

Minutes of Grievance Committee

1. Grievance Committee meeting was held on 22-1-2025 under the Chairmanship of Prof Dr. Farah Shafi Prof of Medicine to resolve the grievance submitted by the firms, for the purchase of Lab Kits.

2. Following Committee members attended the meeting:-

- i. Prof. Dr. Khizar Hayat Gondal, Prof of Urology
- ii. Prof. Dr. Faheem Afzal, Prof of Pediatrics Medicine
- iii. Dr. Ghias-Ul-Hassan, Assitant Prof of Gastroenterology
- iv. 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	Frame work contract for Purchase of PCR Kits	M/S Pakistan Hospital & Industrial Laboratory (PHILCO)	<p>Grievnace Against M/S MED Lab</p> <p>1. The quoted brand/ manufacturer GeneProof, Czech Republic by M/S Med Lab does not have auto extraction kits as per manufacturer website. As per kit literatures (Annex-I) the extraction kits quoted by the firm M/S Med Lab are column based manual extraction. Kindly verify it from technical quotation of the firm.</p> <p>2. As per PCR kits literatures of HBV & HCV, the positive & negative controls are not available in the kits content.</p> <p>3. Kindly verify the quoted auto extractor by the firm M/S Med Lab</p> <p>4. Kindly verify the validity & expiry date of CE-IVD certificates of PCR Kits HBV & HCV from Technical Bid through EC (European Commission) website</p> <p>5. It is requested to verify the expiry date of Embassy Attested Free Sales Certificate.</p> <p>The firm M/S Med Lab may be declared non-responsive on the basis of provisions of documentary evidences.</p>	<p>The committee called the representative of the firm to explain their case. The representative of the firm explained that our extraction & Amplification kits are of same brand GeneProof. The committee re-evaluated the bid of M/S MED Lab and found that the firm already attached the valid Embassy attested free sale certidicate with the technical bid.</p> <p>Further Grievance Committee after reviewing the demonstration report which is submitted by the End User, Grievance committee rejected the grievance point no. 2,3 & 4 of the firm M/S Pakistan Hospital & Industrial Laboratory.</p> <p>Hence Grievance Committee unanimously decided to upheld the decision of the TEC committee.</p>	Grievance Rejected.
2			<p>Grievance Against M/S Popular International</p> <p>Kindly verify the embassy attestations and expiry date of Free Sales Certificate of manufacturer Anatolia Geneworks.</p>	<p>The committee re-evaluated the bid of M/S Popular Intermtaional and found that the firm already attached the valid Embassy attested free sale certidicate with the technical bid, hence this point of M/S Pakistan Hospital Industries rejected.</p>	Grievance Rejected.

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3	Frame work contract for Purchase of PCR Kits	M/S Pakistan Hospital & Industrial Laboratory (PHILCO)	<p>Grievance against rejection of M/S Pakitsan Hospital Industries</p> <ol style="list-style-type: none"> The extraction & Amplification kits are CE-IVD marked. The certificates are attached in technical bid and evaluation criteria clause # 10 already passed by the technical committee. Our company representantive visited several times for demonstration of kits but end user did not allow him for demonstration of PCR kits. Our firm technical representative was not allowed to assist during batch run by LGH Technical staff so it is the mis-handling/ kit standard procedure not followed by the technical person of LGH Lab because it is new product and he/she is not trained to use this kit. Our kits are of high quality and being used in several labs, satisfactory reports are attached so we request the committee to allow our technical staff for demonstration of PCR Kits HBV & HCV. <p>The evaluation procedure is not transparent and not being adopted by any other Government Hospital/ Labs throughout the Punjab during technical evaluation of PCR Kits. All Government Hospitals/ Labs always call the company representative for demonstration purposes to maintain the transparency and fairness so we request the Grievances Redressal Committee to allow us to perform batch in Hospital Lab so we produce quality and satisfactory results.</p>	<p>The committee called the representative of the firm to explain their stance. The representative of the firm explained that our extraction & Amplification kits are CE-IVD marked. The certificates are attached in technical bid and evaluation criteria clause # 10 already passed by the technical committee. Our company Molecular Biologist visited several times for demonstration of kits but end user did not allow him for demonstration of PCR kits. Our firm technical representative was not allowed to assist during batch run by LGH Technical staff so it is the mis-handling/ kit standard procedure not followed by the technical person of LGH Lab because it is new product and he/she is not trained to use this kit.</p> <p>The end-user informed to the committee that our Lab staff is highly qualified, professional and well trained in handling the specialized equipment and procedures necessary for work at this level. Furthermore, in according with our protocols, we maintain as strict policy that no outsider including individual from any company is permitted to perform any kind of test or experiment within the lab. The policy is in place to safeguard the integrity of our research or diagnostic, protect patient's data and to ensure the quality of molecular lab. The same protocol has been used for the case of all applicant firms.</p> <p>The committee going through the case and demonstration report submitted by the end user, unanimously decided to upheld the decision of the TEC committee.</p>	Grievance Rejected.
4		M/S Global Marketing	<p>The Results was satisfactory but technical evaluation committee mark the kits of global Marketing as Non-Responsive on the basis that kits were European Brand Sacace (IVD-CE) and extraction was Tan Beads (IVD-CE). Where as in the kit insert of Sacace (ICD-CE) and extraction was Tan Beads (IVD CE). Where as in the kit insert of Sacace HCV Real -TM Quant DX (page 9 under heading RNA Isolation) and HBV Real-TM Quant Dx (page 9 Under heading DNA isolation) kits its clearly mentioned that sacace kits can be used with any extraction kits if the kit is IVD-CE marked. And we provide the kits and extraction according to the specification of manufacturer. In tender the demand of same kits was to maintain the stability and integrity of the test and Sacace approve the use of extraction kits with their amplification kits other than Sacae (if IVD-CE approved, and company manuals attached as proof.</p>	<p>The committee called the representative of the firm to explain their stance. The representative of the firm explained it is clearly mentioned in the company manual that sacace kits can be used with any extraction kits if the kit is IVD-CE marked. And we provide the kits and extraction according to the specification of manufacturer.</p> <p>The Purchase department informed committee that it is clearly mentioned in the tender documents that that "Set of RNA Extraction and Amplification must be of same manufacturer for high quality results".</p> <p>The committee re-evaluated the bid of the firm and after going through tender documents. The committee unanimously decided to upheld the decision of the TEC committee.</p>	Grievance Rejected.

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Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance committee	Decision
5	Frame work contract for Purchase of HbA1C kits & ELISA kit with machine on reagent rental basis	M/S Sind Medical Store	It is to hereby clarify that our quoted analyzer meets the required processing speed; Processsing time: <80 seconds. 80 Seconds processing speed meets the specification requirment therefire, the technical evaluation may please be reviewed and our quoted model may be considered as responsive. It is requested to please mention the instruments make model and details which is quited by the firms for Elisa & HbA1c. So, we may provide grivance accordingly if required.	The represantative of the firm did not attended the meeting. However the committee gone through the case and re-evaluated the bid of M/S Sind Medical Store and found that the point raised by the TEC committee is valid. Hence upheld the decision of the TEC committee.	Grievance Rejected.

i. Prof. Dr. Farah Shafi, Prof of Medicine

Farah

ii. Prof. Dr. Khizar Hayat Gondal, Prof of Urology

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iii. Prof. Dr. Faheem Afzal, Prof of Pediatrics Medicine

iv. Dr. Ghias-UI-Hassan, Assitant Prof of Gastroenterology

Ghias-UI-Hassan

v. Engr. Muhammad Ali Bio-Medical Engineer

Muhammad Ali