

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 FOCUS SURGICALS (RE-TENDER FOR PROCUREMENT OF EYE DISPOSABLES R10 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL: Reference above said tender. We participated and quoted our DRAP enlisted Product/s against T.E No.30, which is already being successfully used by different Government, Semi Government and well reputed Private sector Hospitals and Eye Departments across Pakistan (Few Orders attached) and Internationally.

Above said report has been uploaded by the kind authority but Unfortunately we are declared 'Non-Responsive, on the basis of 'Less than 01 year experience" as per parameter No."X".

WE HAVE SUBMITTED OUR GRIEVANCE ON E.PADS on 13-10-2025.

It is humbly submitted that Our Product/s quoted "Phaco Knives" at Tender Serial No.30 falls in Class B for Medical Devices and was exempted from Enlistment by Drug Regulatory Authority of Pakistan till 30th December 2024,

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We applied for Product's Enlistment months before its exemption period's deadline and got enlistment on Form-8A on 04/11/2024, well within the exemption period (Copy Attached). It is also worth mentioning that Sample Status of our quoted product also stands "APPROVED".

In the best interest of Justice, fair play, transparency and good procurement practices. You are hereby most humbly requested to please grade our quoted products as Technically Responsive for opening of our financial bids., kindly give us a chance to be heard in person if required.

Decision:

Mr. Salman, Distributor of the firm presented the grievance before Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified the e-bid due to failure in (x) of compulsory parameters. The firm claimed that its quoted item falls in class B of Medical Devices that was previously exempted and has more than 1 year experience and presented PO No. 1144574 dated 01.08.2024 issued by Mughal Eye Hospital Trust, POI No. POS-2505/009 dated 20.05.2024 issued by Ali Trust Free Eye Hospital Okara. The committee declared T.E. 30 quoted by firm responsive in section (x) of compulsory parameters.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S JASANI SCIENTIFIC (RE-TENDER FOR PROCUREMENT OF EYE DISPOSABLES R10 2025-26 MAYO HOSPITAL, LAHORE)

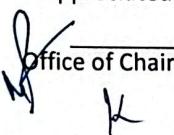
GRIEVANCE DETAIL:

With reference to the subject tender evaluation conducted by your esteemed hospital, we have been informed that our offer was declared Technically Non-Responsive.

Please note that we had already provided all the relevant documents to the concerned pharmacist, which are mentioned as missing in the TER. Unfortunately, our quotation has still been marked as non-responsive.

We respectfully request you to kindly look into the matter and consider our quotation for further process.

Your cooperation and kind assistance in this matter will be highly appreciated.


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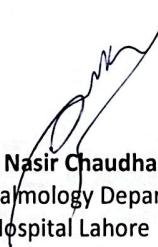


Decision: Mr. Ali, representative of the firm presented the grievance before Grievance Redressal Committee. The firm claimed that it has DRAP registration of all quoted items. The committee observed that the firm had attached the same DRAP registration letters in the ebid (that were not considered) except MDIR-0007300 provided at the time of grievance meeting. The committee observed that the DRAP registration letters provided by the firm do not mention the quoted items. The firm claimed that the NIDEK Ophthalmic Surgical System contains all the quoted items of NIDEK Japan but failed to establish its claim. The committee observed that the firm attached the same DRAP Registration in the ebid that was not considered by the Technical Evaluation Committee. The committee decided to uphold the decision of Technical Evaluation Committee. However, the T.E. 1, 4, 11, 18, 21, 22, 25, 31, 32, 34, 36 & 62 provided by the firm were approved by Dr. Awais Senior Registrar Eye Department Mayo Hospital Lahore in sample evaluation. The committee upheld the decision of Technical Evaluation Committee except sample evaluation responsive status of T.E. 1, 4, 11, 18, 21, 22, 25, 31, 32, 34, 36 & 62.

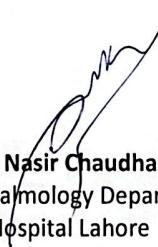
The meeting ended with vote of thanks to and by the Chair.


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

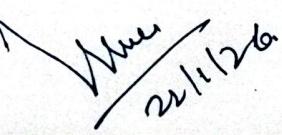

Dr. Rabia Rathore
Associate Professor
of Medicine/Head of WMW
Mayo Hospital Lahore


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

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CEO: 
21/11/20