

# MINUTES OF GRIEVANCES MEETING

## MAYO HOSPITAL LAHORE



### Participants:

- **Prof. Dr. Nasir Chaudhary** **Chairman**  
*Head of Ophthalmology Department Unit-II Mayo Hospital Lahore*
- **Dr. Rabia Rathore** **Member**  
*Associate Professor of Medicine/Head of WMW Mayo Hospital Lahore*
- **Dr. Qazi Mumtaz Ahmad** **Member**  
*Asst. Prof. of Pediatric Medicine Unit-I*
- **Ms. Kanwal Javed** **Secretary**  
*Deputy Drugs Controller Mayo Hospital Lahore*
- **Ms. Anila Saeed** **Member**  
*Deputy Drugs Controller Mayo Hospital Lahore*
- **Mr. Muhammad Hifzan** **Member**  
*Audit Officer*

### 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 ATCO LABORATORIES LTD. (PROCUREMENT OF RE-TENDER RE-01 MEDICINE/DRUGS 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. RE-01 for the procurement of Tender Medicine / Drugs for the Financial Year 2025–26, as per the Technical.

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 Evaluation Report uploaded on the official web portal dated 20-02-2026, would like to clarify the following:

  
  
  
  
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We respectfully submit this grievance regarding the evaluation of our submitted products in the recent tender process.

We are pleased to inform that our firm has been declared responsive in all compulsory parameters. However, we observed that certain products have been marked non-responsive under the ordinary parameter, namely:

- Rheumaquin ( Hydroxychloroquine Sulfate 200 mg ) – Tender No. 186
- Lenaido ( Linalidomide 10 mg )– Tender No. 326
- Ubkino ( Ondansteron 8mg ) – Tender No. 333

In this regard, we wish to clarify that the required documents supporting compliance with the ordinary parameter were properly submitted. For your kind review and reconsideration, we are attaching the relevant documentary evidence clearly demonstrating that the above-mentioned products fulfill the required criteria.

**Decision:**

Mr. Hassan Sales manager of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has given zero marks in marking criteria regarding public experience with respect to T.E no. 186, 326 & 333.

The Grievance committee observed the documents provided by the firm are only of the private institutions and did not fulfil the requirements of marking criteria of public experience.

**So, the grievance committee upheld the decision of Technical Evaluation Committee.**

**ITEM NO. 02:**

**GRIEVANCE SUBMITTED BY M/S SILVER SURGICAL (PROCUREMENT OF RE-TENDER RE-01 MEDICINE/DRUGS 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. RE-01 for the procurement of Tender Medicine / Drugs for the Financial Year 2025–26, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the marking percentage. We respectfully

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disagree with this assessment and Evaluation Report uploaded on the official web portal dated 20-02-2026, would like to clarify the following:

With reference to above mentioned as per publish technical evaluation report for the financial year 2025-26, scrutiny committee has rejected our following quoted item reasons as mention against as follow.

POINT NO.2 With reference to above mentioned as per publish technical evaluation report for the financial year 2025-26, scrutiny committee has rejected our following quoted item reasons as mention against as follow.

### POINT NO.2

#### COMPULSORY PARAMETERS

Valid Drugs Manufacturing License (for local manufacturers) or Valid Drugs Sale License or Valid Establishment Registration Certificate (for sole agents) (In case renewal is applied its documentary evidence of timely submission of renewal application in relevant regulatory body shall be provided).

#### TECHNICAL COMMITTEE DECISION

NOT-RESPONSIVE: Not Valid Doesn't mention IV Set GRIEVANCE

Please find Updated document has been attached with mentioning of IV Set Section. It was pending with DRAP end.

### POINT NO.4






#### COMPULSORY PARAMETERS

Valid GMP certificate OR Valid Satisfactory GMP Inspection Report issued by DRAP (for local manufacturer) / Valid ISO 13485 (Production Quality Management System Certificate) for Sole Agents / Sole importers. (The

Bidders which have a previous valid GMP till tender opening date and have applied for renewal of GMP Certificate but the inspection has not been conducted, will be considered eligible against this parameter.

However, the bidder shall submit an acknowledgement receipt from DRAP & undertaking that inspection has not been conducted or there is no observation of the inspection by DRAP (in case inspection has been Conducted).

#### TECHNICAL COMMITTEE DECISION

      
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NOT-RESPONSIVE: Not Valid Doesn't mention IV Set GRIEVANCE Updated GMP inspection report is pending at DRAP End after New renewal License is issued with IV Set Section onboard.

### COMPULSORY PARAMETERS

Valid Drugs Manufacturing License (for local manufacturers) or Valid Drugs Sale License or Valid Establishment Registration Certificate (for sole agents) (In case renewal is applied its documentary evidence of timely submission of renewal application in relevant regulatory body shall be provided).

### TECHNICAL COMMITTEE DECISION

NOT-RESPONSIVE: Not Valid Doesn't mention IV Set GRIEVANCE

Please find Updated document has been attached with mentioning of IV Set Section. It was pending with DRAP end.

### POINT NO.4

#### COMPULSORY PARAMETERS

Valid GMP certificate OR Valid Satisfactory GMP Inspection Report issued by DRAP (for local manufacturer) / Valid ISO 13485 (Production Quality Management System Certificate) for Sole Agents / Sole importers. (The

Bidders which have a previous valid GMP till tender opening date and have applied for renewal of GMP certificate but the inspection has not been conducted will be considered eligible against this parameter.

However, the bidder shall submit an acknowledgement receipt from DRAP & undertaking that inspection has not been conducted or there is no observation of the inspection by DRAP (in case inspection has been conducted).

### TECHNICAL COMMITTEE DECISION

NOT-RESPONSIVE: Not Valid Doesn't mention IV Set GRIEVANCE updated GMP inspection report is pending at DRAP End after New renewal License is issued with IV Set Section onboard.

### POINT NO.8

#### COMPULSORY PARAMETERS

Valid quality certification of CE/ UFPA/JpMHLW/US FDA / approval certification or prequalification by WHO (except for medical devices enlisted in class-A by DRAP) certificates provided by the firm on its own letter head

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are not acceptable, CE marked by conformity assessment bodies (CABS) notified in NANDO database under the relevant European directive for medical devices of European Union will be accepted only. Extension / Confirmation letter for already issued CE certificate by the notified NANDO bodies under the European MDR is also acceptable.

### TECHNICAL COMMITTEE DECISION

NOT-RESPONSIVE: Not Attached.

### GRIEVANCE

Please note that the point asking for product's Valid quality certification of CE/UFPA/JpMHLW/US FDA/ approval certification or prequalification by WHO is not applicable for any local manufacturer because local manufacturers are already required to submit product certifications and goes through routine CGMP inspections in every year by qualified inspector from DRAP. We follow ISO global standards in our products and our products are registered with DRAP; it is humbly requested to confirm that no other local manufacturer is required to provide any similar certificates in DRUG categories. Please find attached ruling/orders of PPRA that exempts the local manufacturer requirement for such certificates.

### **Decision:**

Mr. Adnan Ali Subhani, Area Sales Manager of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified T.E # 334 due to failure in clause 2, 4 & 8 of compulsory parameter.

The firm submitted valid drug manufacturing license mentioning IV set section, so declared responsive in clause 2, of compulsory parameter by grievance committee.

The firm submitted valid GMP certificate mentioning IV set section, so declared responsive in clause 4, of compulsory parameter by grievance committee. In case of clause 8, of compulsory parameter regarding CE certificate, the firm did not produce CE document, the grievance committee upheld the decision of Technical Evaluation Committee.

**So, bidder is technically Non-Responsive in overall Evaluation.**

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ITEM NO. 03:

**GRIEVANCE SUBMITTED BY M/S SAYYED HEALTHCARE LIMITED  
(PROCUREMENT OF RE-TENDER RE-01 MEDICINE/DRUGS 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. RE-01 for the procurement of Tender Medicine / Drugs for the Financial Year 2025–26, as per the Technical.

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 Evaluation Report uploaded on the official web portal dated 20-02-2026, would like to clarify the following:

- That M/s **Sayyed Healthcare Limited**, a renowned local manufacturer of disposable syringes and IV infusion sets, duly participated in the tender for **MEDICINE/DRUG RE-01** floated by Mayo Hospital, Lahore.
- That our firm submitted bids for, inter alia:
  - **Tender Serial No. 334 – IV Set**
- That, to our utmost surprise and grave concern, our firm was **declared technically non-responsive** solely on the ground of **non-possession of a CE Certificate**.
- That the above objection is **legally untenable, technically flawed, and contrary to DRAP regulations**, as **CE certification or any other international conformity certification is not a mandatory requirement for locally manufactured medical devices intended solely for use within Pakistan**.
- That under the **DRAP Act, 2012**, and the **Medical Devices Rules, 2017**, **local manufacturers are required to possess valid DRAP Registration and GMP Certification**, which serves as the statutory and sufficient quality assurance mechanism for indigenous medical devices. **CE or US FDA certification is applicable primarily to imported devices or for export to the European Union or United States, respectively**.
- That it is a matter of record and public knowledge that **no local medical device manufacturer in Pakistan currently holds a valid CE certificate issued by a Notified Body listed on the official NANDO (New Approach Notified and Designated organizations) database of the European Union**.
- That **CE or US FDA certification becomes relevant only when a manufacturer intends to export medical devices to the EU or USA**, which is admittedly not the case for any local manufacturer supplying to public sector hospitals within Pakistan.

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- That clarification on this issue can, if deemed necessary, be formally sought from DRAP, which will unequivocally confirm that GMP certification issued by DRAP is the legally required and sufficient quality assurance document for local manufacturers.
- This is to clarify that the Drug Regulatory Authority of Pakistan (DRAP) has issued a clarification regarding the requirement of CE Certificate, WHO Certificate, etc., vide letter No. F.6-1/2023-MD DRAP dated 02/04/2024, stating that "the requirement of CE and QMS certificates for manufacturing medical devices in Pakistan is appreciable but not mandatory."

**Decision:**

Mr. Sheharyar institutional manager of the firm presented the above mentioned grievance before the Grievance Committee.

The committee observed that the technical evaluation committee has disqualified T.E # 334 due to failure in clause 8 of compulsory parameter.

So, the grievance committee upheld the decision of Technical Evaluation Committee as the firm failed to produce the required CE document.

**ITEM NO. 04:**

**GRIEVANCE SUBMITTED BY M/S ONCOGEN PHARMA (PVT.) LTD. (PROCUREMENT OF RE-TENDER RE-01 MEDICINE/DRUGS 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. RE-01 for the procurement of Tender Medicine / Drugs for the Financial Year 2025–26, as per the Technical.

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 Evaluation Report uploaded on the official web portal dated 20-02-2026, would like to clarify the following:

We respectfully submit our grievance regarding the Technical Evaluation Report - Purchase of Medicines/Drugs Re-01 FY 25-26, specifically under the following parameters:

**Sr. #1 – Ordinary Parameter (For Drugs/Medicines Local Manufacturers) - Source of API of Quoted Item**

As per the evaluation criteria, 10 marks are to be awarded where the API is sourced from an FDA-approved manufacturer. However, we have been awarded 5 marks under this criterion.

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We would like to clarify that FDA accreditation documents of the API manufacturers for the quoted products were duly attached in our Technical Bid, along with complete supporting import documentation. The details are as follows:






- **Lenalidomide 10mg Capsule (T.E No. 318):**
- FDA accreditation of API Manufacturer attached on Page No. 51 of the Technical Bid.
- Import documents (Invoice, GD, Airway Bill, and COA) attached on Pages No. 52–55.
  
- **Palbociclib 125mg (T.E No. 320), Palbociclib 100mg (T.E No. 321), Palbociclib 75mg (T.E No. 322)**
- FDA accreditation of API Manufacturer attached on Pages No. 56–60 of the Technical Bid.

In light of the above documentary evidence already submitted with the Technical Bid, we respectfully request the Committee to kindly re-evaluate this parameter and award marks (10 marks) in accordance with the stated evaluation criteria.

- Accelerated Stability Studies
- Real-Time Stability Studies

We would like to submit that we have duly attached both the Accelerated Stability Studies and Real-Time Stability Studies for **Lenalidomide** in our Technical Bid. However, we have been awarded only 1 mark under this parameter.

For your reference, the Stability Studies are attached on Pages No. 166–168 of the Technical Bid.

  
  
  
  
  
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In view of the above, we respectfully request the Committee to kindly re-evaluate this section in accordance with the prescribed criteria and award the appropriate marks i.e. 02 Marks.


**Decision:**


Mr. Husnain Liaqat key account manager of the firm presented the above mentioned grievance before the Grievance Committee. The Grievance committee observed that the technical evaluation committee has given 5 marks in clause 1 of ordinary parameter regarding T.E # 318, 320,321 & 322. The documents provided by the firm give proof for FDA inspection of the firm only and not for the API, So, the grievance committee upheld the decision of Technical Evaluation Committee.

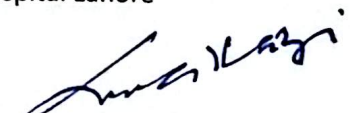
The grievance committee upheld the decision of Technical Evaluation Committee in case of clause 8 of ordinary parameter regarding real time study of Lenalidomide as real time study is in process & not completed yet. (Accepted by Mr. Husnain Liaqat).


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


  
MS. Kanwal Javed  
Deputy Drugs Controller  
Mayo Hospital Lahore


  
MS. Anjila Saeed  
Deputy Drugs Controller  
Mayo Hospital Lahore


  
Mr. Muhammad Hifzan  
Audit Officer  
Mayo Hospital Lahore

  
Dr. Qazi Mumtaz Ahmad  
Asst. Prof. of Pediatric Medicine Unit-I  
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

COO:  20/04/26

CEO:   
20/4/2026

Office of Chairman Grievances Committee, Mayo Hospital Lahore

12-03-2026

  
20/4/26  
up dated