

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 MEZAN INTERNATIONAL (PROCUREMENT OF RE-TENDER R014 NON-SML SURGICAL DISPOSABLE 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. R14 for the procurement of Non-SML Surgical disposable 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:

We, Mezan International, participated in your annual tender "Framework Contract for the Procurement of Retender of Non-SML Surgical and Miscellaneous Items (R14) 2025-26."

We had quoted our product Floor Disinfectant Powder – Actosol PA Powder at TE Sr. No. 2, which was declared non-responsive on the grounds of (i) non-registration with DRAP, and (ii) absence of FSC.

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

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In this regard, we respectfully submit the following clarifications for your kind consideration:

1. **DRAP Registration:**

Our product is a Biocidal Product. The Drug Regulatory Authority of Pakistan (DRAP) has no mandate to register such products.

2. **CE Marking:**

Internationally, biocidal products, including Actosol PA Powder, do not fall under the scope of CE Marking requirements.

3. **Free Sale Certificate (FSC):**

We had already submitted a duly embassy-attested Free Sale Certificate in the technical documents (Page No. 162–163).

. Decision:


Mr. Sajjad Gul, Marketing Coordinator of the firm presented the case before the grievance committee. The firm claimed that its quoted product does not fall under the category of medical devices. **The committee recommended seeking advice of DRAP experts and shall be tendered in a separate code if it does not fall under DRAP scope.**


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:

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