



OFFICE OF THE MEDICAL SUPERINTENDENT
LAHORE GENERAL HOSPITAL, LAHORE

PH: 042-99268836, 99268842, Exch: 99268801-8

No. 68913 /LGH, Lahore Dated 17-09 /2025

To


The Secretary,
Govt. of the Punjab,
SHC & ME Department,
Lahore

Attention: Mr. Abdul Wahab
Director I T
SHC & ME Department,
Govt. of the Punjab,
Lahore.

Subject: **UPLOADING THE MINUTES OF GRIEVANCE COMMITTEE MEETING HELD ON 13-09-2025 TO RESOLVE THE GRIEVANCE OF THE FIRMS FOR E-AUCTION OF CANTEEN / PUBLIC CAFETERIA & TUCK SHOP AND PARKING AREAS INSIDE, LAHORE GENERAL HOSPITAL, LAHORE.**

With reference to the subject cited above.

It is requested to issue an instruction to the concern focal person for uploading the minutes (copy attached) of grievance committee meeting held on 13-09-2025 to resolve the grievance of the firms for e-auction of canteen / public cafeteria & tuck shop and parking areas inside, Lahore General Hospital, Lahore on official website of SHC&ME Department, Punjab, Lahore.



Medical Superintendent
Lahore General Hospital
Lahore

No. _____ /LGH

Dated _____ 2025

A copy is forwarded for information to the:-

1. Principal, PGMI/AMC/ Lahore General Hospital, Lahore.
2. AMS/DMS (Purchase), LGH, Lahore.
3. AMS/DMS (Parking / Canteen), LGH, Lahore.
4. Computer Programmer (with the request to upload the minutes on official website of LGH, Lahore.


Medical Superintendent
Lahore General Hospital
Lahore

Minutes of Grievance Committee

1. Grievance Committee meeting was held on 13-09-2025 to resolve the grievance submitted by the individuals/firms/companies participated in auction of Parking Area and canteen/ cafeteria/tuck shop
2. Following Committee members attended the meeting:-
 - i. Dr. Amanullah Director Legal,LGH,LHR, Convener
 - ii. Dr. Mubeen Ali Mubarak, DMS (Stores), LGH,LHR, Member
 - iii. Mr. M. Maqsood Anwar , Audit Officer, LGH,LHR, Member
3. The following items were discussed:-

Sr. No./Individuals/firms /companies	Grievance of Firm	Remarks of Grievance Committee	Decision of Committee
1 Jahanzaib and Brothers	As Per SCHME E-AUCTION *Policy 2025* We fulfil all the requirements. So that entertained Our company Jahanzaib & Brother in the Auction of Canteen, Public Cafeteria & Tuck Shop.	<p>The committee members listened to the aggrieved firm in detail and thoroughly reviewed their grievance. M/s Jahanzaib & Brothers was technically rejected due to not fulfilling Criteria No. 14. The firm submitted the same EOBI registration of 5 persons as was submitted in the E-Auction.</p> <p>This Criteria was duly advertised on the E-Auction portal in line with the guidelines of SHC & MED. Moreover, as per ITB Clause 9 (Clarifications):</p> <p>"An applicant requiring any clarification of the auction documents/terms & conditions may notify the Institution through the E-Auction Portal not later than 10 days prior to the closing date for submission of applications for registration. The Institution shall respond to any such request for clarification of the documents through the E-Auction Portal."</p> <p>The complainant is bound to adhere to the provisions of the published Terms and Conditions document. The Grievance Redressal Committee (GRC) is of the view that the evaluation criteria, if disputed, must be challenged or objected to before the closing date of submission. If such conditions are not challenged within the stipulated time, it clearly depicts that the bidder/applicant has expressed consent to adhere to the same, and therefore, such objections cannot be entertained at a later stage.</p> <p>As term ,conditions and evaluation criteria cannot be modified or changed at this stage by GRC.</p> <p>The said firm did not submit any clarification or raise any reservations regarding the advertised criteria. Meanwhile, Firm accepted the terms and conditions and participated/applied in the Auction.</p> <p>So, the decision of the Technical Committee under Clause 14 remains valid, and the grievance is hereby rejected.</p>	<p style="text-align: center;">Grievance Rejected M/S Jahanzaib and Brothers remain non responsive for said auction</p>





<p>2 Chaudhary Group</p>	<p>Respected Sir, We have Applied For Participating in Parking & Canteen Auction. As Per Your objection Clause No. 9,10,12,14, We have uploaded the Require Documents For Your Reference. Kindly Consider our Documents. Thanks</p>	<p>The committee members listened to the aggrieved firm in detail and thoroughly reviewed their grievance. M/s Chaudhary Group was technically rejected due to not fulfilling Criteria No. 9, 10, 12, and 14. In their grievance, M/s Chaudhary Group submitted documents for the aforementioned criteria. Upon viewing, the provided documents related to Criteria Nos. 9, 10, and 12 were accepted. However, for Criteria No. 14, the firm submitted the same EOBI registration of 10 employees that was previously submitted during the E-Auction process. As no new or additional document was provided to meet the requirements of Criteria No. 14, the firm remains non-compliant with this criteria.</p> <p>This Criteria was duly advertised on the E-Auction portal in line with the guidelines of SHC & MED. Moreover, as per ITB Clause 9 (Clarifications):</p> <p>"An applicant requiring any clarification of the auction documents/terms & conditions may notify the Institution through the E-Auction Portal not later than 10 days prior to the closing date for submission of applications for registration. The Institution shall respond to any such request for clarification of the documents through the E-Auction Portal."</p> <p>The complaint is bound to adhere to the provisions of the published Terms and Conditions document. The Grievance Redressal Committee (GRC) is of the view that the evaluation criteria, if disputed, must be challenged or objected to before the closing date of submission. If such conditions are not challenged within the stipulated time, it clearly depicts that the bidder/applicant has expressed consent to adhere to the same, and therefore, such objections cannot be entertained at a later stage.</p> <p>The said firm did not submit any clarification or raise any reservations regarding the advertised criteria. Meanwhile, Firm accepted the terms and conditions and participated/applied in the Auction.</p> <p>As term, conditions and evaluation criteria cannot be modified or changed at this stage by GRC.</p> <p>So, the decision of the Technical Committee under Clause 14 remains valid, and the grievance is hereby rejected.</p>	<p>Grievance accepted for criteria 9,10 and 12, meanwhile Grievance Rejected for criteria no 14. M/S Chaudhary Group remain non responsive for said auction</p>
<p>3 The Deans Caterers</p>	<p>According to EOBI Regis Starion criteria minim 5 employees hire in the firm registration as per submitted documents EOBI Certificate more than 5 according to the PESSI Registration minimum 2 employees hire in the firm registration as per submitted document</p>	<p>This Criteria was duly advertised on the E-Auction platform in line with the guidelines of SHC & MED.</p> <p>Moreover, as per ITB Clause 9 (Clarifications):</p> <p>"An applicant requiring any clarification of the auction documents/terms & conditions may notify the Institution through the E-Auction Portal not later than 10 days prior to the closing date for submission of applications for registration. The Institution shall respond to any such request for clarification of the documents through the E-Auction Portal."</p> <p>The complaint is bound to adhere to the provisions of the published Terms and Conditions document. The Grievance Redressal Committee (GRC) is of the view that the evaluation criteria, if disputed, must be challenged or objected to before the closing date of submission. If such conditions are not challenged within the stipulated time, it clearly depicts that the bidder/applicant has expressed consent to adhere to the same, and therefore, such objections cannot be entertained at a later stage.</p> <p>The said firm did not submit any clarification or raise any reservations regarding the advertised criteria. Meanwhile, Firm accepted the terms and conditions and participated/applied in the Auction</p> <p>Accordingly, the decision of the Technical Committee under Clause 14 remains valid, and the grievance is hereby rejected.</p>	<p>Grievance Rejected M/S The Deans Caterers remain non responsive for said auction</p>

hmv *[Signature]* *ms*

4	Safdar Ali Dear Sir, The Grievance Committee General Hospital Lahore [Hospital Address] Lahore, Pakistan Subject: Submission of Income Tax Returns and Clarification on Eligibility Criteria Dear Committee Members, I am writing to respectfully inform you about AT	<p>The committee members listened to the aggrieved firm in detail and thoroughly reviewed their grievance. M/s Safdar Ali was technically rejected due to not fulfilling Criteria No. 9, 10, 12, and 14. M/s Safdar Ali submitted documents for the aforementioned criteria. Upon viewing, the provided documents related to Criteria Nos. 9, 10, and 12 were accepted. However, for Criteria No. 14, the firm submitted the same EOBI registration of 4 employees that was previously submitted during the E-Auction process. As no new or additional document was provided to meet the requirements of Criteria No. 14, the firm remains non-compliant with this criteria.</p> <p>This Criteria was duly advertised on the E-Auction portal in line with the guidelines of SHC & MED. Moreover, as per ITB Clause 9 (Clarifications):</p> <p>"An applicant requiring any clarification of the auction documents/terms & conditions may notify the Institution through the E-Auction Portal not later than 10 days prior to the closing date for submission of applications for registration. The Institution shall respond to any such request for clarification of the documents through the E-Auction Portal."</p> <p>The said firm did not submit any clarification or raise any reservations regarding the advertised criteria. Meanwhile, Firm accepted the terms and conditions and participated/applied in the Auction.</p> <p>The complaint is bound to adhere to the provisions of the published Terms and Conditions document. The Grievance Redressal Committee (GRC) is of the view that the evaluation criteria, if disputed, must be challenged or objected to before the closing date of submission. If such conditions are not challenged within the stipulated time, it clearly depicts that the bidder/applicant has expressed consent to adhere to the same, and therefore, such objections cannot be entertained at a later stage.</p> <p>As term, conditions and evaluation criteria cannot be modified or changed at this stage by GRC. So, the decision of the Technical Committee under Clause 14 remains valid, and the grievance is hereby rejected.</p>	<p>Grievance accepted for criteria 9, 10 and 12, meanwhile Grievance Rejected for criteria no 14.</p> <p>M/S Safdar Ali remain non responsive for said auction</p>
5	MH Multi Services the committee disqualified us on the basis of initial registration and Criteria Para No. 14 is not according to health department standard bidding documents. Therefore, it is humbly requested that our file may kindly be reviewed again. We are fully prepared to resubmit all the necessary documents.	<p>The committee members listened to the aggrieved firm in detail and thoroughly reviewed their grievance. M/s MH Multi Services was technically rejected due to not fulfilling Criteria No. 3, 8, 9, 10, 11 and 14. In their grievance, M/s MH Multi Services submitted documents for the aforementioned criteria. Upon viewing, the provided documents related to Criteria Nos. 3, 8, 9, 10, and 11 were accepted. However, for Criteria No. 14, the firm submitted the same EOBI registration of 5 employees that was previously submitted during the E-Auction process. As no new or additional document was provided to meet the requirements of Criteria No. 14, the firm remains non-compliant with this criteria.</p> <p>This Criteria was duly advertised on the E-Auction portal in line with the guidelines of SHC & MED. Moreover, as per ITB Clause 9 (Clarifications):</p> <p>"An applicant requiring any clarification of the auction documents/terms & conditions may notify the Institution through the E-Auction Portal not later than 10 days prior to the closing date for submission of applications for registration. The Institution shall respond to any such request for clarification of the documents through the E-Auction Portal."</p> <p>The said firm did not submit any clarification or raise any reservations regarding the advertised criteria. Meanwhile, Firm accepted the terms and conditions and participated/applied in the Auction.</p> <p>The complaint is bound to adhere to the provisions of the published Terms and Conditions document. The Grievance Redressal Committee (GRC) is of the view that the evaluation criteria, if disputed, must be challenged or objected to before the closing date of submission. If such conditions are not challenged within the stipulated time, it clearly depicts that the bidder/applicant has expressed consent to adhere to the same, and therefore, such objections cannot be entertained at a later stage.</p> <p>As term, conditions and evaluation criteria cannot be modified or changed at this stage by GRC. So, the decision of the Technical Committee under Clause 14 remains valid, and the grievance is hereby rejected.</p>	<p>Grievance accepted for criteria 3, 8, 9, 10 and 11, meanwhile Grievance Rejected for criteria no 14.</p> <p>M/S MH Multi services remain non responsive for said auction</p>

Handwritten signatures and initials:

1. A signature that appears to read "Khan".

2. A large, stylized signature.

3. A signature that appears to read "M/S".

4. A signature that appears to read "Safdar".

<p>6 Indus Trade</p>	<p>Respected Sir, It is respectfully submitted that the following contractors/firms are defaulters of government hospitals: 1. Jahanzaib Brothers- Defaulters from Services Hospital, Jail Road, Lahore. They also have another company named Yasir & Nasir and with same owner. 2. Mansor and Co- Defaulters from Services Hospital and Jinnah Hospital Lahore. 3. MH multi Services (M/s Shakeel Ahmad)- Defaulters from Services Hospital, Jail Road, Lahore These companies have failed to pay their dues and have caused financial losses to the hospitals.</p>	<p>The committee members listened to the aggrieved firm in detail and thoroughly reviewed their grievance. The submitted grievance was not evidence-based, hence not valid, and is therefore rejected.</p> <p>Grievance rejected</p>
----------------------	--	--

Dr. Amanullah Director Legal, LGH, LHR, Convener



Dr. Mubeen Ali Mubarak, DMS (Stores), LGH, LHR, Member



Mr. M. Masood Anwar, Audit Officer, LGH, LHR, Member

