

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. 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 FATIMA TRADERS (TENDER FOR PROCUREMENT OF GENERAL STORE (JANITORIAL) SUPPLIES A018 MAYO HOSPITAL LAHORE 2025-26)

GRIEVANCE DETAIL: We Fatima traders participate in this tender and quote highly good quality products but the end user reject all our products this is really unfair. The reasoning of rejection in SR#3 Liquid toilet cleaning agents we quote Splash brand and the factory have international standard GMP From TUV Austria the end user Rejected Like PCSIR Certification not attached. We quote the product you can test through PCSIR that the Germicidal Qualities are in it or not. Second SR#4 Hand wash Liquid we quote Splash Brand and this brand use in many Hospitals as well as in Carrefour but the end user rejected due to provided samples is different from offered samples. SR# 6 Hand sanitizer same rejection Sr# 16 Phenyl Provided sample is Different from offered sample as same rejection in all items. SR 17, 18, 19. we quoted high quality shopper bags the last year.

Decision: Mr. Abbas, representative of firm presented the case of firm before the grievances committee. The committee observed that TEC has disqualified the bid due to failure in sample evaluation except T.E. 22. The firm claimed

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that PCSIR Certification is not required in the evaluation criteria. The committee observed that PCSIR Certification has been mentioned in the advertised specifications for T.E. 3. The firm's representative accepted the decision of TEC in sample evaluation except for T.E. 18 & 19. The committee examined the samples of T.E. 18 & 19 submitted by the firm and found that the decision taken by the Technical Evaluation Committee is justified. The committee upheld the decision of Technical Evaluation Committee.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S MEDINOSTIC HEALTHCARE (TENDER FOR PROCUREMENT OF GENERAL STORE (JANITORIAL) SUPPLIES A018 MAYO HOSPITAL LAHORE 2025-26)

GRIEVANCE DETAIL:

This is with reference to the Evaluation Report published on the PPRA portal against tender reference (Procurement of General Store Items A18 J For FY 2025-26), in which our bid has been declared non-compliant due to the following requirement. In this regard, kindly find below our clarification point wise: Item No. 4 – HiClean Anti-Bacterial Liquid Soap 1. PCSIR certification not attached: We would like to inform you that we have applied for PCSIR test and the report will be submitted positively by Monday (15th Dec 2025). However, we respectfully request you to kindly consider our DRAP enlistment certificate, which is already available and attached herewith. Item No. 6 – HiClean Hand Foam Sanitizer 1. FDA/CDC certificates not provided: Our product is manufactured locally for the Pakistani market and is duly enlisted with DRAP, The HiClean Hand Sanitizer conforms to the European Standard Test EN 1500, which aligns with the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC) Hand Hygiene Guidelines. Therefore, FDA/CDC certification is not applicable in this case. In view of the above clarifications, we humbly request you to kindly reconsider our bid for further evaluation.

Decision:

Mr. Sohail Yaqoob, Product Specialist of firm presented the case of firm before the grievances committee. The committee observed that TEC has disqualified the bid due to failure in samples evaluation. The firm provided PCSIR Certificate No. FBRC/YS/ANAL/REP/351 in favor of T.E. 4 HiClean

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Liquid Soap. The firm could not provide FDA/ CDC Certification for T.E. 6 that remained non-responsive. The committee declared T.E. 4 responsive in sample evaluation.

ITEM NO. 03:**GRIEVANCE SUBMITTED BY M/S ARHAM TRADERS (TENDER FOR PROCUREMENT OF GENERAL STORE (JANITORIAL) SUPPLIES A018 MAYO HOSPITAL LAHORE 2025-26)****GRIEVANCE DETAIL:**

This is to submit a grievance regarding the recent decision Technical Evaluation Committee of the hospital to reject our product on the grounds of "not as per specification" and "different composition." We respectfully state that our product fully meets the required specifications & and all quality components are already included as per standards. Quaternary Ammonium Compounds (QACs), including DDAC, are part of the formulation, and the active ingredient is completely according to the approved formulation. It is important to clarify that Phenyl does not contain QACs by definition, and therefore mentioning QACs under its specification is technically incorrect.

We import DDAC directly from the U.K. as part of our disinfectant-grade products, ensuring international quality standards. For this item, the active ingredient has been laboratory-verified, and the strength of 0.4% has been confirmed through the test report issued by PCSIR. Furthermore, the product is also approved through testing conducted by the Army Forces Institute of Pathology.

Additionally, our 5-liter plastic can is manufactured using premium-grade material, making it durable and of the highest quality.

In this regard, we humbly request that our sample may kindly be re-evaluated based on correct technical specifications. We also request that the re-tendering process for this item may be expedited to avoid unnecessary delays and ensure smooth hospital operations.

Decision:

Mr., Yaqoob, Proprietor of firm presented the case of firm before the grievances committee. The committee observed that TEC has disqualified

[Signature] _____
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the bid due to failure in sample evaluation. The firm stated that it has quoted DDAC that contains QAC and thus qualifies the requirements of advertised specifications. The committee observed that quoted item does not qualify the requirements of advertised specifications as the quoted item does not mention enhanced or accelerated formulation and also hydrogen peroxide is missing. Furthermore 0.4% DAC does not offer 3% QAC or 0.5% enhanced/ accelerated QAC. The committee upheld the decision of Technical Evaluation Committee.

Mr. Muhammed Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore

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

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 03/01/2026

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