

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

- | | |
|---|-----------|
| 1. Prof. Dr. Nasir Chaudhary
Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | Chairman |
| 2. Dr. Rabia Rathore
Associate Professor of Medicine/Head of WMW Mayo Hospital Lahore | Member |
| 3. Dr. Umer Nazir
Assistant Professor of Plastic Surgery Mayo Hospital Lahore | Member |
| 4. Ms. Kanwal Javed
Deputy Drugs Controller Mayo Hospital Lahore | Secretary |
| 5. Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller Mayo Hospital Lahore | Member |

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 MEDIC ALLY (PVT.) LTD.
(PROCUREMENT OF BURN & MAXILLOFACIAL ITEMS A-12 2025-26
MAYO HOSPITAL, LAHORE)**

GRIEVANCE DETAIL:

Refer to the above-cited subject, We M/s Medic Ally (Pvt.) Limited has participated in an above-mentioned tender, which was due on 03-06-2025 of which in technical evaluation we are non-responsive in this tender. With due respect, We M/s Medic Ally (Pvt.) Limited would clarify that we have quoted the equipment as per tender required specifications.

S #	Objection	Clarification
1)	Valid Free Sale Certificate, issued by relevant authority of the country of origin, indicating that the quoted brand is freely available in the country of origin. The Free Sale Certificate may be Apostille attested or for countries, which are not member of Apostille Convention may require to submit this certificate duly legalized/ notarized by embassy of Pakistan (for Sole agents only).	We previously submitted an Embassy-verified Free Sale Certificate (original) to DRAP alongside our product registration dossier and have since received DRAP approval. While the original certificate has now expired, we have attached a copy for reference. Our principal has already initiated the process for a fresh Embassy-verified certificate, but delays and costs are involved. Pending receipt of the updated document, we kindly request your acceptance of the attached valid

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2)	The experience of quoted product must be at least one year till closing date of submission of tender to be evaluated from date of registration /enlistment of the product. In case of products under exemption from DRAP, the product shall be evaluated from purchase order / import documents provided that the bidder attached DRAP Exemption letter / reference for the quoted item with e-bid.	Free Sale Certificate. As per your requirement regarding experience with the quoted items, we would like to clarify that we hold purchase orders from Mayo Hospital for Burn Disposable items from the tenders of 2021 and 2022. Although we participated in subsequent tenders, we did not qualify due to the strict bidding evaluation criteria. However, we continue to supply dermatome blades privately to various hospitals. We kindly request that you consider the purchase orders from your own hospital as valid experience under this clause.
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In the wake of the above it is very humble requested that our (M/s Medic Ally) technical bid may kindly be accepted being fully compatible to the requirement of the Institution Specification and we may kindly be given an opportunity to serve the Institution to its entire satisfaction.

Decision:

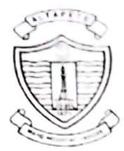
Mr. Zohair presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified bid for T.E. 23 in clause (iii) of compulsory parameters and sample evaluation. The bid is also disqualified for all quoted items due to failure in clauses pertaining to Free Sale Certificate & experience of quoted product of compulsory parameters. T.E. 23 also failed in sample evaluation. The firm did not provide DRAP Enlistment of T.E. 23. The firm accepted that it attached an expired Free Sale Certificate and attested fresh embassy-attested certificate is not available as the principal firm has applied for it.

The firm claimed that it has supplied the said items to Mayo Hospital Lahore in the F.Y. 2021-22 and showed Notification of Award No. 69183 Dated 26.09.2022 and PO No. 74133 dated 24.10.2022 in favor of Humecca Battery Operated Dermatome Blades D-80 issued by Mayo Hospital Lahore. Notification of Award No. 71892 dated 10.10.2022 in favor of Meek Gauzes with Cork:1:4 issued by Mayo Hospital Lahore & Advanced Acceptance No.

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3889-92 dated 05.04.2022 and PO No. 8850-53 dated 14.06.2022 in favor of Dermatome Blades D42 issued by Jinnah Burn Centre. However, the TEC decision in rest of clauses remained upheld. In conclusion, the firm remained non-responsive.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S VERTEX MEDICAL (PROCUREMENT OF BURN & MAXILLOFACIAL ITEMS A-12 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

Reference to above-cited tender, in which we participated in under mentioned tender serial numbers for the procurement of A12 namely Burn & Maxillofacial items which was due on 03.06.2025. But we have announced non-responsive due to under mentioned following reasons which are as follows:

Sr. No.	Product Description	QTY.
6	Aesculap Battery operated Dermatome blades Sterile	300
7	AESCULAP SKIN-GRAFT MESHER CARRIER PLATES 1:1.5 STER	150
8	AESCULAP SKIN-GRAFT MESHER CARRIER PLATES 1:3 STER	150
15	Lubricant spay for surgical instrument	24
21	Aesculap Battery operated Dermatome blades Sterile	100
22	Aesculap Battery operated Dermatome blades Sterile	300
33	AESCULAP SKIN-GRAFT MESHER CARRIER PLATES 1:6 STER	300
34	Aesculap Battery operated Dermatome blades Sterile	400

Rejection No.01: Valid Drug Registration Certificate / Drug Enlistment Certificate whichever applicable as per Medical Devices Rules 2017 of the quoted product issued by DRAP Pakistan. (In case renewal is applied its documentary evidence of timely submission of renewal application in relevant regulatory body shall be provided.)

Objection raise: Tender Sr. No: 6, 21, 22 & 34 Not Attached (Codes cannot be verified)

Clarifications: The Dermatome of Aesculap brand have already registered with DRAP. And the said document is already attached with our submitted tender technical bid mention on page No.15 of bidding document uploaded on EPADS. And our quoted blade is the part of said registered dermatome.

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Rejection No.02: Valid Free Sale Certificate, issued by relevant authority of the country origin, indicating that the quoted brand is freely available in the country of origin. The Free Sale Certificate may be Apostille attested or for countries which are not member of Apostille Convention may require to submit this certificate duly legalized

Objection raise: Tender S. No: 6, 7, 8, 21, 22, 33, 34 Not Attached (Not Apostille attested)

Clarifications: The free sales certificate has already attached in our submitted tender technical bid.

And our free sales certificate has already Apostille attested mention on the official website of HCCH (<https://www.hcch.net/en/instruments/conventions/status-table/print/?cid=41>)

Rejection No.03: The experience of quoted product must be at least One year till closing date of submission of tender to be evaluated from date of registration/ enlistment of the product. In case of products under exemption from DRAP the product shall be evaluated from purchase orders/ import documents provided that the bidder attached DRAP Exemption letter / reference for the quoted item with e-bid.

Objection raise: Tender S. No: 6, 7, 8, 21, 22, 33, 34 Not Attached

Clarifications: This documentary evidence in the form of supply orders references of your hospital with same product (already supplied and installed Aesculap Dermatome system in your Plastic Surgery department of Mayo Hosp LHR) is attached for your kind reference in our submitted tender technical bid mention on page No.211-238 of bidding document uploaded on EPADS.

(Tender Sr. No. 15): lubricant spray for surgical instruments: NOT EVALUATED

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We would like to bring to your kind attention that our quoted Tender Sr. No. 15 namely lubricant spray for surgical instruments appears to have not been evaluated by the honorable Evaluation Committee of Mayo Hospital Lahore. And we have already submitted the said item sample of Lubrication Oil spray for sample evaluation in your store department.

We kindly request to your good office to please probe this matter and re-scrutinize and re-evaluate of our technical offer in view of above-mentioned Grievances with its justifications/clarifications and attached supporting documents and please accept our mentioned clarifications and responses to each of above concerns, point by point, for your consideration.

Decision:

Mr. Afridi, Sales Manager presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified T.E. 6, 21,22, 34 due to failure in clause (iii), (ix), (x) of compulsory parameters and failure in samples evaluation as the samples were not provided. The firm claimed that its quoted products are mentioned on the DRAP Registration/ Enlistment Letter. The committee observed that the firm has attached DRAP Registration/ Enlistment Letter in the Bid bearing License No. ELI-00006. The committee observed that the firm has quoted T.E. 6, 21, 22 & 34 under GB22BR code that has not been mentioned on the License No. ELI-00006. **The committee upheld the decision of TEC in clause (iii) of compulsory parameters.** The committee observed that the firm has attached Free Sale Certificate in the bid is not notarized/ Apostille Attested. **The committee upheld the decision of TEC in clause (ix) of compulsory parameters.** The committee further observed that firm has not attached/ provided necessary documentation to qualify the requirements of clause (x) of compulsory parameters. **The committee upheld the decision of TEC in clause (x) of compulsory parameters.** The firm further claimed that the TEC has not evaluated its sample for T.E. 15. The committee observed that the firm has not attached/ provided DRAP registration/ enlistment license for T.E. 15. In

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conclusion, the firm remained non-responsive with respect to grievance submitted by the firm.

ITEM NO. 03:

GRIEVANCE SUBMITTED BY M/S TREU-DYNAMIC (PROCUREMENT OF BURN & MAXILLOFACIAL ITEMS A-12 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

We Treu-Dynamic International (Pvt) Ltd have participated in the tender for the purchase of Burn & Maxillofacial Implants for financial Year 25-26.

We have submitted the complete documents according to tender criteria, may be some pages over sighted during the technical evaluation. We are submitting the grievance request for your kind perusal:

S.NO	Detail of Item	Made/Origin	Registration/Enlistment Certificate	ISO Certificate 13485	Free Sales Certificate	Sales Experience
11	Calcium Alginate Dressing	Eurofarm/Italy	Page No. 607	Page No. 402	Page No. 403	Page No. 526,531,533, 535,536
27	Hydrogel Dressing	Eurofarm/Italy	Page No. 607	Page No. 402	Page No. 403	Page No. 526,531,533, 535,536
13	compression garments for burn	VOE-Spain	Page No. 607	Page No. 410	Page No. 408	Page No. 530,531,536

We Treu-Dynamic International (Pvt) Ltd have participated in the tender for the purchase of Burn & Maxillofacial Implants for financial Year 25-26. We Treu-Dynamic International (Pvt) Ltd have participated in the tender for the purchase of Burn & Maxillofacial Implants for financial Year 25-26. We have submitted the complete documents according to tender criteria, may be some pages over sighted during the technical evaluation. We are submitting the grievance request for your kind perusal.

S.NO	Detail of Item	Made/Origin	Registration/Enlistment Certificate	EC Certificate	Free Sales Certificate	Sales Experience

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1	2.3mm mandibular titanium plate	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532,535,537,545.
2	2.3mm mandibular titanium screw	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532,535,537,545.
9	Assorted titanium mini plate Y/L/T shape 1.6 mm	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532,535,537,545.
10	Assorted titanium mini plate Y/L/T shape 2.0mm	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532,535,537,545.
14	Dental Implant	JDentalcare -Italy	Page No. 607	Page No. 514	Page No. 517	Page No. 524,540
18	Drill bits [1.5mm/1.6mm/ 2.0mm	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532,535,537,545.
19	Drill bits 2.7 system	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532,535,537,545.
20	emergency screw 2.3mm	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532,535,537,545.

We request to you that please reconsider our case and re-evaluate our technical bid in light of provided evidence of documents. The details are attached below.

We Treu-Dynamic International (Pvt) Ltd have participated in the tender for the purchase of Burn & Maxillofacial Implants for financial Year 25-26. We have submitted the complete documents according to tender criteria, may be some pages over sighted during the technical evaluation. We are submitting the grievance request for your kind perusal.

S.NO	Detail of Item	Made/Origin	Registration/Enlistment Certificate	EC Certificate	Free Sales Certificate	Sales Experience
29	Intra Oral Distractors	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 546

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44	Reconstructi on Plates Full	Anton Hipp- Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532 , 545,546,548 , 554.
45	Reconstructi on Plates R/L Half	Anton Hipp- Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532 , 545,546,548 , 554.
46	Screw Driver (2.7 system)	Anton Hipp- Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532 , 545,546,548 , 554.
47	Screw Driver for 1.6 screw	Anton Hipp- Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532 , 545,546,548 , 554.
48	screw driver for 2.3mm	Anton Hipp- Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532 , 545,546,548 , 554.
49	Screws for Driver 2 x 7	Anton Hipp- Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,532 , 545,546,548 , 554.
53	Tissue expander	Polytech- Germany	Page No. 607	Page No. 416-417- 418	Page No. 444 To Page No. 511	Page No. 525, 531,536,539 , 543.

We request to you that please reconsider our case and re-evaluate our technical bid in light of provided evidence of documents. The details are attached below;

We are submitting the grievance request for your kind perusal;

S.NO	Detail of Item	Made/Orig in	Registrati on/ Enlistmen t Certificate	EC Certificate	Free Sales Certificate	Sales Experience

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54	tissue implant anatomical	Polytech-Germany	Page No. 607	Page No. 416-417-418	Page No. 444 To Page No. 511	Page No. 539,548
55	Titanium Mesh	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,553 , 556,532,536 , 538, 545,546, 548,554.
56	Titanium Micro Plate 1.6mm	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,553 , 556,532,536 , 538, 545,546, 548,554.
57	Titanium Mini plates 10 hole	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,553 , 556,532,536 , 538, 545,546, 548,554.
58	Titanium Mini plates 20 hole	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,553 , 556,532,536 , 538, 545,546, 548,554.
59	Titanium Screw 1.6 mm	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,553 , 556,532,536 , 538, 545,546, 548,554.
60	Titanium Mini Screws	Anton Hipp-Germany	Page No. 607	Page No. 398	Page No. 399	Page No. 522,526,553 , 556,532,536 , 538, 545,546, 548,554.

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Decision:

Mr. Amir, Regional Manager of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified bid due to failure in different clauses of compulsory parameters. The firm provided DRAP Registration/ Enlistment Letter No. EI-00175 issued on 24.08.2023 in favour of Maxillofacial osteosynthesis System (Titan Screws & Plates) M/S Anton HIPP GmbH & M/S Jdentalcare. **The committee declared T.E. 1, 2, 9, 10, 14, 18, 19, 20, 29, 44, 45, 46, 47, 48, 49, 55, 56, 57, 58, 59 & 60 responsive in clause (iii) of compulsory parameters. The DRAP registration/Enlistment for items pertaining to M/S Eurofarm has been issued after the date of Tender Opening and hence regretted. The firm could not submit DRAP Enlistment/ Registration for items pertaining to M/S VOE Spain & PolyTech Germany.**

The firm claimed that it has attached ISO 13485 certificate in the bid. The committee observed that the firm has attached ISO 13485 certificate issued in favor of Eurofarm Italy valid up to 24.11.2027, Certificate No. 255/08 valid up to 27.10.2028 issued in favor of VOE S.A Barcelona. **The committee decided to declare T.E. 11, 13 & 27 responsive in clause (iv) of compulsory parameters.**

The firm also claimed that it has attached free Sale Certificates in the bid in favor of M/S JDental Care. The firm has attached Free Sale Certificate issued by Ministero Della Salute but was not attested. **The committee upheld the decision of TEC for T.E. 14 under clause (viii) of compulsory parameters.** The firm attached Free Sale Certificate issued in favor of VOE S.A. Sapin in the bid that was accepted. **The committee declared T.E. 13 responsive in clause (viii) of compulsory parameters.** The firm attached Certificate of Marketability issued in favor of Anton Hipp Germany attested by Consulate General of Pakistan in the bid that was without annexure. Later the firm provided FSC with Annexure. **The committee qualified TEC T.E. 1, 2, 9, 10,**

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18, 19, 20, 29, 44, 45, 46, 47, 48, 49, 55, 56, 57, 58, 59 & 60 in clause pertaining to Free Sale Certificate of compulsory parameters.

The firm then claimed that it has attached CE certificate in the bid. The committee observed that the firm has attached a valid CE certificate No. 513548 MR2 issued in favor of Anton Germany by DQS Medizinprodukte GmbH Germany on which drilling instruments and Implants for Osteosynthesis was mentioned. The committee decided to declare T.E. 1, 2, 9, 10, 18, 19, 20, 29, 44, 45, 46, 47, 48, 49, 55, 56, 57, 58, 59 & 60 in responsive in clause for CE Certificate of compulsory parameters. The committee observed that the firm has attached Certificate No. Q5 062004 0017 Rev.01 in favor of JDental Care Italy that was verified from TUV SUD website and accepted. Hence T.E. 14 stands responsive in clause related to CE Certificate.

In conclusion T.E. T.E. 1, 2, 9, 10, 18, 19, 20, 29, 44, 45, 46, 47, 48, 49, 55, 56, 57, 58, 59 & 60 responsive.

ITEM NO. 04:

GRIEVANCE SUBMITTED BY M/S GULFAM BROTHERS (PROCUREMENT OF BURN & MAXILLOFACIAL ITEMS A-12 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

We are writing to formally register a grievance regarding the disqualification of our product from the recently uploaded tender at Mayo Hospital. It has come to our attention that our product was disqualified due to two main reasons:

1. Absence of DRAP Registration
2. Free Sale Certificate not attested by the Pakistani Embassy

We respectfully wish to clarify the following:

- Our product's registration was officially submitted to DRAP in 2023, and it was approved in the 75th DRAP MDB Meeting held on 05-12-2024.

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- The product is listed under multiple approved cases, specifically: Case 102, Case 103, Case 104, Case 105 & Case 106

We are attaching the official minutes of DRAP Meeting #75 as evidence. You may also review the digital record via the following link:

 Link to DRAP Meeting #75 (attached as document)

 Pages Referenced: 39–40 of 179

Case 102 – 106 Summary:

Importer: Gulfam Brothers

Importer Address: Office No. 702, 7th Floor, Land Mark Plaza, Jail Road, Lahore

Legal Manufacturer: Konfort Ozel Saglik Hizmetleri Tibbi Malzemeler San. Ve Tic. Ltd. STI.

Manufacturing Site: Organize Sanayi Bolgesi 9.Cad No. 32, Eskisehir, Turkey

In addition to the above, we had submitted the Free Sale Certificate, ISO, and all relevant certificates along with the tender. These documents are valid, approved, and have been previously accepted by multiple institutions. We would also like to highlight that our product has a well-established record of performance in the healthcare system. It has been supplied and used in General Hospital, Jinnah Burn Unit & Services Hospital. All these hospitals have found the product to be reliable, safe, and effective for use. This product has been in use since 2018 in your hospital, the same brand and the same product and it has consistently in high demand.

Given the product's official DRAP approval, past successful usage, and complete documentation, we respectfully request a review of our case and reconsideration for inclusion in the current Mayo Hospital tender.

We believe this matter may have arisen due to a technical misunderstanding, and we remain available for any clarification or additional information that may be required.

Decision:

Mr. Farooq, Managing Director of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee


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observed that Technical Evaluation Committee has disqualified bid due to failure in clause (iii), (viii), (ix) of compulsory parameters. The firm admitted that its case has been considered in the 75th Meeting of MDB DRAP and Product Enlistment/ Registration Letter has not been issued so far. The firm also failed to provide attested copy of Free Sale Certificate. **The committee upheld the decision of Technical Evaluation Committee.**

ITEM NO. 05:

GRIEVANCE SUBMITTED BY M/S MULLER & PHIPPS (PROCUREMENT OF BURN & MAXILLOFACIAL ITEMS A-12 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

This refers to your hospital Technical Evaluation Report of Framework contract for the procurement of Maxillofacial & Burn Items (A12) FY-2025-2026. We, M/S Muller & Phipps quoted world leading Conva Tec Products which have been using from several years in your esteem organization. It is requested to please consider the following facts before finalizing the Contract/tender.

III. DRAP Registration Certificates; It is stated that our quoted items are DRAP registered their MDIR numbers are also mentioned but validity have been expired and we have requested for renewal and submitted renewal fee also along with submitted letter which are still awaited from health department. Renewal letter attached.

VIII. Valid free Sales Certificate; already attached with Tender documents on page # 205 & 206.

IX. Experience of quoted item; we have already attached PO's and Award letters as reference including Mayo Hospital Lahore on page # 291 to 327. Attached reference again as we have been serving almost all Institutions with more than 25 years.

Keeping in view all the above-mentioned facts and references, it is requested to consider our quoted products in the best interest of Hospital and for better Patient outcome.

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This refers to your hospital Technical Evaluation Report of Framework contract for the procurement of Maxillofacial & Burn Items (A12) FY-2025-2026. We, M/S Muller & Phipps Quoted medical devices expanders and implants of Mentor Johnson & Johnson. It is requested to please consider the following facts before finalizing the Contract/tender.

1. DRAP Registration Certificates; It is stated that our quoted items are DRAP registered their MDIR numbers are mentioned below and also mentioned in technical bid i.e. MDIR-003456, MDIR-0005838, MDIR-0007333, MDIR-00003457, MDIR-0003458 & MDIR-0003699) further hard copy will be provided on grievance meeting .
2. Authority letter attached on Tender documents Page # 179-184.
3. FDA & Free Sale Certificates are also attached and further hard copy will be provided on grievance meeting.
4. Samples evaluation: It is stated that advertised expanders and implants are imported and costly items so we have already requested you via letter (submitted/ diary no. 10624 dated 28/6/25) to please allow its demonstration to end user for their evaluation.

Keeping in view all the above-mentioned facts and references, it is requested to consider our quoted products in the best interest of Hospital and for better Patient outcome.

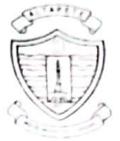
Decision:

Mr. Mazhar, Regional Sales Manager of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified bid for T.E. 11, 12, 26 & 27 due to failure in clause pertaining to DRAP Enlistment, product experience and failure in clause pertaining to FSC of compulsory parameters for T.E. 27. It was further observed that T.E. 12 & 27 also failed in sample evaluation as T.E. 12 sample was of hydrofiber while sliver aliginate was advertised. T.E. 27 was also disqualified in sample evaluation because the sample was of hydrocolloid while advertised specs

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was of hydrogel dressing. The TEC also disqualified T.E. 53 & 54 for clause pertaining to Sole Agency Agreement/ relevant certificate of compulsory parameters and sample evaluation, and failure in clause pertaining to DRAP Enlistment & product experience for T.E. 54. Dr. Umer Nazir, Assistant Professor of Plastic Surgery examined the samples of T.E. 53 & 54 and briefed the house that the items quoted by the firm qualifies the requirements of advertised specifications. **T.E. 53 & 54 stands responsive in sample evaluation and T.E. 54 also stands responsive in clause pertaining to Drug Enlistment Certificate.**

The committee observed that the DRAP has issued Product Enlistment License No. ELI-00154 dated 13.06.2022 in favor of M/S Johnson & Johnson in respect of items manufactured by M/S Mentor USA and Product Enlistment License No. ELI-00154 dated 13.09.2024 in favor of M/S Johnson & Johnson in respect of items manufactured by M/S Mentor Netherlands. The firm also attached Enlistment No. ELI-00030 dated 10.10.2019 in favor of M/S Muller & Phipps in respect of products manufactured by M/S Conva Tech Limited UK **but has expired but the firm provided receipt for renewal of DRC.** The committee observed that DRAP has approved additional codes for Kaltostat including 168212, 168214 & 168215. **The committee decided to declare T.E. 11, 12, 26, 53 & 54 responsive in clause pertaining to DRAP Registration/ Enlistment.**

The firm has provided authorization letter addressed to Mayo Hospital Lahore issued on 01.05.2025 by M/S Convatec that was accepted under clause (vi) of compulsory parameters. Furthermore, the firm clarified that M/S Mentor is the part of M/S Johnson & Johnson. The firm also clarified that Muller & Phipps is the importer of said items from Johnson & Johnson and presented a DRAP NOC where M&P is the importer of Mentor products. The firm also shared GD for further authentication. The firm showed a letter pertaining to triparty distribution agreement in favor of M/S Muller & Phipps that was accepted under clause (vi) of compulsory parameters

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MAYO HOSPITAL LAHORE

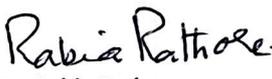
The committee discussed the experience of these quoted items. It was observed that the firm has registered T.E. 53 in 13.06.2022 and stands responsive in clause pertaining to product experience. The firm stated that although T.E. 54 has been registered on 16.09.2024 but it was exempted under class D. The firm showed GD dated 30.10.2018 regarding import of said item and hence declared responsive. T.E. 26 also stands responsive as it was registered on 27.03.2019. In conclusion T.E. 11, 26, 53 & 54 quoted by firm stands responsive.

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


Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

COO: As decided by committee.

AMS(P) — Upload as per Rules

 11/09/25

 11/9/25

Office of Chairman Grievances Committee, Mayo Hospital Lahore
21-07-2025

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