

**MINUTES OF GRIEVANCE COMMITTEE REGARDING PROCUREMENT OF M&R PARTS FOR  
REVAMPING / REFURBISHMENT OF BED PASSENGER LIFTS NO. 3, 5 & 6 (Make: SCHINDLER Model Nos.  
3300 & 5400) LAHORE GENERAL HOSPITAL, LAHORE**

1. A Grievance Committee meeting was held on 15-12-2025 at 11:00 AM under the chairmanship of Prof. Dr. Muhammad Hanif Mian, Professor of Orthopedics, PGMI/AMC/LGH, Lahore, to address the grievance submitted by M/S Elevator Express International regarding the procurement of M&R parts for revamping/refurbishment of Bed Passenger Lifts No. 3, 5 & 6.
2. Following committee members attended the meeting:
  - Prof. Dr. Aif Shahzad, Prof of Dermatology Member
  - Prof. Dr. Khurram Saleem, Prof of Medicine Member
  - Dr. M. Kareem Ullah, Associate Prof. of Surgery Member
  - Mst. Mahpara Uzair, Chief Pharmacist PINS Member
  - Engr. Muhammad Ali, Bio Medical Engineer/Technical Officer Member
3. Representatives from the firm also attended the meeting.
4. The items were discussed in detail as follows:

Sr. No.	Name Of Firm	Grievance Of The Firm	Grievance Committee discussion	Decision
1	M/S Elevator Express International	The representative of M/S Elevator Express International informed the Committee that their firm had participated in the tender for procurement of M&R parts for revamping/refurbishment of Bed Passenger Lifts No. 3, 5 & 6 of Phase-II Building, Lahore General Hospital, Lahore. However, due to an oversight, certain required documents are not attached in tender documents. We sincerely regret this unintentional mistake and submit it. We request you to	<p>The Committee heard the aggrieved firm, M/s Elevator Express International, in detail and thoroughly examined its grievance.</p> <p>The Works Department informed the Committee that, in accordance with Clause 2.5.10 (IV) – Grievance Redressal of the bidding documents and PPRA Rule 67(3), which stipulate that <i>“in the case of a single-stage two-envelope bidding procedure, any bidder feeling aggrieved by the technical evaluation may file a grievance within five (05) days of the announcement of the technical evaluation report.”</i></p> <p>Furthermore, as per Section III – Bid Data Sheet, under Evaluation Criteria, Sr. No. III of the bidding documents, <i>“after submission of the bid, no amendments or additional documents in the technical or financial bid shall be permitted.”</i></p>	Grievance submitted by M/s Elevator Express International is <b>rejected</b>

		<p>kindly consider this grievance and accept the attached documents in the fairness and transparency. Thanking you in anticipation.</p>	<p>M/s Elevator Express International submitted its grievance on 04-12-2025, which was beyond the stipulated timeframe, as the Technical Advisory Committee (TAC) minutes were uploaded on e-PADS on 27-11-2025, and the due date for submission of grievances was 02-12-2025.</p> <p>The Committee noted that M/s Elevator Express International submitted its grievance through e-PADS on 04-12-2025.</p> <p>After detailed deliberations and examination of the technical bid of firm and bidding documents, the Committee unanimously decided that the grievance was time-barred and did not fulfill the terms and conditions of the bidding documents. Accordingly, the Committee upheld the decision of the Technical Advisory Committee.</p> <p>In light of these findings, the grievance submitted by M/s Elevator Express International was rejected.</p>	
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Engr. Muhammad Ali, Bio Medical Engineer/Technical Officer

Member Ali

Mst. Mahpara Uzair, Chief Pharmacist PINS

Member [Signature]

Dr. M. Kareem Ullah, Associate Prof. of Surgery

Member [Signature]

Prof. Dr. Khurram Saleem, Prof of Medicine

Member [Signature]

Prof. Dr. Aif Shahzad, Prof of Dermatology

Member [Signature]

Prof. Dr. Muhammad Hanif Mian, Professor of Orthopedics

Chairman [Signature]

[Handwritten initials]