

No. 89678 /LGH  
To

dated 9-12- 2025

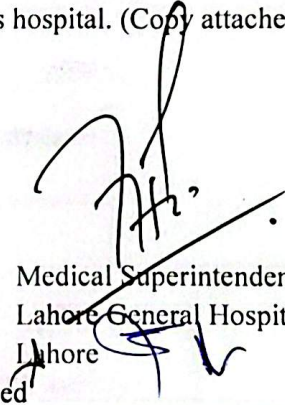
The Secretary,  
Health Department,  
Govt. of the Punjab, Lahore

Attention: **Mr. Abdul Wahab**  
Incharge ICT Cell,  
Health Department,  
Govt. of the Punjab, Lahore.

Subject:- **MINUTES OF GRIEVANCE COMMITTEE MEETING REGARDING  
PURCHASE OF GENERAL STORE ITEMS, MEDICAL WASTE  
MANAGEMENT ITEMS FOR UPLOADING ON OFFICIAL  
WEBSITE.**

With reference to the subject cited above.

It is therefore kindly requested to upload the minutes of grievance committee meeting held on 8-12-2025 for uploading on official Website regarding Purchase of General Store Items and Medical Waste Management Items for this hospital. (Copy attached).


  
Medical Superintendent  
Lahore General Hospital,  
Lahore

No. \_\_\_\_\_ /LGH

dated \_\_\_\_\_ 2025

A copy is forwarded for information to the:-

1. Principal PGMI/LGH, Lahore.
2. AMS/DMS (Purchase) LGH Lahore.
3. Incharge IT Department LGH for uploading on official website of LGH Lahore.

  
Medical Superintendent  
Lahore General Hospital,  
Lahore

**Minutes of Grievance Committee**

1. Grievance Committee meeting was held on 8-12-2025 under the Chairmanship of Prof Dr. Hanif Mian, Prof of Orthopedics to resolve the grievances submitted by the firms, for the purchase of General Store Items & Medical Waste Management Items.
2. Following Committee members attended the meeting:-
  - i. Prof. Dr. Atif Shahad Prof of Dermatology
  - ii. Prof, Dr. Khurram Saleem, Prof of Medicine
  - iii. Dr. M. Kareem Ullah, Associate Prof of Surgery
  - iv. Ms Mahpara Uzair, Chief Pharmacist PINS
  - v. Engr. Muhammad Ali Bio-Medical Engineer
3. The following items were discussed:-

Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance Committee	Decision
1	Medical Waste Management Items	M/S Medcore	<p>I respectfully submit certain concerns regarding the participation of M/S Amjad Ali in the current tender for polythene bags. The firm has a documented history of quality-related issues in reputable institutions. Notably, Sir Ganga Ram Hospital previously disqualified the bidder due to substandard polythene bags that did not meet the required technical specifications. Furthermore, at the Punjab Institute of Neurosciences (PINS), where they were awarded a similar contract, the firm reportedly failed to maintain consistent supply and the quality of the delivered product was not aligned with the approved sample. The Committee may kindly verify these observations directly from PINS for confirmation.</p> <p>Moreover, in the present submission, several important technical documents and knockout clauses such as properly filled compliance forms, correct page numbering, and duly signed and stamped pages appear unclear or incomplete. Similar observations arise for both M/S Everclean and M/S Amjad Ali, as decisions issued by various institutions previously indicate challenges in fulfilling knockout requirements. These points are not intended as definitive accusations but rather as reasonable concerns based on past determinations made by different organizations. Given the above, I respectfully request the Committee to carefully review and thoroughly verify all bidders' compliance forms and technical documents in accordance with the applicable procurement rules. This request should not be viewed as criticism of the Committee but as a routine precaution, considering the decisions recorded by other organizations.</p>	<p>The Committee called the representative of the firm M/S Medcore to explain their grievance. The Representative of the firm explained about the concerns regarding the participation of M/S Amjad Ali in the current tender for polythene bags. The firm has a documented history of quality-related issues in reputable institutions. Notably, Sir Ganga Ram Hospital previously disqualified the bidder due to substandard polythene bags that did not meet the required technical specifications. Furthermore, at the Punjab Institute of Neurosciences (PINS), where they were awarded a similar contract, the firm reportedly failed to maintain consistent supply and the quality of the delivered product was not aligned with the approved sample. Moreover, in the present submission, several important technical documents and knockout clauses such as properly filled compliance forms, correct page numbering, and duly signed and stamped pages appear unclear or incomplete. Similar observations arise for both M/S Ever clean and M/S Amjad Ali, as decisions issued by various institutions previously indicate challenges in fulfilling knockout requirements.</p> <p>The Grievance Committee discussed the matter in detail and found that the Objection raised by the M/S Medcore regarding Compliance Sheet already pointed by the TEC committee and quality of the samples already checked &amp; rejected by the Sample Evaluation Committee. Hence grievance committee unanimously decided that the grievance of the firm is not accepted.</p>	Grievance Rejected
2		M/S Amjad Ai	<p>The Technical Evaluation report of the tender above mentioned for the financial year 2025-2026 was uploaded on PPEA website on 20th November 2025, in which our firm M/S Amjad Ali was technically declared non-responsive and some of our samples of the quoted items were rejected without any objections mentioned in Technical Evaluation report our detailed explanation regarding the issues are mentioned below:- Sr. Objection Firm Stance 01 Delivery Period is not mentioned in technical offer. During the preparation of the technical proposal, we duly mentioned the bid validity period as instructed by the procuring agency. However, due to an inadvertent clerical oversight, the specific delivery period was not reflect in t. The specific delivery period was not reflected in the submitted technical offer. We hereby confirm that we are fully compliant with the delivery schedule prescribed in the bidding documents and are ready to submit the delivery period on our official letterhead immediately, as per the requirement of the procuring agency.</p>	<p>The Committee called the representative of the firm M/S Amjad Ali to explain their grievance. The Representative of the firm explained that 03 points of our grievance No. 1 Delivery Period is not mentioned in technical offer. During the preparation of the technical proposal, we duly mentioned the bid validity period as instructed by the procuring agency. However, due to an inadvertent clerical oversight, the specific delivery period was not reflect in the submitted technical offer. We hereby confirm that we are fully compliant with the delivery schedule prescribed in the bidding documents and are ready to submit the delivery period on our official letterhead immediately. No. 2 The compliance sheet was duly included within the technical proposal in the form of the Checklist, as required in the bidding documents. In accordance with standard procurement procedures, the responsibility for marking any item as Responsive or Non-Responsive lies solely with the procuring agency based on its evaluation of the submitted documents. No. 3, Polythin Bag 24x26 (White), HDPE 40 Microns single layer as per sample. Best quality. We have provided sample that are considered to be of the best quality in other departments, and there have been no complaints. We kindly request the committee to re-evaluate the sample, as there may have been some misunderstandings.</p> <p>Committee members gone through the grievance of the said firm and the Grievance committee re-evaluate the bid of M/S Amjad Ali and found that points raised by "TEC" is valid and the committee informed as per Tender documents</p>	Grievance Rejected
3		M/S Amjad Ai	<p>02 Compliance Sheet is not attached to the technical offer. The compliance sheet was duly included within the technical proposal in the form of the Checklist, as required in the bidding documents. In accordance with standard procurement procedures, the responsibility for marking any item as Responsive or Non-Responsive lies solely with the procuring agency based on its evaluation of the submitted documents. We have provided all necessary documents strictly as per the Checklist and remained fully compliant with all bidding requirements. Furthermore, all submitted samples fully meet the specifications and requirements of the department. The complete technical specifications of each product have been clearly outlined in the technical proposal, duly signed and stamped by our authorized representative.</p>		

Handwritten signatures of the committee members, including Prof. Dr. Atif Shahad, Prof. Dr. Khurram Saleem, Dr. M. Kareem Ullah, Ms Mahpara Uzair, and Engr. Muhammad Ali.

Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance Committee	Decision
			SAMPLES TENDER Sr # Item Name: FIRM STANCE 4 Polythin Bag 24x26 (White), HDPE 40 Microns single layer as per sample. Best quality. We have provided sample that are considered to be of the best quality in other departments, and there have been no complaints. We kindly request the committee to re-evaluate the sample, as there may have been some misunderstandings.	"After submission of bid No amendments /additional documents in the technical and financial bid shall be permitted". Hence Grievance Committee upheld the decision of the TEC Committee/ Sample Evaluation Committee and Grievance of the firm not accepted.	
4		M/S Bestech	With due respect we wish to submit our grievance regarding the technical evaluation of samples. Our firm M/S Bestech, participated in the tender process, however in the technical evaluation report, our samples have been marked as "Rejected-No Sample". We would like to clarify the matter as follows, evaluation report observation fire extinguisher Cylinder Co2 fire extinguisher Cylinder DCP Powder Fire Extinguisher Cylinder H2O water our Grievance/Clarification we respectfully submit that our firm provided the Sample related to Refilling of fire Extinguisher Cylinder. We also confirm we present the fire extinguisher Cylinder sample to the concerned department.	The Grievance Committee Called the representative of the firm to explain their grievance. The representative of the firm M/S Bestech Enterprises failed to appear before the Grievance Committee. However it was briefed to the Committee that as per sample evaluation report uploaded on website marked as sample not provided in following items:- fire extinguisher Cylinder Co2 fire extinguisher Cylinder DCP Powder Fire Extinguisher Cylinder H2O water. The Grievance Committee gone through the case and found that the letter was issued to the firm for submission of samples within 04 days but the firm failed to provide the sample of above mentioned items. Hence Grievance Committee Upheld the decision of TEC Committee and the grievance of the firm is not accepted.	Grievance Rejected.
5		M/S Imran & Co	It is stated that we participated in the tender for the General Store Items. However in the evaluation report our bid has been rejected. We respectfully submitted our grievance for reconsideration on the following grounds. Authority letter requirement. Our bid was signed by the owner of the company therefore an authority letter was not required. As per tender rules when the owner himself sign the bid and submits CDR, the requirement of an authority letter does not apply. 2. Performance Certificate. We had already attached authentic performance certificate issued by various credible and recognized institution. These certificates verify our performance history and supply record. 3. Compliance Sheet; our complete compliance sheet was attached with the bidding documents. Despite this our samples was rejected	The Committee called the representative of the firm to explain their grievance. The representative of the firm M/S Imran & Co explained that our bid was signed by the owner of the company therefore an authority letter was not required. Secondly about the Performance Certificate, we had already attached authentic performance certificate issued by various credible and recognized institutions. These certificates verify our performance history and supply record. 3. Compliance Sheet; our complete compliance sheet was attached with the bidding documents. The Committee re-evaluate the bid of M/S Imran & Co and found that points raised by "TEC" is valid as the Authority letter in favor of the person who authorized to sign bid & attend meetings is mandatory parameter of technical evaluation criteria. Furthermore the Purchase Cell informed the Committee that performance of the firm not satisfactory with this hospital, multiple letters was issued to the firm regarding late supply, with letter no. 28006/LGH dated 07-04-2025, with Letter no. 34968/LGH dated 07-05-2025 and with letter no. 77415/LGH dated 15-10-2025. After Detailed discussion the Grievance Committee Unanimously decided to Upheld the decision the Technical Evaluation Committee. Hence Grievance of the firm Not Accepted.	Grievance Rejected.
6	General Store Items		The Technical Evaluation report of the tender above mentioned for the financial year 2025-2026 was uploaded on PPEA website on 20th November 2025, in which our firm M/S Amjad Ali was technically declared non-responsive and some of our samples of the quoted items were rejected without any objections mentioned in Technical Evaluation report our detailed explanation regarding the issues are mentioned below:- Sr. Objection Firm Stance 01 Delivery Period is not mentioned in technical offer. During the preparation of the technical proposal, we duly mentioned the bid validity period as instructed by the procuring agency. However, due to an inadvertent clerical oversight, the specific delivery period was not reflect in t. The specific delivery period was not reflected in the submitted technical offer. We hereby confirm that we are fully compliant with the delivery schedule prescribed in the bidding documents and are ready to submit the delivery period on our official letterhead immediately, as per the requirement of the procuring agency	The Committee called the representative of the firm M/S Amjad Ali to explain their grievance. The Representative of the firm explained that 03 points of our grievance No. 1 Delivery Period is not mentioned in technical offer. During the preparation of the technical proposal, we duly mentioned the bid validity period as instructed by the procuring agency. However, due to an inadvertent clerical oversight, the specific delivery period was not reflect in the submitted technical offer. We hereby confirm that we are fully compliant with the delivery schedule prescribed in the bidding documents and are ready to submit the delivery period on our official letterhead immediately. No. 2 The compliance sheet was duly included within the technical proposal in the form of the Checklist, as required in the bidding documents. In accordance with standard procurement procedures, the responsibility for marking any item as Responsive or Non-Responsive lies solely with the procuring agency based on its evaluation of the submitted documents. No. 3, we have provided sample that are considered to be of the best quality in other departments, and there have been no complaints regarding these products. We kindly request the committee to re-evaluate the sample, as there may have been some misunderstandings.	
7		M/S Amjad Ali	02 Compliance Sheet is not attached to the technical offer. The compliance sheet was duly included within the technical proposal in the form of the Checklist, as required in the bidding documents. In accordance with standard procurement procedures, the responsibility for marking any item as Responsive or Non-Responsive lies solely with the procuring agency based on its evaluation of the submitted documents. We have provided all necessary documents strictly as per the Checklist and remained fully compliant with all bidding requirements. Furthermore, all submitted samples fully meet the specifications and requirements of the department. The complete technical specifications of each product have been clearly outlined in the technical proposal, duly signed and stamped by our authorized representative.	Committee members gone through the grievance of the said firm and the Grievance committee re-evaluated the bid of M/S Amjad Ali and found that points raised by "TEC" is valid and the committee informed as per Tender documents "After submission of bid No amendments /additional documents in the technical and financial bid shall be permitted". Hence Grievance Committee decided to Upheld the decision of the TEC Committee and grievance of the firm not accepted.	Grievance Rejected.

Handwritten signatures and initials in blue ink at the bottom of the page, including a large signature on the left and several smaller initials or signatures on the right.

Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance Committee	Decision
8			Sample Tender Firm Stance:--1- Air Freshener 300ml, as per sample ASEEL we have provided sample that are considered to be of the best quality in other departments, and there have been no complaints regarding these products. We kindly request the committee to re-evaluate the sample, as there may have been some misunderstandings. 3-Bath Cleaner 600ml, CLEENZI MFG by Concept Chemical 15- Dry Mop Complete, 18-Dish Washing Powder MAX, Phenyl 03 Liter CLEENZO MFG by Concept Chemical, Plastic Bucket 15 to 17 Liter, 38-Rexin Cloth, 39-Rubber Slipper, 48 Toilet Soap Lifebuoy, 51-Wheel Barrow/Garbage Trolley Blue Color, We hope that the GRC takes the decision on merit for a healthy competition.	After submission of bid No amendments /additional documents in the technical and financial bid shall be permitted. Hence Grievance Committee upheld the decision of the TEC Committee/ Sample Evaluation Committee and Grievance of the firm not accepted.	

Prof. Dr. Hanif Mian ,Prof of Orthopedics, Chairman Committee



Prof. Dr. Atif Shahad Prof of Dermatology



Prof, Dr. Khurram Saleem, Prof of Medicine



Dr. M. Kareem Ullah, Associate Prof of Surgery



Ms Mahpara Uzair, Chief Pharmacist PINS



Engr. Muhammad Ali Bio-Medical Engineer

