

Minutes of Grievance Committee

1. Grievance Committee meeting was held on 12-3-2025 under the Chairmanship of Prof Dr. Khizar Hayat Gondal, Prof of Urology to resolve the grievance submitted by the firms, for the purchase of Lab Kits.
2. Following Committee members attended the meeting:-
 - i. Prof. Dr. Amina Javaid, Prof of Surgery
 - ii. Prof. Dr. Farah Naz, Prof of Paediatrics
 - iii. Dr. Ghias-Ul-Hassan, Assistant Prof of Gastroenterology
 - iv. Engr. Muhammad Ali Bio-Medical Engineer
3. The following items were discussed:-

Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance committee	Grievance Committee Decision
1	Laprosopic Instruments	M/S Vertex medical	<p>We want to bring in your kind consideration that M/S Orient Medical Pvt Ltd. Quoted a local brand in this tender and not have any past experience and installed base reference which is a major deficiency in the specialty of laparoscopic instruments/equipment.</p> <p>As the eligibility criteria and technical requirements outlined in the tender, bidder are expected to demonstrate a proven track record of successful installations of laparoscopic surgical equipment. However, upon through evaluation, it has been observed that M/S Orient medical does not meet this critical requirements. The absence of prior installations raises concerns regarding their capability to deliver and support the necessary equipment effectively, potentially impacting operational efficiency and patients care.</p>	<p>M/S Orient Medical firm representative Mr. Kamran briefed Grievance Committee his stance that their firm supplying imported items relevant documents are already part of their submitted bid. In addition to this he added their firm already supplied similar instruments in the government and private hospitals Annexed. Hence Grievance Committee unanimously decided to upheld the decision of the technical committee.</p>	Grievance Rejected
2	Surgical Gauze	M/S Faisal Pharmaceutical	<p>Against M/S Medilink</p> <p>In accordance with the tender documents, only manufacturer and importers were invited to participate in the tender for Surgical Gauze. However M/S Medi Link is an authorized distributor, not a manufacturer or importer and therefore, should not have been considered eligible for the tender. We respectfully requested that Medi Link be declared non-responsive in accordance with criteria mentioned in the bidding documents.</p>	<p>Firm representative was absent in the meeting. However upon reviewing the bid of the firm M/S Medilink Grievance committee unanimously decided to accept the Grievance of the Firm M/S Faisal Pharmaceutical. Hence M/S Medilink declared technically non-responsive.</p>	Grievance Accepted (M/S Medilink declared non-responsive)

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	Surgeon Gauze	M/S Faisal Pharmaceutical	<p>Against M/s Hafiz Pharma</p> <p>Our grievance regarding Hafiz Pharma is already under your review, as detailed in our previous correspondences including letter No. 0003124 dated 15-1-2025 and 0003130 dated 30-1-2025. Hafiz Pharma has been involved in fraudulent and corrupt practices by submitting a fake and unverified bank guarantee. The bank guarantee provided by M/S Hafiz Pharma has not been verified by the concerned bank. Which is clear violation of the tender requirements and an act of corruption. Given this serious misconduct, as per the bidding documents and the relevant PPRA Rules any firms involved in fraudulent practices is subject to blacklisting. Given this serious violation, we respectfully urge your institution to immediately declare Hafiz Pharma as non-responsive to the tender and to initiate the process for blacklisting them in all of Punjab. This is accordance with the provisions set out in the bidding documents, which clearly stipulate that fraudulent conduct will lead to such penalties.</p>	<p>Firm representative was absent in the meeting. However upon reviewing the case of the firm M/S hafiz pharma committee unanimously decided to accept the Grievance of the Firm M/S Faisal Pharmaceutical.</p>	Grievance Rejected
	Surgeon Gauze	M/S Hafiz Pharma	<p>With reference to the subject cited above and the technical evaluation report published for tender of surgeon gauze, we have regretfully submit our concerns regarding the conditional technical qualification of our firm. There is no room for any subjective/conditional technical qualification in PRA rules. Hence by doing so the procuring agency not only violated the PPRA rules but also damaged the reputation of the firms. Even the said show cause notice has already been disputed at different forums</p>	<p>M/S Hafiz Pharma briefed the Grievance Committee that his firm already working in LGH since last 10 years. And the said show cause notice has already been disputed at different forums.</p> <p>Grievance committee after reviewing the case unanimously decided to upheld the decision of the technical committee.</p>	Grievance Rejected

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3	Lab Kit reagents chemical & consumables	M/S SKI Technologies	<p>Against M/S Roche Pakistan</p> <p>1. We have attached printout of the website's main page and contact details of Cell Marque USA which clearly shows that Cell Marque USA is Merck Millipore Sigma Company (Merck has purchased Sigma and Millipore in past) and there is no relation to Roche.</p> <p>2. They use some documents of Cell Marque and some of Roche which is vague if both companies are different.</p> <p>3. Please review their FSC, authorization letters, quoting brand and their quality documents of quoted items are of which company and origin as these documents should be of the country of origin.</p> <p>4. Roche has quoted serial number 204 – IHC Slides (Charged Glass Slides) as Brand TOMO but they quoted it as Roche brand as this is another company which they would haven't attached any document of TOMO brand of MATSUNAMI company of Japan. (website print out is attached).</p> <p>5. Roche has quoted serial no. 208 ER and 209 PR with pack size of 250 tests with 25ML volume instead of your required 7ml. 25ml or 250 tests in vial is likely to prone to deterioration and contamination chances are very high. So, we would have also quoted this large packing but in keeping view of end user demands we quoted 7ml. So please consult with the end user once we gain for better results of cancer diagnosis.</p> <p>6. Since Roche has quoted all parameters of Immunohistochemistry antibodies but they haven't quoted Sr numbers 203, 205, 206 for Detection kit, TBS Buffer, EDTA Buffer for detection kit and tissue retrieval solution which are necessary and first step of diagnosis. Although the literature / IFU of their quoted kits mentioned clearly said that these kits are only compatible with Roche Ventana detection kit which they didn't quote</p>	<p>Grievance committee listened the stance of both firm representatives and reviewed the case in detail and asked M/S Roche Pakistan representative to present the valid authorizations Copy Annexed.</p> <p>Upon presentation the required valid documents Grievance committee unanimously decided to upheld the decision of the technical committee</p>	Grievance Rejected

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

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ii. Prof. Dr. Amina Javaid, Prof of Surgery

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iii. Prof. Dr. Farah Naz, Prof of Paediatrics

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iv. Dr. Ghias-Ul-Hassan, Assistant Prof of Gastroenterology

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v. Engr. Muhammad Ali Bio-Medical Engineer

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