MEETING OF GRIEVANCE COMMITTEE TO ADDRESS THE GRIEVANCES RECEIVED IN BULK PURCHASE OF MEDICAL DEVICES/ SURGICAL DISPOSABLE ITEMS FOR THE YEAR 2022-23.

Dated:

A meeting of Grievance Committee to address the Grievances received in Bulk Purchase of Medical Devices/ Surgical Disposable items for the year 2023-24 was held on ~~26-05-2022~~ in the office of the Chairman Grievance Committee Prof. Dr. Hanif Mian, Professor of Orthopedic, Lahore General Hospital Lahore.

2. The Following members attended the meeting;

1. Prof. Dr. Khizer Hayat, Prof. of Urology	**Chairman**
2. Dr. Irfan Malik, Associate Prof. of Pulmonology	Member
3. Mrs. Sadia Arshad Rana DDC LGH	Member
4. Dr. Salman Shakeel, DMS LGH	Member
5. Dr. Salman Shahid DMS PINS	Outsider Member

3. The committee after briefed discussion and hearing the firm's representatives unanimously decided the grievances as under;

Sr. No	Grievance submitted by	TEC Result	Decision of Grievance Committee
1.	**M/s 3N LIFEMED.** Submitted grievance Bearing diary No. 7271/LGH, dated 19-05-2023 against the rejection of their quoted item 225 (Cather Lock Solution) M/s 3N-LIFEMED Pharmaceuticals is one of the largest manufacturing company in the field of "Lifemed Citro Cath (Catheter Lock Solution), Bicarbonate Dialysis Solution, & Hot Disinfection Solution" etc. Our products are high quality, having ISO certifications & registered with DRAP. Tender Item No.225, Brand name "Lifemed Citro Cath" is registered with DRAP vide No. MDMR-000132 (copy attached). M/s 3N-Lifemed had participated in above mentioned subject tender, unfortunately our item was technically declared non-responsive by Technical Evaluation Team. In this connection, it is submitted that: 3. FDA is urging Hospital, Pharmacies and Hemodialysis. Units across the U.S. to stop using the product. Alternative 4% solution of citrate are available for	T.E.No.225; Non responsive, Rejected due to low Countination 4%	Mr. Kashif Hameed (Sales Manager) attended the meeting on behalf of **M/s 3N LIFEMED**. The committee scrutinized the matter by checking the evaluation criteria and end user report. After due deliberation, it is unanimously decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED**.

	use in these and most other medical settings. 4. Trisodium citrate induced protein precipitation in Hemodialysis catheters might cause pulmonary embolism (G. Schleicher, H.D. Polaschegg et al, Nephrol Dial Transplant, 2012, (Copy Enclosed). So, as per FDA guidelines our product "Lifemed Citro Cath" is prepared accordingly which is quite safe as compared to other Participants. Please note that this item was awarded to us by your Hospital and has been used successfully without any single complaint (copy attached). This item was also awarded to us for the last two years by Shaikh Zayed Hospital, Lahore and Lahore General Hospital, Lahore (copies enclosed).Firm is requesting for reevaluation.		
2.	**M/s MULLER & PHIPPS.** Submitted grievance Bearing diary No. 7417/LGH, dated 22-05-2023 This refers to your hospital Technical Assessment Report of Tender for Surgical Disposables Items FY 2023-24, We, M/S Muller & Phipps Quoted Surgical disposables items of Ethicon Johnson & Johnson. It is requested to please consider the following facts before finalizing the Contract/tender. 1. At item No 342 Hospital has demanded Circular Stapler (Disposable25/28mm), but the other company M/s Yousaf & co quoted Panther Circular stapler 29mm which is not as per advertised tender specifications & they also claim the manufacturer Panther Belgium but there is no proof in their official website. They are also technically rejected from Services Hospital Copy attached 2. At item T.E # 343 Hospital has demanded Circular Stapler (Disposable29/31mm), but the other company M/s Yousaf & co quoted Panther Circular stapler 32mm which is not as per advertised tender specifications & they **also** claim	T.E.No.342 all Responsive bidder T.E.No.343 responsive bidder T.E.No.356 all bidder Responsive	Mr. Bazurj (Sales Executive) attended the meeting on behalf of **M/s MULLER & PHIPPS.** Ms. The representatives explained the grievance against M/S Yousaf & Co. and M/S Popular. The committee scrutinized the matter by checking the advertised specifications, evaluation report and end user feedback. It is found that items quoted by M/S Yousaf & co. at T.E 342 & 343 do not comply the advertised specifications at these numbers After due deliberation, it is unanimously decided to declare bid of M/S Yousaf & co as **NON RESPONSIVE** for items at TE 342 & 343 and to **UPHOLD** the decision of T.E.C against M/S Popular. Hence the grievance is **REJECTED** against M/S Popular and is **ACCEPTED** against M/S Yousaf & Co.

	M/s Popular International quoted Ligature Maryland LF1937 which is not ultrasonic technology and not compatible with available generator in Hospital, hence itis not as per advertised tender specifications In the best interest of Patients:1. It is therefore requested to reject M/s Yousaf & co. on item no 342 and award us thequoted item 2. It is therefore requested to reject M/s Yousaf & co on items T.E # 343 and award us the quoted items. 3. It is therefore requested to reject M/s Popular International on item T.E # 356 and award us the quoted item Keeping in view all the above mentioned facts and references, it is requested to consider our quoted products in the best interest of Hospital and for better Patient outcome.		
3.	**M/s VERTEX MEDICAL Pvt Ltd.** Submitted grievance Bearing diary No. 7483/LGH, dated 23-05-2023 Refer to above cited subject, M/s Vertex Medical Pvt. Ltd. participated in above mentioned tender for the procurement of Surgical Disposable items, which was due on: 07-04-2023. After the announcement of Technical Evaluation Report regarding our quoted tender technical offer and submitted samples, we have been announced NON RESPONSIVE in Item No: 104 Le. High Flow Nasal Cannula due to Taiwan made. It is humbly stated that the manufacturer of this item is Dragerwerk, Germany. Their attached free sales certificate is also from Germany. Furthermore, they also import all of our product range from Germany Including this particular item, whereas they do have our production plants in various countries like China, Turkey, Canada, Taiwan, Germany & America etc. In view of above, we would like to request your good self to please probe into the matter and direct the procuring agency to do a re-evaluation regarding this particular item and allow us to participate in the	T.E No. 104 (Non Responsive, Taiwan)	No one attended the meeting on behalf of **M/s VERTEX MEDICAL Pvt Ltd** The committee evaluated the matter by checking the technical offer, the sample and address on DRAP registration After due deliberation, it is unanimously decided to declare TE 104 (High Flow Nasal Cannula) as **RESPONSIVE.** Hence the grievance is **ACCEPTED.**

	range from Germany Including this particular item, whereas they do have our production plants in various countries like China, Turkey, Canada, Taiwan, Germany & America etc. In view of above, we would like to request your good self to please probe into the matter and direct the procuring agency to do a re-evaluation regarding this particular item and allow us to participate in the tender on merit, so that the concerned institute can purchase high quality products at cost effective rates after healthy competitions.		
4.	**M/s BIOCOM INTERNATIONL** Submitted grievance Bearing diary No. 7451/LGH, dated 23-05-2023, firms grievance is against its competitor. In technical evaluation report (TAC) committee responsive to company M. YOUSAF & CO. The company submitted false information in the AFFIDAVAT & in his bidding documents. Please recheck the documents as follows Firm is claiming that TAC committee of Services Hospital rejected M. Yousaf & Co due to issue in Free sale certificate. The firm is requesting to re-evaluate M. Yousaf & CO bid.	T.E No.92 Non responsive, Rejected by end user (poor quality) T.E No.93 Non Responsive due to non provision of product experience	Mr. Farooq (Director) attended the meeting on behalf of **M/s BIOCOM INTERNATIONL** to describe the grievance against M/S Yousaf and Co. on items which were not quoted by aggrieved firm even. The committee conveyed the firm that matter has been be sought and decision of TEC is **UPHELD**. Hence the grievance is **REJECTED**.
5.	**M/s SADQAIN HEALTH CARE (PVT) Ltd** Submitted grievance Bearing diary No. 7526/LGH, dated 24-05-2023 against the rejection of their quoted item 28 (Bougies) 59(Close suction system) 60(Disposable Laryngoscope Blade) but that's not true. All their products are imported from the UK and Lithuania. The tender list on the basis of the claim that the mentioned products are imported from Taiwan, created in their recent LGH tender 2023-24 as the technical committee excluded our products from Berkshire, United Kingdom, and import all products from there. A	T.E No.28;Non Responsive due to from Taiwan T.E No.59;No Responsive due to from Taiwan T.E No.60; No Responsive due to from Taiwan	Mr. Aamir (Regional Sales Manager) attended the meeting on behalf of **M/s SADQAIN HEALTH CARE (PVT) Ltd**. The representative explained the grievance in detail and presented their DRAP registration and import documents from United Kingdom. The committee evaluated the matter by checking prevailing DRAP registration of same items. After

	misconception was Limited, has a head office located in Crane House, Molly Millars Lane, Wokingham, Disposable Items for the year 2023-2024, It is to inform you that our supplier, M/s. Inter surgical With reference to the uploaded Technical Evaluation Report of Medical Devices/ Surgical request for the declaration of RESPONSIVE and settle our grievance. copy of GD is attached for reassurance that the following products are imported from the UK		due deliberation, it is decided to declare bid of aggrieved firm as **RESPONSIVE** at items at T.E 28, 59 and 60. Hence the grievance is **ACCEPTED.**
6.	**M/s Smart Solutions**. Submitted grievance Bearing diary No. 7543/LGH, dated 24-05-2023 against the rejection of their quoted item 32(Cast Padding) 58(Disposable Gown Reinforced) 156(Poly Sling) & for T.E 508(Drape Set Ortho Disposable) the grievance is against the responsiveness of their competitors item. Firm is stating that their competitors' products are out of specification and requesting for re-evaluation of their samples. For item 32 • Document was missing in bid, firm is requesting for re-consider for healthy competition. • Only Responsive item was problematic for end-user from last 2 years, which was reported also. Our request is to re- evaluate the samples for better results For item 58 • FSC is notarized, firm claims it was due to some confusion. • Evaluation of samples was done on table discussion; firm is requesting to re-evaluate the samples in the OR for right decision. For item 156 • Document was missing in bid, now provided, firm is requesting for re-consideration for healthy competition For item 508 • Firm is raising objection that the other 2 firms which are found responsive are out of specs, for better results re-evaluate the	T.E 32; Non Responsive due to Experience not attached T.E 58; Non Responsive due to FSC Notarized T.E 156; Non Responsive due to Experience not attached T.E 508; all bidders responsive	Mr. Salman (CEO) accompanied with Mr. Usman (Sales Manager) attended the meeting on behalf of **M/S Smart Solutions** to explain their grievance. The committee scrutinized the matter by checking the documents in the bid and evaluation reports. It is found that firm doses not possess Import License issued by DRAP so is not the sole agent /importer. It is the violation of clause 4 of compulsory parameters of evaluation criteria as well as section II, clause 3.1 & 3.2 (page 8 of bidding document). After due deliberation, it is unanimously decided to declare the bid of aggrieved firm as **NON RESPONSIVE** against all offers. Hence the grievance is **REJECTED**.

	samples in OR		
7.	**M/s 3M Surgicals.** Submitted grievance Bearing diary No. 7546/LGH, dated 24-05-2023 Firm is requesting to reevaluate their item as they can provide further queries for your review and consideration.	All non responsive items	Mr. Usman (Manager) attended the meeting on behalf of **M/s 3M Surgicals** to describe the grievance. The committee checked the documents and samples to conclude the matter. The committee unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
8.	**M/s Hakimsons (Pvt) Ltd.** Submitted grievance Bearing diary No. 7593/LGH, dated 25-05-2023 Reference the Technical Evaluation Report against tender for Medical Devices / Surgical Disposable Items for the year 2023-24, our grievances are as follows. **ITEM #37 TEC REPORT:** SOFT GEL ELECTRODE (MY HEART) NON RESPONSIVE (LOA NOT VALID] We Hakimsons (Private) Ltd. would like to inform you that their LOA is still valid (copy attached). The validity period is for 3-years from the date of issue. Fresh LOA will be issued only when it is expired. they would also like to inform you that they have been supplying My Heart brand Electrode in the many Hospitals of Punjab (copy of purchase orders attached for your reference): There are more approx, more than 38 Hospitals where they are supply ECG Electrode of My Heart brand without any complain they therefore request you to please declare our Electrode as Responsive. **ITEM # 61** DISPOSABLE LMA (FOYOMED BRAND) (DRAP REG. #MDIR-0002809) TEC REPORT: NON RESPONSIVE (REJECTED BY END USER) they offered one of the best brand of LMA Foyamed is one of the leading Company in China and supplying all over Europe, USA and other Asian countries. CE & ISO registered. In addition	T.E.No.37 Non Responsive (LOA Not Valid) T.E.No.61 Non responsive, Rejected by end user T.E.No.98 Non Responsive (Not Registered) + rejected by end user T.E.No.135 Non responsive, Rejected by end user T.E.No.136 Non responsive, Rejected by end user T.E.No.140 Non responsive, Rejected by end user T.E.No.142---------	Mr. Muhammad Abid (Field Manager) attended the meeting on behalf of **M/s Hakimsons (Pvt) Ltd.** to explain their grievance. The committee evaluated the matter and also checked documents along with samples to finalize the result. After due deliberation, the grievance redressal committee decided to declare items at TE 124, 135 & 136 as **RESPONSIVE** but to **UPHOLD** the decision of TEC for all other items. Hence the grievance is **ACCEPTED** for TE 124, 135 & 136 but is **REJECTEC** for all other items.

	to ISO, CE this product is also registered with DRAP (Registration # MDIR 0002809). They have been supplying the LMA of Fovomed brand in the Government Hospitals of Punjabi Sindh & KPK. For your reference they are attaching copy of purchase orders they supplied fast year. in addition to that for the next financial year 2023-24 this product are being approved by the different Hospitals i e Sheikh Zayed Hospital. RY. Khan Ch. Pervaiz Elah tnstitute of Cardiology Multan therefore request you to plaase re-evaluate the quality and performance of our LMA Hope you will find it of high quality and declare as Responsive ITEM T.E#98 FLOW REGULATOR (MICRO DRIP EXTENSION TUBEL (FOYOMED BRANDI TFC REPORT NON RESPONSIVE (NOT REGISTERED & REJECTED BY THE END-USER) Please note that we have applied for registration with ORAP Although almost all the products are exempted for one year for registration (SRO attached) they are already supplying this Foyamed brand Flow Regulator in the following Government Private Hospitals (copy of purchase orders attached for your reference). Sheikh Zayed Hospital RY. Khan Pakistan Institute of Medical Sciences, Islamabad Dow University of Health Sciences Karachi National institute of Child Health Karachi We therefore request you to please re-evaluate the quality of our Flow Regulator. Hope you will find the same one of the best quality and will declare Responsive MICROBURETTE VOLUMETRIC (FOYOMED BRAND) (REG MDIP-0004951) ITEM T.E # 124 TEC REPORT NON RESPONSIVE (REJECTED BY THE END-USER) Please note that we are supplying this product all over Pakistan without any complain. For your reference please find attached copies of Purchase Orders. Please also note that our Micro burette Volumetric of Foyamed Brand is also technically to provide in Ch. Pervaiz Elahi Institute of Cardiology Multan for the next financial year 2023 24 (copy of Technical Evaluation Report attached for your reference) their offered one of the best brand available in		

	Pakistan Foyomed Micro burette Volumetric is 150, CE marked and registered with ORAP (Reg # MOIR-0004951) they would request you to please re evaluate our quality, you will find it of high quality and hope will be declared as Responsive **ITEM T.E #135 136 TEC REPORT**: NASAL PRONG (FOYOMED BRAND) NON RESPONSIVE (REJECTED BY THE END-USER) These Nasal Prongs of Foyomed brand were already supplied to Lahore General Hospital, Lahore During 2022-23 we have supplied these Nasal Prongs to the following Hospitals (copy of purchase orders attached for your reference) Sheikh Zayed Hospital, R.Y Khan Ch Pervaiz Elahi Institute of Cardiology, Multan Allama Iqbal Memorial Teaching Hospital, Sialkot Punjab Institute of Cardiology Lahore Teaching Hospital, Sialkot Teaching Hospital, D.G. Khan therefore request you to please re-evaluate the said items Hope products Responsive **ITEM# 140-142 TEC REPORT** NG TUBE/FEEDING TUBE NON RESPONSIVE (REJECTED BY THE END-USER) They would like to inform you that our NG Tubes/Feeding Tubes are supplied almost all the important Hospitals in Punjab. Hospitals where supplied these tubes are as follows. Sheikh Zayed Hospital RY Khan Ch. Pervaiz Elahi Institute of Cardiology, Multan Allama Iqbal Memorial Teaching Hospital, Sialkot .Punjab Institute of Cardiology, Lahore Poly Clinic Islamabad		
9.	**M/s intek corporation.** Submitted grievance Bearing diary No. 7592/LGH, dated 25-05-2023 With reference to the Technical Evaluation committee report dated 15-05-2023 Tender for purchase of Medical devices & Surgical Disposable FY 2023-24. our following item was technically Non-Responsive **1 Tender TE. #368** **FLOW DIVERTOR FRED** by Micro venation	T.E.No.368 Non responsive not used by end user (sample not provided) T.E.No.370 Non responsive (All Size Not Available) T.E.No.371 Approved with sujected to availability of all sizes	No one attended the meeting on behalf of **M/s Intek corporation.** However the committee evaluated the matter by checking the evaluation report, technical offer in the bid and TEC result. The committee directed the purchase department to correct the name of quoted brands (as in the

	Terumo, USA was technically rejected due to "Non Responsive not used by end user" but their quoted item FRED is registered in DRAP and it has FDA USA certification and being used widely in all over Pakistan and never been rejected for the last many years. It is also used by the end user in LGH in the past. **2. Tender TE. #370** **Coll. Detacher V-Grip Detachment Controller** by Micro venation Terumo USA was technically rejected due to "Non Responsive (all sizes not available but their quoted item V-Grip name was wrongly written Jasper" in TAC report and V-Grip is used by your end user for the last many years Copies of PO's are attached for your reference **3. Tender Sr. #371** **Detachable Coils & Pushable Coils all sizes Microplex Coils system** by Micro venation Terumo, USA was technically Approved" "but our quoted item Microplex Coil System name was wrongly written "Onys liquid Embolic system in TAC report so please correct its name in TAC report Microples Coils system is being used by your end user for the last many years and all sizes are available Copies of PO's are attached for your reference Therefore they humbly request the respectable authorities to take appropriate measures to include their above mentioned products in tender as Accepted (technically) for healthy competition and to avoid andue advantage to any other supplier.		technical offer) at TE 370 & 371. However the result will not be changed for TE 368. After due deliberation, it is unanimously decided to **REJECT** the grievance at TE <u>368</u> but to **ACCEPT** it for items at <u>TE 370 & 371</u>.
10.	**M/s Iqbal & Company.** Submitted grievance Bearing diary No. 7599/LGH, dated 25-05-2023. **GREVIANCE AGAINST M/S Allmed Solutions Item T.E# 74 Double Lumen 12 Fr Catheist & ITEM 52. CVP LINE ADULT** Although the said companies is already rejected but still we would like to bring below points in your kind attention **M/S ALLMED** who is presenting Amecath Egypt respectively is fulfilling clause 13 of compulsory parameters The product quoted has been rejected	T.E.No.74 responsive bidder T.E.No.52 responsive bidder T.E.No.53 responsive bidder	Mr. Tariq attended the meeting on behalf of **M/s Iqbal & Company** to describe the grievance against M/S NIPRO, M/S Flowtronics and M/S Allmed for items at TE 74. The committee scrutinized the matter and it is found that M/S Nipro and M/S Flowtronics are already Non Responsive, however bid of M/S

	by other government hospital including your hospital last year (Copy attached Annax A) because the brand name is not mentioned in free sale certificates of country of manufacturer of the said companies free sale certificate of country of origin manufactures which is direct violation of compulsory **parameters** clause 13 (1) & (2) of compulsory parameters. Therefore should be rejected. **GREVIANCE AGAINST MS Flow Troniss Systems Item T.E#74 Double Lumen 12 Fr Catheter & Item T.E# 53 CVP Line Peads:** MS Flow Troms who is presenting Able China respectively is no fulfilling clause **"13" of compulsory parameters** The product quoted has been rejected by other government hospitals including your hospital last year (Copy attached Annex A) because the brand name is not mentioned in free sale certificates of country of manufacturer of the said companies free sale certificate of country of ongi/manufacturer which direct violation of compulsory parameter **cause "13 (1) & (2) of compulsory parameters.** Therefore, should be rejected. **GREVIANCE AGAINST M/S Nipro Medical Item 74 Double Lumen 12 Fr Catheter** Although the said company is already rejected but still, they would like to bring below points in your kind attention The subject brand quoted by of M/S Nipro Medical has been recently launched and have no past experience in any government hospital of supplying stock at a scale like LGH quantities which is violation of your compulsory parameter 6 of product experience. Secondly, the said brand is rejected on poor quality from various other hospitals as well It is requested to please look into the above points.		Allmed is checked. After due deliberation and detailed discussion the committee decided to **UPHOLD** the decision of T.E.C. Hence the grievance is **REJECTED**.
11.	**M/s Iqbal & Company** Submitted grievance Bearing diary No. 7612/LGH, dated 25-05-2023 **Subject; Grevaince .**With reference to the subject ,we would like to submit our grevaince as follows;	T.E.No.236 Non responsive, Rejected by end user	Mr. Tariq attended the meeting on behalf of **M/s Iqbal & Company** to describe the grievance.

	Grevaince items number 236 spirometer; We have quoted well reputed brand and is being in all over Pakistan .reference purchase orders are attached for review.You are requested kindly re-evaluate our item 236 for healthy competition we will appreciate if our product can be re- evaluated.		The committee directed to re-evaluate the samples at TE 236 from Pulmonology department in comparison to other samples. The re valuation report declares it satisfactory for intended use. The grievance redressal committee endorsed these results and item at T.E 236 is declared as **RESPONSIVE.** Hence the grievance is **ACCEPTED**.
12.	**M/s M Yousaf & CO.** Submitted grievance Bearing diary No. 7611/LGH, dated 25-05-2023 SUBJECT: GRIEVANCE OF TE NO. 143, 147, 239, 240 &241 IN TENDR OE. LAHS DISPOSABLE ITEMS 2023-2024 With reference to Technical Advisory Committee result on website of LGH, Lahore, against surgical disposable items for the financial year 2023-24, "Gulfam Brothers" has participated and responsive in the above captioned tender in TE. # 143, 147, 239, 240 & 241 which is very surprised. The reasons leading to the grievance petition is that the technical bid of Gulfam Brothers has Major deviations from the required documents and most of the documents are ambiguous/fake/ forged, while the said firm is accepted despite the deviation They would like to bring into your kind notice that **M/S "Gulfam Brothers"** is participated in TE#N0. 143,147,239,240 and 241 and declared responsive, even though not eligible to participate in the cited Tender due to mentioned reasons **SOLE DISTRIBUTION CERTIFICATE**: As the firm is distributor and used forged documents of Quoted brand **"CONFORT"** which is the imported product and its sole distribution is with MB Associates" till last year. Sole Distribution Certificate is attached for your kind consideration. The same quoted brand was participated by "MB Associates" last year in tender of 2022-2023 in SHL and different hospitals. **"Gulfam Brothers"** is	T.E.No.143 all Responsive bidder T.E.No147. all Responsive bidder T.E.No.239. all Responsive bidder T.E.No.240. all Responsive bidder T.E.No.241. all Responsive bidder	Mr. Muhammad Mohsin (Marketing Manager) attended the meeting on behalf of **M/s M Yousaf & CO** to describe the grievance against M/S Gulfam Brothers. The committee scrutinized the matter by checking and re authentication of authorization letter. After due deliberation and detailed discussion the committee decided to **UPHOLD** the decision of T.E.C. Hence the grievance is **REJECTED**.

	not the sole distributor of the quoted brand in above captioned tender. The sole distribution Authority letter is completely bogus. they challenged the authenticity of the document and proofed it wrong at any form. (Verified copy attached from PPRA website). **BUISNESS REGISTRATION :(NTN: 2485289-9)** According to business registration, Gulfam Brothers is Registered as retailer of medical products instead of importer in the FBR with the NTN 24585289-9 (Copy attached) so how they import? **Fake Authority Latter .** Authority latter attached with bid are also tempered in dates They strongly condemn the participation of Gulfam brother In the above captioned tender as it is a matter of criminal offence to distract the respected members of TAC by using falsified information.		
13.	**M/s Popular International.** Submitted grievance Bearing diary No. 7579/LGH, dated 25-05-2023 **Subject:** GRIEVANCE AGAINST MINUTES OF TECHNICAL EVALUATION COMMITTEE FOR THE EVALUATION OF MEDICAL DEVICES/SURGICAL DISPOSABLES ITEMS FOR THE YEAR 2023-24 Specifically, they would like to address the acceptance and inclusion **of** certain brands, namely Akram Brothers, Sindh Medical, K.S Agencies Pharmaceutical Distributors, Anwar Sons, and M Yousaf & Co (Panther), in the evaluation results. It is disconcerting to note that all the above-mentioned bidders did not quote FDA- approved products having no proven track record, despite being technically approved. Some of these bidders even quoted Chinese brands, and the others lack necessary quality certifications, including FDA certifications. As Lahore General Hospital is renowned for conducting advanced surgeries, it is of utmost importance that only FDA-certified products are utilized. Advanced surgeries require the highest	T.E No.352,353,all bidder Responsive T.E No.343 Non responsive (Rejected by end user) T.E No.351(Responsive)	Mr. Mazhar Abbas (Regional Head) attended the meeting on behalf of **M/s Popular International** to describe the grievance against many bidders over multiple items. The committee scrutinized the matter by checking bids, advertised specifications and samples. Moreover samples were re-evaluated in comparison (of all bidders) from multiple end users. The grievance redressal committee evaluated all recommendations to conclude matter amicably. After due deliberation and detailed discussion the committee unanimously decided to declare Bid of M/S popular International as **NON RESPONSIVE** for Items at T.E 339 to 348 and all other decision of Technical Evaluation committee are **UPHELD.** Hence the grievance is **ACCEPTED** for TE 339 to 348 only and is **REJECTED** for all other items.

	standards of quality and safety, which can only be ensured through the use of FDA-approved and time tested sutures and medical devices. Furthermore, it has observed that the brands mentioned above have been consistently rejected by various hospitals on technical grounds, as evidenced by the attached technical evaluation reports. This raises serious concerns about the safety and effectiveness of these products. By approving and including these brands in the evaluation results, Lahore General Hospital not only risks the well-being of its patients but also wastes valuable resources. Additionally, I would like to draw your attention to the fact that Panther, offered by M Yousaf & Co, is not registered and does not have any exemption for Class D products. The Public Procurement Regulatory Authority (PPRA) strictly prohibits the purchase of unregistered products. Considering that you have an offer from a registered firm, there is no need to approve an unregistered brand. Moreover, Panther products have been rejected by multiple public hospitals, including Allied Hospital, Sir Gangaram Hospital, and Services Hospital, due to quality issues. Numerous renowned surgeons have also lodged complaints about their products, which are even documented on the o fficial website of PPRA. Page 1 of 3 Additionally, I would like to bring to vour attention certain oversights in the evaluation process. Specifically, at Item Sr. No. 352 & 353, the quoted brand by M&P against Laparoscopic Ligatures and ligatures Impact respectively is out of specification and not Compatible with the ligature Generator. It is crucial to ensure that the evaluated brands meet the required specifications and are compatible with the existing equipment for seamless integration into surgical procedures. Furthermore, at Sr. No. 343 & 351, we quoted Laparoscopic Ports and Circular Staplers, respectively. We quoted Kangdi (a Medtronic Company), a renowned brand widely		

	used in both public and private hospitals across Pakistan. However, it has been unjustly rejected, overlooking its quality and widespread usage. On the contrary, the brand quoted by M&P for Item No. 343, Laparoscopic Trocar, is apparently three times higher in cost than our brand, resulting in a significant waste of resources. I urge the hospital administration to reconsider the decision to accept and include these brands in the evaluation. Instead, I request that you reject all such brands that carry a risk to patients and do not possess FDA certification or necessary quality certifications. It is essential to prioritize alternative brands that hold the highest international certifications and have a proven track record of quality and safety. By doing so, Lahore General Hospital can ensure the best outcomes for patients undergoing advanced surgeries. In light of the above, I kindly request the following actions to be taken: Review the decision to include brands such as Akramn Brothers, Sindh Medical, K.S Agencies Pharmaceutical Distributors, Anwar Sons, and M Yousaf & Co (Panther) in the evaluation results. Prioritize FDA-approved products and brands with the highest international certifications and necessary quality certifications. Ensure compliance with PPRA regulations by rejecting unregistered products and favoring offers from registered firms. Conduct a thorough assessment of the quality and safety records of the brands being considered for procurement, particularly those associated with Chinese brands. Consider the complaints and feedback from renowned surgeons and refer to the official website of PPRA for further information on Panther products. Reconsider the evaluation of Laparoscopic Ligasure (Item No.352), Ligasure Impact (Item No.353), ensuring that the quoted brands meet the required specifications and compatibility with existing equipment. Laparoscopic Trocar &		

	Circular Stapler (Item No, 343 & 351): Take into consideration the quality and widespread use of the quoted product .Optimize the use of resources by selecting cost-effective options without compromising quality and patient safety. Also please review the necessary documents including Free Sale Certificate attested by embassy, Letter of Authorization and DRAP registration. I trust that the Lahore General Hospital administration shares my concerns about patient safety and is committed to upholding the highest standards of quality and care. I kindly request prompt response addressing my grievances and the actions that will be taken to address these issues. Thank you for your attention to this matter. I look forward to a positive resolution and continued collaboration for the betterment of patient care at Lahore General Hospital.		
14.	**M/s UDL distribution Pvt** Submitted grievance Bearing diary No. 7581/LGH, dated 25-05-2023 **Subject:** Grievance against M/S Iqbal and Company, **Grevaince item** Sr#74. Double Lumen 12Fr Catheter M/S UDL Distribution (Pvt) Ltd has following reservations. It is highlighted that M/S Iqbal and Company quoted Medcomp brand from USA. According to Evaluation Criteria they do not comply with the Clause no 14, 2) that their products are freely available with the same brand in the country of manufacturer and are safe for human, which is clearly violation of Bidding Documents Knock down Criteria clause 13. **Free Sale Certificate** (1) Pakistan Embassy attested valid free sale certificate bearing the brand name of the product in the country of manufacturer indicating that the quoted product is Freely available there for at least two years. This	All Responsive bidder	Mr. Aamir (Sales & Service Engrr.) accompanied with Mr. Kamran (Field Manager) attended the meeting on behalf of **M/s UDL distribution Pvt. Ltd.** to describe the grievance. The committee scrutinized the case by checking & verifying documents (in the bid), samples and evaluation criteria. It has been observed that Drug Registration Certificate of quoted item was not attached in original bid though it was verified online. In order to check the "VALID" free sale certificate (as per clause 13 of evaluation criteria) of quoted item issued by Federal Drug Authority (FDA) of United States of America, the official website of FDA (www.fda.gov) was used. (This web address is mentioned in the FDA certificate attached in the bid) The unique identification / registration number of given/quoted sample **XTP 126MT=** (T.E 74 by M/S Iqbal & co.) was not verified by FDA site though some other models were available,o

	certificate must be issued by Relevant authority of the country of origin duly legalized/ notarized. 2) Affidavit from the sole agent(s) that their products are freely available with same brand name in the country of manufacturer & are safe for human consumption. Moreover, with reference to the technical evaluation of previous tender (22-23) M/S Iqbal and company technical was rejected by End User due to incomplete kit i.e Surgical blade was missing, no hole in plunger to pass Guide wire. (reference attached) As, in this tender they have quoted same product with same issue in which both surgical blade and plunger in their product is missing. Furthermore, Guide wire quality is also not upto the mark. So how they will qualify in this tender by Quoting incomplete kit. Firm has requested to review this **matter.**		After due deliberation and detail discussion the committee unanimously decided to declare bid of M/S Iqbal & Company as **NON RESPONSIVE** for items at 74. Hence the grievance is **ACCEPTED.**

Mrs. Sadia Arshad Rana
Deputy Drug Controller LGH
Member

Dr. Salman Shakeel
DMS LGH

Dr. Salman Shahid
DMS PINS
Outsider Member

Dr. Irfan Malik,
Associate Prof. of Pulmonology

Dr. Khizer Hayat Gondal
Prof. of Urology