MEETING OF GRIEVANCE COMMITTEE TO ADDRESS THE GRIEVANCES RECEIVED IN BULK PURCHASE OF MEDICAL DEVICES/ SURGICAL DISPOSABLE ITEMS FOR THE YEAR 2023-24.

Dated: 08-06-2023

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 08-06-2023 in the office of the Chairman Grievance Committee Dr. Khizer Hayat Gondal, Prof. of Urology, Lahore General Hospital Lahore.

2. The Following members attended the meeting;

1. 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	Member (outsider)

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 MEDICAMP INTERNATIONAL** Submitted grievance Bearing diary No. 7430/LGH, dated 22-05-2023. Company is requesting for the approval as Responsive product after re-evaluation of the product. (a) Item at T.E # 99, 100, and 101 are declared Non Responsive, rejected by end-user with reason I.e. Hard tip. Company Products quoted at above reference number are manufactured by the Netherlands based company following the CE Certification and ISO standards with zero complaints from anywhere of Pakistan and is under use of several Hospitals, hence it is requested to Reevaluate the sample. (b) item at T.E # 375 is declared Non Responsive,	T.E.No.99;Non responsive, Rejected by end user T.E.No.100; Non responsive, Rejected by end user T.E.No.101;Non responsive, Rejected by end user	Mr. Sajid (Asstt. Sales Manager) attended the meeting on behalf of **M/s MEDICAMP INTERNATIONAL** to describe the grievance in detail. The Committee scrutinized the matter by checking the sample, bid and evaluation criteria. After due deliberation and detailed discussion, it is unanimously decided to declare TE 99, 100 & 101 as **RESPONSIVE** and to **UPHOLD** the decision of T.E.C for all other items. Hence the grievance is **ACCEPTED** for T.E 99,100 & 101 and is **REJECTED** for all other T.Es.

	rejected by end-user with reason i.e. Not Compatible with Neuro According to company it is not a Neuro product and is used for Urology therefore it is requested to approve/declare it responsive. (c) Item atT.E # 148 (Zeocel Absorbable Hemostat) is declared Non-Responsive due to non-registration Product quoted at above stated serial number is Class D Medical Device and DRAP has issued an extension in Registration for all classes of Medical Devices including Class D Exemption S.R.O. 224(1)12023 dated 27 February 2023 (Copy attached) Company is requesting to approve their products technically so that they may offer very economical rates for your institution and oblige.		
2.	**M/s Nipro** Submitted grievance Bearing diary No. 7490/LGH, dated 23-05-2023 against the rejection of their quoted item 74 (Double Lumen Catheter 12FR 15/16cm Company is stating that our quoted brand is world's known brand registered with DRAP (MDIR-0002890), & meets with all international standards (CE, ISO) Also being used in different hospitals with fully satisfaction (purchase orders are attached) Please re-evaluate & declare responsive for fair & healthy competition.	T.E. No.74 (Non responsive, Rejected by end user)	Mr. Muhammad Ahmad (Institutional Business Executive) attended the meeting on behalf of **M/s Nipro.** The representative was asked to describe the grievance for item at TE 74. The committee evaluated the matter in detail and checked the experience of the said item which was not found for quoted brand. Although representative was given time to provide but he failed to present. After due deliberation, the committee unanimously decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECED**.
3.	**M/s Allmed solutions.** Submitted grievance Bearing diary No. 7538/LGH, dated 24-05-2023 against the rejection of their quoted item 52 (CVP Line Adult triple lumen with wire) 74(double Lumen 12fr catheter) 12fr double with guide wire (15cm /16cm) 152 (PNC Set all size ,PCN tube, dilator, guide wire, curve tip, Puncture needle),	T.E.No.52 Non Responsive, Rejected by end user T.E.No.74 Non Responsive, Rejected by end user	Mr. Zubair (Sales Manager) accompanied with Mr. Kamran (Asstt. Sales Manager) attended the meeting on behalf of **M/s Allmed solutions.** The representatives were asked to explain their grievance. The grievance redressal committee evaluated the matter

	557 (Monopolar TURP Loop) Grievance Amecath is an international Egyptian brand, which material is of good quality. It is also verify by DRAP to issue us DRAP registration. So it is requested to please re assess it. Amecath is an international standard brand approved by DRAP and even it was also approved by end user in Services hospital Lahore. Our Double Lumen also approved by DTL, SO there is not any doubt regarding quality of product, DTL copy has been attached. Therefore it is requested to their quoted PCN set not responsive Not because of nonregistered by DRAP, but our Suprapubic Catheter tender # 33 and Ureteric Catheter tender # 533 DRAP responsive even these items are also not DRAP registered. they have applied for registration and waiting from DRAP. Copy has been attached /Not single	T.E.No.152 Non Responsive (Not Registered) T.E.No.537 Non Responsive (SNP)	by checking bids and samples to come to conclusions. It was directed to re-evaluate the items at T.E 52, 74 and 537. The bidder was asked to submit the sample of Monopolar TURP LOOP (TE 537) along with an affidavit stating to provide uninterrupted supply of this item as per scheduled demands. Re-evaluation report qualified items at TE 74 & 537 but item at T.E 52 was not approved. After due deliberation and detail discussion, the committee unanimously decided to declare T.E 74 and 537 as **RESPONSIVE** and to **UPHOLD** the decision of T.E.C for T.E 52 and 152. Hence the grievance is **ACCEPTED** for T.E 74 & 537 and **REJECTED** for T.E 52 & 152.
4.	**M/s The Cure** Submitted grievance Bearing diary No. 7328/LGH, dated 20-05-2023 against the rejection of their quoted item 223 (21% Citric Acid, 2.5% Lactic Acid, 2.5% Malic Acid, adjuvants, water) Firm has quoted Sr no 223 disinfectant solutions under the provision of the issued DRAP SRO (attached). Company is stating that quoted brand is of European origin has all European certificates and is a quality product. Firm is requesting to declare the bid responsive due to the quality product.	T.E.No.223 Non responsive due to not registered	Mr. Aleem Tariq (Head Sales Manager) attended the meeting on behalf of **M/s The Cure**. However the committee scrutinized the matter by checking the evaluation criteria and DRAP registration of other participant firms too. After due deliberation, it is unanimously decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED**.
5.	**M/s IBL HEALTHCARE** Submitted grievance Bearing diary No. 7400/LGH, dated 22-05-2023 against the rejection of their quoted item 107 (Hollow Fiber Dialyzer Adult size, 1.8cm/1.7cm Surface area) Firm has highlighted that our quoted dialyzer has UF-Coefficient 27 and which is greater than others, so it gives excellent reduction of Urea, Creatinine,	T.E No. 107 ; Non responsive, Rejected by end user	Mr. Aleem Tariq (Head Sales Manager) attended the meeting on behalf of **M/s IBL HEALTHCARE** to describe the grievance. However the committee evaluated the matter in detail. However the representatives failed to provide substantial evidence in favour of their grievance. After due deliberation, it is unanimously decided to **UPHOLD** the decision of Technical Evaluation Committee.

	Phosphate and Vitamin B12, Also CE and ISO 13485 certification (attached). Furthermore ,this is highlighted that firm is one of the largest healthcare company of Pakistan having more than 5 Million PKR turn over annually ,collaboration Nestle and Med Johnson's ,searl dialyzer having more than 3 years' experience in Pakistan, with reputable public and private institution supplies ,copies are attached. Now firm is requesting for re-evaluation and approval of their technical bid as responsive for further proceedings.		Hence the grievance is **REJECTED**.
6.	**M/s EASTERN MEDICAL CARE**. Submitted grievance bearing diary No. 7509/LGH, dated 23-05-2023 against the rejection of their quoted item 199&200(Surgical Gloves Latex Sterile (6.5 & 7.0) powered. Firm stated that their quoted brand is world leading brand; registered from DRAP under registration no. MDIR-0004918 and is also CE / ISO certificate hence meeting all international standards. (Copies Enclosed) their brand is currently being in use in many other teaching hospitals without any complain / problem along in the other leading Institutions FY 2021 - 22 & 2022-23. (References enclosed).DTL Reports Cleared (Enclosed) Quality Assurance Certificate by Plant (COA) Firm requested for re-evaluation of samples.	T.E no.199 Non responsive, Rejected by end user T.E no.200 Non responsive, Rejected by end user	Mr. Kamran (Managing Director) attended the meeting on behalf of **M/s EASTERN MEDICAL CARE** to describe the grievance. The committee re-evaluated the samples, however results wasn't satisfactory. After due deliberation, it is unanimously decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED**.
7.	**M/S The Searle s**ubmitted grievance bearing diary No. 7604/LGH, dated 25-05-2023.The firm had been declared Non responsive product wise in item surgical gloves powdered (all sizes). The Company requests to reevaluate their product from end-users, as they had been supplied more than 4Million surgical gloves in different teaching hospital throughout Punjab and more than 8 Million all over Pakistan. The firm is also aggrieved regarding responsive decision of firm M/s Clifton enterprises which had been declared responsive.	T.E No. 199,200,201,202 are non-responsive. Rejected by end user.	Mr. Ahmed Iqbal attended the meeting on behalf of **M**/s **The Searle.** The representative described the grievance about rejection of their own items as well as against M/S Clifton and M/S Intra healthcare. The committee scrutinized the case and evaluated the samples to conclude the matter. The samples of surgical gloves were not qualified by end user again. The committee evaluated the matter in detail by checking documents in the bid. Some of the documents of M/S

	The attached purchase orders by the firm M/s Clifton Enterprises seems bogus and non-verifiable because Clifton enterprise has not been involved in import of surgical gloves since 2019-20. As per Import data firm did not import surgical gloves since last 2 years before 2022 but firm have supplied orders of their quoted product since last 3 years. Till last year subjected firm participated in tender process as a distributor of another brand ANSELL. Reference attached. Firm requested to verify their purchase orders, invoices, delivery challan and supportive documents i.e. FSC, biocompatible report and original import data from issuing authorities. It is also been observed that this product is also not registered with Malaysian medical device board. This firm had a very unscrupulous track record in different teaching hospital e.g. Jinnah hospital, Services hospital and Victoria hospital Bahawalpur etc. They refused to supply in these hospitals in recent past. Another approved firm Intra Health is blacklisted on dated 27-04-2023 by District Health Authority, Faisalabad. They request to consider their grievance and declared Intra health non-responsive till further decision of any higher authority.		Clifton Entp. are missing and some are not verified.. After due deliberation and detail discussion, it was unanimously decided to declare bid of M/S Clifton Enterprises as **Non Responsive** at TE 199, 200, 201 and 202. The committee scrutinized the "order" dated 17.04.2023 submitted by aggrieved firm, issued by Chief Executive Officer of District Health Authority Faisalabad against M/S Intra Healthcare. Tender opening date was 10.04.2023 It is found that the said order debarring the M/S Intra Health to participate in any procurement of "DISTRICT HEALTH AUTHORITY, FAISALABAD" for period of 3 months. Though this order is pertinently for District Health Authority FAISALABAD, however the firm M/S Intra Health is directed to submit an affidavit on legalized paper stating to provide un interrupted supplies as per scheduled demand of Hospital for qualified items. After due deliberation and detail discussion the committee decided to **UPHOLD** the decision of T.E.C for their own items at TE 199,200,201 & 202 and against M/S Intra health. So grievance is **REJECED** for above said grievance. However their grievance is **ACCEPTED** against M/S Clifton whose bid is declared **NON RESPONSIVE** for items at T. E 199,200,201 & 202.
8.	**M/s INTRAHEALTH.** Submitted grievance Bearing diary No. 7527/LGH, dated 24-05-2023 We are aggrieved by the Technical Evaluation Report of T.E # 199, 200, 201, 202 (Surgical Gloves Latex 6.5, 7.0, 7.5, 8.0, Sterile Pack, Powdered, with Bio Compatible study) They have grievances about the approval of M/s Clifton Enterprises as following; who's participated	T.E No.199 Responsive T.E No.200 Responsive T.E No.201 Responsive	Mr Shahid (Zonal Manager) attended the meeting on behalf of **M/s INTRAHEALTH** to describe the grievance against another firm M/S Clifton Enterprise. The committee scrutinized the matter in detail by checking documents in their bid. Some of the documents are missing and some are not verified. After due deliberation and detail discussion, it was unanimously decided to

	in current tender (2023-2024) as sole agent of M/S. Supermax Gloves Malaysia with Medi-Pro brand but last year tender (2022-2023) of LGH participated as distributor of Ansell Gloves, 1. Please refer to clause-5 of Compulsory Parameters laid down in the bidding documents under the Bids Evaluation Criteria, which is Copy of Valid Drug Registration Certificate of quoted Medical Devices issued by DRAP Pakistan/ copy of application for renewal and challan (where applicable) [Preference will be given to the registered items] In the light of above mentioned clause, please be informed that our quoted brand MAXITEX is DRAP registered and declared RESPONSIVE therefore no further need for the consideration of any un-registered product. Declaration Responsiveness of un-registered product while DRAP registered product is available, against the whistle blowing defined rule. 2. Please refer to clause 6 of Compulsory Parameters laid down in the bidding documents under the Bids Evaluation Criteria, which is:(The bidder shall provide verifiable documentary evidences like commercial invoices/ award letters/ purchase orders/ delivery challan .As a trade competitor and existence in the field of surgical gloves from last 22 years, 3. Please refer to clause 13 of Compulsory Parameters laid down in the bidding documents under the Bids Evaluation Criteria, which Is: 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 certificate must be issued by relevant authority of the country of origin duly legalized/ notarized" "Furthermore, No SO(P-1)H/5-100/2008 dated 03-11-2020 issued by Specialized Healthcare & ME Department Punjab, directed to all teaching hospitals to strictly compliance of Free Sale Certificate mentioned brand name for the	T.E No.202 Responsive	declare bid of M/S Clifton Enterprises as **Non Responsive** at TE 199, 200, 201 and 202. Hence the grievance is **ACCEPTED.**

	protection and safety of patients In the light of above mentioned facts and rules kindly re-evaluate the bid of M/s. Clifton Enterprises and check/ verify original Free Sale Certificate, which participated with invalid Free Sale and ambiguous undertaking regarding freely availability with same brand Medi-Pro in the country of manufacturer as this brand not registered in Malaysia and not found at manufacturer's website. 4. Please refer to advertised product specification of Surgical Gloves Latex which is "with Bio Compatible study, they have concerns about the Bio Compatible Study of Medi-Pro Therfore request for the verification of Medi-Pro report.		
9.	**M/s KAUMEDEX** Submitted grievance Bearing diary No. 7516/LGH, dated 23-05-2023 It respectfully submitted that we participated in the captioned tender as sale agent for the above-mentioned medical devices However our bid for the quoted items was not approved. It is pertinent to mention that we have been providing these gloves across various public and private hospitals and the glove usage has been satisfactory Also, these gloves have the required certificates as stipulated in the bidding documents. In cognizance of aforementioned submission, non-responsiveness of our bid does not seen cogent when KAUMEDEX fulfills all the criteria as stipulated in bidding- documents Therefore it is requested that our non-responsiveness may kindly be undone and on samples be re-evaluated for this tender.	T.E No.195,196,197,198 are non-responsive (Rejected by end user)	Mr. Ali Raza (Director Sales) attended the meeting on behalf of **M/s KAUMEDEX** to describe the grievance. The committee scrutinized the matter by checking the samples through multiple users. After due deliberation and detail discussion, the committee decided to declare the bid of M/S Kaumedix as **RESPONSIVE**. Hence the grievance is **ACCEPTED.**
10.	**M/s Hospital Services & Sales** Submitted grievance Bearing diary No. 7532/LGH, dated 24-05-2023 T.E NO. 70 AND 71. Firm is stating that M/s Hospital Services & Sales being the sole agent of M/s Wuxi Yushou Medical Appliances CO, LTD is one of the world's renowned manufacturers of WHO prequalified	T.E.No70 Non responsive, rejected by end user T.E.No71	Mr. Abrar Ahmed (Regional Sales Manager) attended the meeting on behalf of **M/s Hospital Services & Sales** to describe the grievance. The committee evaluated the matter by checking the end user report and samples. After due deliberation and detail discussion, the committee

	auto-disable syringes (WHO prefer Fixed Needle AD Syringes despite leur lock) because, fixed needle is more preventable and cannot be re used while leur lock needle can be used because needle may be detached from syringes As fixed needle prevent any further spreading HIV and Hepatitis diseases due to Re Use Prevention technology but the end user committee has rejected the submitted samples our world class WHO PQ Auto disable syringes 3ml & 5ml. Firm wants to know about the reasons and parameters on which basis the end user declared as non-responsive in lieu of sample rejected by the end user while, firm has provided following reasons: • It is informed that we are one of the leading suppliers of the auto-disable syringes in Pakistan through public tenders and up till date we did not receive any complaint from any institution since the supplies of stock. • Firm is requesting to look into the matter to 0declare their item as response because of quality product beings used in all Govt institutions since last two years. Copies of supplies orders and their DTL reports are attached.	Non responsive, Rejected by end user (out Of Specification)	decided to **UPHOLD** the decision of T.E.C. Hence the grievance is **REJECTED**.
11.	**M/s Lasani health care** Submitted grievance bearing diary No. 7352/LGH, dated 20-05-2023 has been declared non-responsive against quoted items at T.E# 70,71, 116, 117, 118, 119 (syringes 3ml , 5ml, and I.V cannula 18, 20, 23,24) that are non-responsive as rejected by Enduser.Their producyts are available since last 15 years in all over the Pakistan. The firm is requesting for the reevaluation of their products for the sake of healthy competition and patient welfare.	Items at T.E# 70, 71,116,117,118,119 are non-responsive as rejected by Enduser.	Mr. Mehdi (Sales Representative) attended the meeting on behalf of **M/s Lasani health care** to describe the grievance. The committee evaluated the matter by checking the end user report and samples again. After due deliberation and detail discussion, the committee decided to **UPHOLD** the decision of T.E.C. Hence the grievance is **REJECTED**.
12.	**M/s SILVER SURGICAL COMPLEX PVT LTD.**	T.E 71 Non responsive, Rejected by end user	Mr. (Maqsood Ahmed) attended the meeting on behalf of

	Submitted grievance Bearing diary No. 7401/LGH, dated 22-05-2023 With reference to Technical Evaluation Report Ref No. Nil, Dated 15-05-2023 regarding Bulk Purchase Medical Devices/Surgical Disposable Items for the Financial Year 2023 2024 of the following item) 1. Disposable Syringes 5ml with Needle, Auto Disable (Tender Sr. No. 71): The product has been declared "Non Responsive Rejected by end user. It is stated that the product has passed sample evaluation by end users at various other public institutions including DHO Gujranwala Teaching Hospital Gujranwala Medical College with no issues Purchase orders of various public institutions including Jinnah Hospital Lahore, Aziz Bhatti Teaching Hospital Gujrat are also attached herewith for your kind consideration: It has never been declared spurious by DTL Punjab. It is requested to kindly re evaluate the product in the presence of our Quality Manager for a thorough and transparent evaluation: 2. IV Cannula No. 20G and 22 G(Tender Sr. No. 117 &118) The product has been declared "Non Responsive Rejected ser it is stated that the product has passed sample evaluation by end users at various other public institutions including DHO Gujranwala Teaching Hospital Gujranwala Medical College with no sues it has never been declared spurious by DTL Punjab It requested to kindly re evaluate the product in the presence of our Quality Manager for a thorough and transparent evaluation	T.E 117; Non responsive, Rejected by end user T.E 118; Non responsive, Rejected by end user	**M/S Silver Surgical Complex** to describe the grievance. The committee evaluated the matter by checking the end user report and samples. Samples were also re-evaluated. After due deliberation and detail discussion, the committee decided to **UPHOLD** the decision of T.E.C. Hence the grievance is **REJECTED.**

13.	**M/s Medi-Serv International** Submitted grievance Bearing diary No. 7600/LGH, dated 25-05-2023 511(Foldable intra ocular lens (IOL) with Injector) Not Registered Firm is stating that As per the DRAP letter, there is exemption till 31 Dec, 2023. In the meantime, firm has already applied for the Registration and is in queue. Provisional letter is in the bid along with DRAP letter, Page # 13-15 Secondly, it is highlighted by the firm that it is mentioned in the bidding documents that Preference will be given to the registered products and it also does not implies the other company dis-qualified. So, Firm is requesting to review their case and allow them to participate in tender till end. Furthermore, they are claiming that these items are being used in last three years and no complain was observed. Purchase orders are attached for consideration.	T.E.No.511; Non Responsive (not Registered)	Mr Bashir (CEO) attended the meeting on behalf of **M/S Mediserve International** to describe the grievance. The representative presented the S.R.O 224(1)/2023 dated 27th February, 2023 issued by Drug Regulatory Authority of Pakistan (DRAP). However the committee evaluated the matter by checking the evaluation criteria report, advertised specifications and above mentioned SRO. According to the given order exemption period from registration is still valid for class in which given product falls. The recommendation for sample is also taken from end user who showed satisfaction from its use. After due deliberation, it is unanimously decided to declare the bid of **M/S Mediserve International as RESPOSIVE** for T.E 511. Hence the grievance is **ACCEPTED.**
14.	**M/s Innovate Medical Technologies Pvt. Ltd.** Submitted grievance Bearing diary No. 7351/LGH, dated 20-05-2023.The firm submitted that their quoted items at T.E# 44, 45 (Chlorhexadine dressings Turkish brand) had been awarded in LGH Retender III but now got non-responsive and a Chinese brand is declared responsive. 2. The firm offered Coloplast Denmark's product on Sr# 46 Colostomy Bags with wafer and Sr# 226 Ostomy Paste have also been rejected, colostomy bags were awarded in your institute in the year 2021 22 and there was no complaint. Both brands are ISO certified, FDA approved CE marked and DRAP registered which shows the Quality of these products. Major hospitals in Lahore are using our products without any complaints. The firm is requesting for the reevaluation of their products for the sake of healthy competition and patient welfare.	Items at T.E# 44, 45, 46 and 226 are non-responsive as rejected by End user.	Mr. Abrar Ahmed (Regional Sales Manager) attended the meeting on behalf of **M/s Innovate Medical Technologies Pvt. Ltd.** to describe the grievance. The committee evaluated the matter by checking the end user report and samples. The samples were re-evaluated. Chlorhexadine dressings (TE 44 & 45) were failed to qualify again after being checked. However re- evaluation report of Colostomy bag & paste stated satisfactory results. The grievance redressal committee endorsed these results. After due deliberation and detail discussion, the committee decided to **UPHOLD** the decision of T.E.C for T.E. 44 & 45 and to declare items at TE 46 & 226 as **RESPONSIVE**

			Hence the grievance is **ACCEPTED** for TE 46 and 226 and is **REJECTED** for TE 44 & 45.
15.	**M/s Anwar & Sons** Submitted grievance Bearing diary No. 7203/LGH, dated 18-05-2023 against the rejection of their quoted item 210 (Tracheostomy tube with cuff all sizes). The firm submitted that they are supplying our offered product to the leading institution of Pakistan including number of government and private hospitals and each time they got satisfactory results from the end consumer. (Product experience attached for your kind reference).Quoted products meet the quality standards and are cost effective too. Furthermore, No other vendor has quoted his rates against this item and if their item got accepted by the end user, the additional cost of retendering of this item can be ignored. Your kind consideration to this issue will promote a healthy competition.	Item at T.E210 is non-responsive as rejected by End user.	Mr. Khurram Shahzad (Asstt. Sales Manager) attended the meeting on behalf of **M/s Anwar & Sons** to describe the grievance. The committee evaluated the matter and directed for re-evaluation of samples which showed not satisfactory results. After due deliberation, the committee unanimously decided to **UPHOLD** the decision of T.E.C. Hence the grievance is **REJETED.**
16.	**M/s Allied Surgical.** Submitted grievance Bearing diary No. 7462/LGH, dated 23-05-2023 It is intimated for you kind information that we have participated in the subject Tender of Surgical Disposable for the year 20123 24 and offered our product Surgi-Tape 1" (pack of 12)- It has come to our notice through Technical Evaluation Committee report displayed on Specialized Health and Education Department Punjab web site that our stem Surg-Tape 1" was not qualified in this teniler due to non-satisfactory report rejected by end user Sir our Surgi tape 1 is a quality product, and we are success fully supplying this product (Surg Tape 1) in many Government Teaching Hospitals and as well as in District Health Authorities in Punjab from	T.E.No.203 Non responsive, Rejected by end user	Mr. Nabeel Ali attended the meeting on behalf of **M/s Allied Surgical** to describe the grievance. The committee evaluated the matter by checking the end user report and samples again. After due deliberation and detail discussion, the committee decided to **UPHOLD** the decision of T.E.C. Hence the grievance is **REJECTED**.

	last two years and there is not a single complaint has been received from any Health Institution regarding its quality. (Orders attached for ready reference) It is therefore requested to your kind honor that our Surgi Tape 1 samples may please be re-evaluate/re-examine and qualify our product for healthy competition and in the best interest of needy peoples.		
17.	**M/s MEDILUTION HEALTH CARE** Submitted grievance Bearing diary No. 7408/LGH, dated 23-05-2023 We are lodging a grievance against "TECHNICAL EVALUATION REPORT FOR TENDER OF MEDICAL DEVICES & SURGICAL DISPOSABLE ITEMS for the year of 2023 -24" of your esteemed organization It will be highly appreciated if you could consider us for Grievance meeting or re-evaluation of my quoted products sample regarding above mentioned Tender. For your enhance confidence product already using in leading public and private institute and not received even single complaint of Polymesh and also have free sales certificate of United kingdom(UK) and registered and selling same brand name there.	T.E.No.182;Non responsive, Rejected by end user T.E.No.183; Non responsive, Rejected by end user T.E.No.184; Non responsive, Rejected by end user	Mr. Imran (Business Manager) attended the meeting on behalf of **M/s Medilution Health Care** to describe the grievance. The committee evaluated the matter by checking the end user report and evaluation criteria. Free sale certificate attached in the bid is not attested by Pakistan Embassy and later on submitted copy of free sale is different is stamped from back side by embassy of united kingdom. Though quoted product is from Turkey. (violation of clause 13 of evaluation criteria) Moreover evaluation report of samples does not show satisfactory results. After due deliberation and detail discussion, the committee decided to **UPHOLD** the decision of T.E.C. Hence the grievance is **REJECTED**.
18.	**M/s Techzone** Submitted grievance Bearing diary No. 7591/LGH, dated 25-05-2023 Subject: Grievance Against Evaluation Report Surgical Disposable 2023-24 (Sr. No. 82, 203) Company has reservations about Technical Evaluation report on the following grounds. 1I) For Sr. No. 203 i.e. Paper Tape quoted brand Yashfaeen has been declared non-responsive due to non- registration. However, paper tape is a non-active medical device (copy attached Annex 2) and	T.E No. 82 (No Responsive due to non-Registration & Rejected by ender user (Demanded sizes not Provided).	Mr. Muhammad Ali (Director) attended the meeting on behalf of **M/S Techzone**. The representative explained the matter. The committee scrutinized the matter to conclude it. The firm is directed to submit all sizes at TE no. 82 along with an affidavit to provide any size (from advertised sizes) upon demand. The provided samples (TE No. 82) were

	There is an exemption period for registration till Dec 2024 (copy attached Annex 3). At the same time active medical devices have been declared responsive with same issue. Firm has requested to review the decision. 2) For Sr. No. 82 i.e. Endo tracheal without cuff, our quoted product has been rejected due to non-registration. At the same time our competitor M/S Usmanco International has been declared responsive Despite the fact that it also does not have the registration with DRAP.	T.E No. 203; Non responsive due to non-registered	sent for evaluation to concerning department. Above samples were qualified for intended use by end users which is endorsed by grievance redressal committee. So TE 82 is declared as **RESPONSIVE** with subject to provision of declaration on affidavit for supplying any demanded size. As far as sample of paper tap (T.E 203) is concerned which was qualified by end user but was rejected due to registration. As Paper tap is not a medicinal adhesive plaster so upon deliberation it is decided to declare TE 203 as **RESPONSIVE**. Hence the grievance is **ACCEPTED**.
19.	**M/s MEHAR TRADERS** Submitted grievance Bearing diary No. 7429/LGH, dated 22-05-2023 against the rejection of their quoted item 10 (Baby wrist tag) 11 (Baby wrist tag) 12 (Baby tag) 62 (Disposable OT Caps) 64(Disposable OT Shoe Cover) 95(Foley Catheter two way) 4(Air way all sizes) 188(Silicone Foley's Catheter) 135(Nasal Prone) 136(Nasal prone)	T.E.No.10; Non Responsive, rejected by end user T.E.No.11; Non Responsive, rejected by end user T.E.No.12; Non responsive (SNP) T.E.No.62; Non responsive, Rejected by end user (out of Specs) T.E.No.64; Non responsive, Rejected by end user T.E.No.95; Non responsive, Rejected by end user T.E.No.4; Non Responsive, Rejected by end user T.E.No,188; Non responsive (Non availability of Range of All Sizes) T.E.No,135; Non responsive,	The representative of **M M/s MEHAR TRADERS** explained the matter of grievance in detail. The committee scrutinized the matter and also checked the reports with samples. After due deliberation and detail discussion, the committee declared the items at TE 95 & 188 as **RESPONSIVE** with subject to submission of affidavit to provide all sizes upon demand while decision of T.E.C is **UPHELD** for all other items. Hence grievance is **ACCEPTED** for T.E 95 and 188 and is **REJECTED** for all other items.

		Rejected by end user T.E.No,136; Non responsive, Rejected by end user	
20.	**M/s SAVE ON HEALTH CARE** Submitted grievance Bearing diary No. 7491/LGH, dated 23-05-2023 against the rejection of their quoted item 05(Antimicrobial Breathing Circuit 09(Ayres T Piece) 34&106(Catheter mount HME Filter) 135,136(Nasal Prong, T Connector) 137,207(Nebulizer Set for Ventilator & the T Filter for Tracheostomy) 219(Yanker Suction Cannulla): Firstly, we would like to address the matter concerning this item It has come to our attention that this item solely belongs to a single company, which has included their specific specifications in the tender. This practice eliminates competition and allows this company to be approved as the single bidder every year. Consequently, this monopoly not only leads to exorbitant prices but also causes a significant financial burden on the public. We request that you change the specifications of this item and consider marking it as non-responsive for this tender, ensuring a fair and competitive process. : Furthermore we would ce to draw your attention to item #9. the Ayres T Piece A the items we have quoted are registered with the Drug Regulatory Authority of Pakistan (DRAP) have CE Certification, and are ISO certified These products are distributed in over 60 countries including numerous government hospitals Our products undergo rigorous testing throughout the manufacturing process, both individually and collectively, to ensure their compliance with quality standards. However, we are concerned that the evaluation report does not adequately reflect the quality and standards of our products. It is disheartening to see that the same product is being exported to nine European countries and is recognized for its superior quality control, while it is being unjustly	T.E No.5 (Non Responsive, rejected by end user) T.E No.9(Non Responsive, rejected by end user) T.E No.34(Non responsive, Rejected by end user) T.E No.106(Non responsive, 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.137 (Non responsive, Rejected by end user) T.E No.207; (Non responsive, Rejected by end user) T.E No.219; all bidders responsive	Mr. Muhammad Aamir (Director Marketing) attended the meeting on behalf of **M/s SAVE ON HEALTH CARE** to describe the grievance. The committee evaluated the matter by checking the end user report and samples again. After due deliberation and detail discussion, the committee decided to **UPHOLD** the decision of T.E.C. Hence the grievance is **REJECTED**.

	eliminated from consideration as standard product in this evaluation. Such a bias towards a single firm is a violation of the PPRA Rules and hampers fair competition, ultimately affecting public interests. We kindly request that you mark our product as responsive. If justice is not served, we will be compelled to take further action regarding this evaluation report Likewise, item #34, the Catheter Mount, and item #106, the HME Filter, deserve careful consideration. As mentioned before, our quoted items are registered with DRAP, hold CE Certification, and are ISO certified. These products are distributed across numerous government hospitals, both domestically and internationally. We subject each of our products to stringent testing during the manufacturing process, ensuring compliance with numerous parameters in our laboratory. However, the evaluation report seems to overlook the quality and standards upheld by our products. It is important to note that the same products have been approved by the Punjab Institute of Neurosciences, as well as exported to nine European countries, indicating their compliance with rigorous quality control measures. We implore you to prioritize fair competition and mark our items as responsive. Similarly, item #135, the Nasal Prong, and item #136, the T Connector, face similar concerns. Our quoted items registered with DRAP, hold CE Certification, and are ISO certified. These products are distributed in over 60 countries, including various government hospitals. Our products undergo comprehensive testing throughout the manufacturing process, ensuring adherence to numerous parameters in our laboratory. However, the evaluation report fails to acknowledge the high standards maintained by our products. It is disheartening to see the violation of PPRA Rules, favoring a single firm and causing harm to public interests. We kindly request that you mark our product as responsive. If justice is not served, we will be compelled to take further action regarding this evaluation report.		

	Furthermore, we would like to address item #137, the Nebulizer Set for Ventilator, and item #207, the T Filter for Tracheostomy. Our quoted items are registered with DRAP, hold CE Certification, and are ISO certified. These products are frequently used in government hospitals, and we have received no complaints regarding their performance. It is perplexing to witness the approval of a single company for these items, which appears to be clear violation of DRAP rules and an unjustifiable favoritism towards a specific firr. Once again, we emphasize that our products undergo thorough testing during the manufacturing process, guaranteeing compliance with numerous pararneters in our laboratory Moreover, these sarne products are exported to nine European countries, indicating their adherence to stringent quality control measures. We kindly request that you mark our product as responsive. Failure to do sO will leave us no choice but to pursue legal action regarding this evaluation report Lastly, we would like to draw your attention to itern #219, the Yanker Suction Cannula. According to the knockout clause, the following firms do not possess a Free Sale Certificate notarized by the Pakistan Ernbassy in China, nor are they registered with DRAP. Therefore, they are not technically eligible for this itern. We urge you to verify their documents and ensure a fair evaluation. The firms in question are: 1. M/S Imtiaz Brothers 2. M/S 3N Life Med 3. M/S Yousaf & Co.		
21.	**M/s Akram Brothers & Co**. Submitted grievance Bearing diary No. 7205/LGH, dated 18-05-2023 Firm is stating that they are the sole distributor of WEGO SUTURES in Pakistan WEGO Sutures is one of the biggest quality sutures suppliers in the world. This company is maintaining all necessities according to the international health standards All its products are registered in all international health organizations and has all certificates such as ISO,	T.E.No.20,21,23,39,40,41,42 ,146,161,162,163,164,167,1 68,173,175,176,181,are non responsive (Rejected by end user)	No one attended the meeting on behalf of **M/s Akram Brothers & Co**. However the committee evaluated the matter by checking the evaluation criteria. After due deliberation, it is unanimously decided to UPHOLD the decision of T.E.C.

	CE 0123, FDA etc. (USA FDA Approved Reg No K 080684 and K 073614) Raw material of WEGO Sutures is being imported from the same source as of Ethicon and B-Braun. The Suture Needles are being used from MANI Japan and FSSB Germany Raw material of Black Silk, Proline Polypropylene, Polyglycolic Acid, Polyglactin, and Polydioxanone are being used from Pearsall's (UK), Nesco (Japan), Samyang Corporation (Korea), Metabiomed Co. Ltd (Korea) and Alfresa (Japan).The firm is requesting to reevaluate their quoted sutures.		Hence the grievance is **REJECTED.**
	M/s CARE AND CURE Submitted grievance Bearing diary No. 7528/LGH, dated 24-05-2023 against the technical evaluation of tender surgical disposable 2023-24 of their quoted item 195,196,197,198 (Surgical Gloves Sterile Powder Free) Firm is submitting that they are rejected by end user in above subjected items due to quality issues. Their gloves are registered from DRAP. They are already supplied Qty.310000 gloves in Lahore general hospital and have no complain they are responsive in many hospitals in Pakistan and supplied their products. So the firm is requesting for reevaluation of the samples.	T.E.No.195 Non responsive, Rejected by end user. T.E.No, 196, Non responsive, Rejected by end user. T.E.No,197, Non responsive, Rejected by end user T.E.No,198, Non responsive Rejected by end user	Mr. Muhamad Ahsan (MD Marketing) attended the meeting on behalf of **M/s CARE AND CURE.** The representative was asked to describe his grievance in detail. The Committee evaluated the matter and samples were taken for re-evaluation which showed satisfactory results. After due deliberation. It is unanimously decided to declare T.E 195, 196, 197 & 198 were declared as **RESPONSIVE**. Hence grievance is **ACCEPTED**.
22.	**M/s Care and Cure** Submitted grievance Bearing diary No. 7590/LGH, dated 25-05-2023 against the rejection of **T.E. NO 124** Micro burette Volumetric Firm submitted that There is only one bidder which is responsive so please give us chance to participate for healthy they are responsive in Pakistan Institute of Neurosciences (PINS) tender 2013-2024 (Technical evaluation attached 4 EC, ISO GMP Certified Product We supplied this product in many hospitals Like Sheikh Zayed Hospital Hayatabad medical complex Allama Iqbal Hospital DHQ Hospital Sheikhpura, Wazirabad		Mr. Muhamad Ahsan (MD Marketing) attended the meeting on behalf of **M/s Care and Cure.** The representative was asked to describe his grievance in detail. The Committee evaluated the matter and samples were taken for re-evaluation which did not show satisfactory results. After due deliberation. It is unanimously decided to UPHELD the decision of T.E.C. Hence grievance is **REJECTED.**

Institute of cardiology and many others So please re-evaluate our subjected product for healthy financial competition.		

Mrs. Sadia Arshad Rana
Deputy Drug Controller LGH
Member

Dr. Salman Shakeel
DMS LGH
Member

Dr. Salman Shahid
DMS,PINS
Member (outsider)

Dr. Irfan Malik
Associate Prof. of Pulmonology
Member

Dr. Khizer Hayat Gondal
Prof. of Urology
Chairman