

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

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| 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 AI-WAALI CARE CONCEPTS (PROCUREMENT OF RE-TENDER R013 CSSD, LAPROSCOPY & ENDOSCOPY ITEMS F.Y. 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender No. R13 for the procurement of CSSD, LAPROSCOPY & ENDOSCOPY Items for the Financial Year 2025–26, as per the Technical Evaluation Report uploaded on the official web portal dated 18-09-2025.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the marking percentage. We respectfully disagree with this assessment and would like to clarify the following:

1. **Bid Security Issue:** The report indicates that our bid was declared non-responsive due to the missing 2% bid security. However, we would like to bring to your attention that the "CDR for Rs. 6000" was uploaded with the bid on E-Pads, and the hard copy was submitted on the day of the tender opening during the tender opening meeting. As per the tender requirements, the submission of the original security CDR was a condition to open the technical bid, and we complied with this condition by submitting the original CDR. Therefore, we believe the bid security issue should not have led to the disqualification of our bid.

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2. **Experience of Quoted Item:** The report also mentions that the experience for the quoted item does not meet the required criteria as per the registration date with DRAP. We would like to bring to your kind attention that the said item is registered in "Class B" as per DRAP classification. Additionally, with reference to "S.R.O. 224(I) 1202 dated 27th February 2023", the item was exempted from import restrictions until "30th December 2024", thus legally allowing us to import it. We have successfully made supplies to various hospitals since 2023 and are continuing these imports and supplies. Furthermore, we obtained the official registration for compliance in "January 2025". Based on this, we respectfully request that our experience be considered for eligibility, as it complies with the applicable regulations and exemptions.

Decision:


Mr. Shahzad, Sales director of the firm presented the case before the grievance committee. The firm M/s Al-Waali Care Concepts has already been recommended for Black listing under PPRA rules 2014 by the grievance committee in cardiology disposables re-tender R03 for the financial year 2025-26 on the production of forged documents.


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


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


CEO: 

Office of Chairman Grievances Committee, Mayo Hospital Lahore
10-11-2025