it uploaded copy of CDR on epads. The committee observed that the firm has uploaded CDR on epads and **declared bid responsive in section (i) of compulsory parameters.** The firm then showed Drug Sale License No. 05-352-0065-106331D valid up to 16.06.2028 that was accepted. The firm also showed DRAP establishment License No. ELI-00366 valid up to 24.05.2019. the firm also attached Application for Renewal of License. **The committee declared bid responsive in clause (ii) of compulsory parameters.** The firm then showed an ISO 13485 certificate No. Q5081681 0020 issued on date 14.11.2025 even after the date

  
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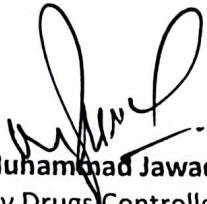
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the grievance redressal meeting was conducted. The same was also attached at page 172 of ebid. The committee observed that the certificate has been issued to Shanghai INT Medical Instruments Co., Ltd. having date of issuance 05.02.2025. The committee observed that the firm has violated the ToRs of bidding document and its affidavit attached at 14 of ebid. The committee recommended blacklisting of the firm provided under PPRA Rules 2014.

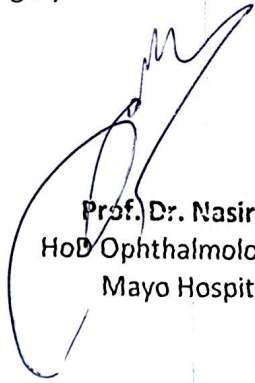
*The meeting ended with vote of thanks to and by the Chair.*

  
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:  02/01/2026

CEO:  02/01/2026