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. Kashif Naseer** — **Member**
  Asst. Prof. of Orthopedic Surgery Unit-I
- **Ms. Anila Saeed** — **Secretary**
  Deputy Drugs Controller Mayo Hospital Lahore
- **Ms. Amber Iqbal Khan** — **Member**
  Deputy Drugs Controller Mayo Hospital Lahore
- **Mr. Muhammad Hifzan** — **Member**
  Audit Officer
- **Ms. Maryam Ishtiaq** — **Member**
  Hospital Pharmacist

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 IQBAL & COMPANY (PROCUREMENT OF TENDER CARDIOLOGY DISPOSABLE ITEMS A-03 MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A03 for the procurement of Cardiology Disposable Items for the Financial Year 2026–27, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 29-08-2026, would like to clarify the following:

We regret to point out that you have rejected our subject item Hemochron whereas we have quoted the same brand as per your specifications .we would like highlight that we have quoted well reputed product in the world and Pakistan as well.
Reason of Rejection: Sample is not according to the specification

OUR CLARIFCATION:
We regret to point that we have quoted our item according to your demand as mentioned in the specifications, i.e Hemochron. Please note that we are supplying stocks to all cardiac hospitals in Punjab and in Pakistan as well. Our product is CE and FDA approved product. DRAP registered.
We have demonstrated our products several times no objection was raised by any staff.
You are requested to approve our product so that the hospital can get true benefits of tender.
GREVIANCE AGAINST FLOWTRONICS: Item no. 14 ACT CARTRIDGES

We regret to point out that Flowtronix is violating your compulsory parameters

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i. **Free sales Certificate and CE : (violation of clause x and clause viii @ page 46 of your bidding documents)**

That with respect to the CE Certificates and Free Sale Certificates submitted. it is respectfully that the Flowtronix has categorically filed and submitted undertakings in writing that they do not have the requisite CE and Free Sale Certificates. Suffice to state that the documents are even otherwise fake or dubious.

ii. **Validity Of ISO 13485: (violation of THE COMPULSORY PARAMETER i.e clause iv)**

The certificate is valid, but the information available on the Official Website states otherwise and does not support or corroborate the said conclusion. The documentary and online references were duly provided for the Committee's consideration; however, the same appeared to have been overlooked .without any cogent reason. It is, therefore, respectfully submitted that the respondent firm be declared non responsive and the certificates be reconsidered in light of the information available on the official website and the references already placed on record.

It is further prayed that the firm Iqbal and company be declared responsive and the financial bid of the complainant firm be unsealed. It is also further prayed that the Flowtronix be declared as non-responsive on specifications and on other compulsory parameters.

Decision:

Mr. Tariq Branch Manager appeared before the committee and submitted his grievance against the technical offer of M/S Iqbal & Company.

With reference to the clarification sought by Technical Evaluation Committee vide

Letter No.OPT/II/MHL dated 12.10.2026, the end user clarify that the ACT cartridge is compatable with their own ACT machine.

In response the form M/S Iqbal & Company further clarify through an undertaking on stamp paper that the requisite machines are the part of ACT Cartridges and shall be provided free of cost (FOC) along with the cartridges.

As the Firm clarify the technical requirement, hence the quoted Item at T.E 14 is declared **RESPONSIVE**.

FLOWTRONICS

M/S Iqbal & Company also submitted grievance against M/S Flotronix System. Upon the subsequent request technical bid of the said firm was re-evaluated by the GRC and it has been observed that the submitted CE Certificate could not be verified through the relevant online verification source. Furthermore the Item advertised at T.E 14 is

"ACT Cartridge ACT Actalyke C-ACT Cartridges for Aktalyke XL Machine"

Whereas, the offered specification of M/S Flowtronix System is as under

"Hemonart Compact One 9 ACT Analyzer"

The offered specification are not as per advertised specification.

Hence after due delibration GRC declared the item at T.E 14 as **NON-RESPONSIVE.**

ITEM NO. 02:

GRIEVANCE SUBMITTED BY ANAX ASSOCIATES (PVT.) LTD. PROCUREMENT OF TENDER CARDIOLOGY DISPOSABLE ITEMS A-03 MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)

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GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender A03 for the procurement of Cardiology Disposable Items for the Financial Year 2026–27, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the shortage of documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 29-08-2026, would like to clarify the following:

We, **M/s Anax Associates (Pvt.) Ltd.**, respectfully submit this grievance to express our serious concerns and request reconsideration and re-evaluation of the technical evaluation results for the above-mentioned tender.

M/s **Anax Associates (Pvt.) Ltd.** is a DRAP-registered manufacturer in Pakistan of Surgical & Non-Surgical Face Masks, PPE Surgical Gowns, and Surgical Drapes, operating under **DRAP Manufacturing License No. ELM-0071**. Our products are locally manufactured under the brand name **"Medpro"** in accordance with applicable quality and regulatory standards.

It is respectfully submitted for the kind consideration of the Honorable Grievance Committee that our firm has been declared technically disqualified on the following observation:

"Technically Disqualified due to ISO 13485 not attached."

In this regard, we respectfully submit that **M/s Anax Associates (Pvt.) Ltd. is presenting locally manufactured (Made in Pakistan) products and is duly licensed and regulated by the Drug Regulatory Authority of Pakistan (DRAP).** Our manufacturing facility is subject to regulatory oversight, inspection, and compliance with applicable **Good Manufacturing Practices (GMP)** requirements under the relevant provisions of the **DRAP Act, 2012 and Medical Devices Rules, 2017**.

It is respectfully submitted that the **GMP Certificate / DRAP Inspection Report demonstrates that the manufacturing facility has been inspected and found compliant with the applicable regulatory and quality requirements**. Therefore, the regulatory compliance and GMP documentation of a locally licensed manufacturer should be given due consideration during the technical evaluation.

Furthermore, **ISO 13485 is an internationally recognized Quality Management System standard for medical devices and is generally required for international recognition and export purposes**. However, in order to remove any ambiguity and to fulfill the technical requirement of the tender, we are attaching a copy of our **valid ISO 13485 Certificate** along with this grievance.

The attached valid ISO 13485 Certificate clearly establishes that **M/s Anax Associates (Pvt.) Ltd. fulfills the required Quality Management System standards in addition to being a duly licensed and regulated manufacturer under DRAP.**

In view of the above, we humbly request the Honorable Grievance Committee to kindly:

1. **Re-evaluate our technical bid** in light of the attached valid ISO 13485 Certificate.
2. Consider our valid **DRAP Manufacturing License No. ELM-0071**, GMP Certificate, and DRAP Inspection/Compliance documentation.

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3. Reconsider the decision of technical disqualification based solely on the non-attachment of the ISO 13485 Certificate.
4. Declare **M/s Anax Associates (Pvt.) Ltd. technically responsive**, subject to fulfilment of all other tender requirements.

We firmly believe that the attached ISO 13485 Certificate, along with our valid DRAP Manufacturing License and GMP compliance documentation, sufficiently establishes our technical and regulatory capability.

Decision: Mr. Waheed Sales Executive presented their grievance against the Technical disqualification due to ISO 13485 by Technical Evaluation Committee.

Upon the subsequent request of the firm, the committee verified the technical evaluation and found the quality criteria of the firm is aligned with the clause IV of the 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 criteria described under For Medical Devices (For Local Manufacturer & Sole Agent/ Sole Importers of Foreign Principal) (Other Than Autodisable Syring).

The M/S Anex associates Pvt. Ltd is a local manufacturer and ISO 13485 is not applicable. Hence after due deliberation the committee declared the firm **RESPONSIVE.**

ITEM NO. 03: **GRIEVANCE SUBMITTED BY M/S A&E MEDICAL PROCUREMENT OF TENDER CARDIOLOGY DISPOSABLE ITEMS A-03 MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A03 for the procurement of Cardiology Disposable Items for the Financial Year 2026–27, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the shortage of documents and sample evaluation not result mention in Technical Evaluation report. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 29-08-2026, would like to clarify the following:

We M/s A&E Medical has participated in the Annual tender for Angiography & Angioplasty Disposables for the year 2026-27, We have quoted the Item # 11A TPM Leads with Femoral Sheaths according to the advertised specifications, but unfortunately, technical evaluation committee declare NON RESPONSIVE the item, however we have been supplying this item almost every government Hospital in Punjab including all the Cardiology hospitals, like PIC, FIC, RIC, Multan cardiology, JIC, CPEI Wazirabad etc. I would like to request you to re consider the decision and declare the TPM Leads with Sheaths RESPONSIVE.

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Decision: Mr. Ijaz Babar Institution Sales Manager presented the grievance regarding Item No 11A TPM Lead with Venous Access Sheath disqualification. The clarification sought by end user via vide letter no OPT/II/MHL dated 12.10.2026, elaborated that sample is already in use and is technically responsive. Hence, accordingly, in view of the End User's Clarification, sample of Item at T.E 11A is declared **RESPONSIVE.**

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

30/10/26

Ms. Amber Iqbal Khan (Member)
Deputy Drugs Controller
Mayo Hospital Lahore

30/10/26

Ms. Anila Saeed (Secretary)
Deputy Drugs Controller
Mayo Hospital Lahore

Mr. Muhammad Hifzan (Member)
Audit Officer
Mayo Hospital Lahore

31/10/26

Ms. Maryam Ishtiaq (Member)
Hospital Pharmacist
Mayo Hospital Lahore

Dr. Kashif Naseer (Member)
Asst. Prof. of Orthopedic Surgery Unit-I
Mayo Hospital Lahore

Rabia Rathore

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

Prof. Dr. Nasir Ahmed Chaudhary
(HoD) Ophthalmology Department
Mayo Hospital Lahore
(Chairman GRC)

MS: upload please

07/11/2026.

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