

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 WW May 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 AQIB TRADING COMPANY (TENDER REGARDING PROCUREMENT OF MEDICAL DEVICES MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL: The firm submitted the grievance regarding the points raised in the Technical Evaluation Report. The firm submitted following clarifications;

Annexure A Missing: The firm stated that it did not attach Annexure A for verification and has now attached Annexure A with grievance letter.

Sole Agency Agreement Not Attached: The firm stated that the Sole Agency Agreement was not submitted. The firm stated that it had attached the Manufacturer's Authorization, which serves the same purpose and is widely accepted in public procurement procedures as evidence of authorized representation.

Experience and Product Registration: The firm stated that It has applied for the registration of the quoted product on 12th February 2024. and attaching the receiving copy of the application and the bank challan slip as proof. The firm further stated that it received the Product Registration Certificate in August 2024. Since the quoted product falls under Class B Medical Devices,

Office of Chairman Grievances Committee, Mayo Hospital Lahore
08-05-2025

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



which were exempted from registration requirements up to 31st December 2024. The firm claimed that its submission complies with the applicable regulatory framework and is now also attaching copies of award letters and purchase orders for the quoted item, as further evidence of experience and successful past performance.

The firm requested that its grievance be entertained and reconsidered in the evaluation process.

Decision:

The firm's representative was absent at the time of meeting. The committee observed that the Technical Evaluation Committee has disqualified the bid for all quoted items due to failure in clause (g), (j) and failure in clause (d) for T.E. 16. The committee observed that the TEC has mentioned in its report that Annexure-A of Enlistment/ Registration was missing. The firm attached Annexure-A with the grievance letter where 5ml AT-INJE Auto Disable syringe was mentioned. The committee decided to declare T.E. 16 responsive in clause (d) of compulsory parameters.. The firm further did not provide a valid sole agency agreement required under clause (g) of compulsory parameters. Furthermore, the firm attached some purchase orders that could not prove one year product experience. **The firm remained non-responsive.**

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S SEHAT MEDICAL DEVICES (TENDER REGARDING PROCUREMENT OF MEDICAL DEVICES MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to technical report. The firm stated that ISO Certificates were attached and valid at the time of submission of tender while audit was ongoing at the time for renewal. Renewed certificates are attached showing no lapse in certification. The firm further claimed that the GMP Certificate is attached and valid at the time of submission of tender. Re-inspection for renewal is requested with DRAP and paid fee challan is also attached. Regarding Valid free sale certificate, the firm claimed that this requirement is for imported items and Sehat Medical

Office of Chairman Grievances Committee, Mayo Hospital Lahore
08-05-2025

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Devices being a local manufacturer does not fall in this condition. Regarding Minimum turnover requirement the firm stated that the sales tax return is attached as proof. FBR income tax statements for past three years is attached.

Decision:

Mr. Abdullah, Sales Executive of M/S Sehat Medical Devices pleaded the case before the grievances committee. The committee observed that the Technical Evaluation Committee has disqualified the bid for all quoted items due to failure in clause (f), (i) & (r). The firm's representative provided a valid ISO 13485 certificate issued by ACS Registrars Pakistan (Pvt.) Ltd valid up to 13th April 2026. Furthermore, the firm attached Financial statements for the years 2021-22 (annual turnover not shown), 2022-23 (Rs. 64,820,883) & 2023-24 (Rs. 306,667,370). The firm failed to provide quality certification required under clause (i) of compulsory parameters. The firm also failed to provide document required under clause (r) of compulsory parameters.. The firm remained non-responsive.

Mr. Muhammad 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. Umar 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

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