OFFICE OF THE MEDICAL SUPERINTENDENT
LAHORE GENERAL HOSPITAL, LAHORE
Ph. 042-99268836, Exch:99268801-5

No. 81918 /LGH Dated 4 - 11 - /2025

To,

The Secretary,
Specialized Healthcare & Medical Education Department
Government of the Punjab, Lahore

Attention; **Mr. Abdul Wahab**
Focal Person PPRA

Subject: **UPLOADING THE RESULT OF GRIEVANCES BULK PURCHASE OF MEDICAL DEVICES / SURGICAL DISPOSABLE ITEMS FOR THE F.Y 2025-26**

Reference to the subject cited above, please find herewith the GRC Result of Bulk purchase of Medical Devices/ Surgical disposable items F.Y 2025-26 for uploading on the official website of PPRA/ Health Department accordingly.

Medical Superintendent,
Lahore General Hospital,
Lahore

No. _____/LGH Dated _____/2025

Copy forwarded for information to the

1. P.S.O to Principal PGMI/Lahore General Hospital Lahore
2. Chief Pharmacist LGH, Lahore
3. Director I.T, LGH for uploading the same on the hospital website

Medical Superintendent,
Lahore General Hospital,
Lahore

MEETING OF GRIEVANCE COMMITTEE TO ADDRESS THE GRIEVANCES RECEIVED IN BULK PURCHASE OF MEDICAL DEVICES/ SURGICAL DISPOSABLE ITEMS FOR THE YEAR 2025-26.

Dated:20-09-2025

Grievance Committee meeting to address the Grievances received in Bulk Purchase of Medical Devices/ Surgical Disposable items for the year 2025-26 was held on 20-09-2025 in the office of the Chairman Grievance Committee Prof. Dr.Frah Shafi, Professor of Medicine, Lahore General Hospital Lahore.

2. The Following members attended the meeting;

1.	Prof. Dr. Farah Shafi, Prof. of Medicine	**Chairman**
2.	Dr. Khizer Hayat Gondal, Prof. of Urology	Member
3.	Prof. Khurram Saleem, Prof. of Medicine	Member
4.	Dr. Saeed Mehmood, Associate prof of Surgery	Member
5.	Eng. Muhammad Ali Biomedical Engineer	Member

3. The proceeding of the meeting was commenced with the recitation from the Holy Quran.

Sr.	Name of Firms
1.	M/s 4A International
2.	M/s Akram Brothers
3.	M/s Al Hamd Enterprisers
4.	M/s Allmed Solutions
5.	M/s Hakimsons
6.	M/s Muller & Phipps
7.	Noor International
8.	Sind Medical Stores
9.	Treu-Dynamics
10.	Meher Traders
11.	Focus Surgicals
12.	Ghulfam Brothers
13.	Medilutions Healthcare
14.	Medi serve International
15.	Pak Sterilization
16.	Quintex Medical
17.	The Cure
18.	Allied Surgical
19.	Iqbal Enterprises
20.	Mana & Co.
21.	Maven Healthcare
22.	Meditron Medical systems
23.	Saru International
24.	Sehet Medical Devices
25.	Surgiquips

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 4A International submitted grievance Bearing diary No.10099/LGH, dated 18-08-25** Stating that The Technical Evaluation Report reflects clear discrimination, bias, and favoritism toward Vertex Medical, in violation of the Punjab Procurement Rules (PPRA Rules 2014, amended). Technical Results (Pattern of Disqualification) • **Sr# 18:** 7 firms participated, 6 rejected, only Vertex Medical qualified. Our rejection remarks: "Soft/kinking circuits." • **Sr# 33:** Declared "Non-Responsive SNP." Only Vertex declared responsive. • **Sr# 38:** Rejected with remarks: "Loose connection." Only Vertex qualified out of 8 firms. • **Sr# 61:** Rejected with remarks: "Blockage." Only Vertex qualified. • **Sr# 115:** Out of 6 firms, only Vertex responsive. Our rejection remark: "Breathing bag filling not adequate." • **Sr# 118:** Out of 8 firms, only Vertex responsive. Our rejection remark: "Blockage." • Sr# 142: Out of 6 firms, only Vertex responsive. Our rejection remark: "High resistance." • **Sr# 245:** Vertex did not participate, yet all other firms were declared non-responsive with remarks: "Out of specification." This pattern makes it evident that Vertex Medical was pre-determined to qualify while all others were deliberately rejected on vague and unsubstantiated grounds. There is Violation of PPRA Rules (30) The rejection of our bids based on arbitrary and subjective remarks ("loose connection," "soft circuits," etc.) is a direct violation of this rule, as no such evaluation criteria were part of the tender documents. 2. Rule 33 (Rejection of Bids): No proper justification, testing evidence, or third-party certification was provided for our rejection, rendering the process illegal and non-transparent. 3. Rule 4 (Principles of Procurement): All procurements shall be undertaken in a manner which is fair, transparent, and ensures competition. → The current evaluation eliminates competition by qualifying only one favored bidder (Vertex Medical) in almost every serial number. • All quoted items are DRAP-registered, CE, ISO, FDA certified and backed with Free Sale Certificates. • Supplied to major tertiary care hospitals across Pakistan without complaints . • Exported internationally, proving global acceptance and quality compliance. . The firm therefore demand an independent technical re-evaluation,	**T.E#18 Basic Breathing System** M/s Intra Health Non Responsive (End User) M/s Sadqain HealthCare Pvt. Ltd Non Responsive (Manufacturing site of Lithuania is not Mention on DRC) M/s Cardiac Care Non Responsive (EU) M/s Popular International Non Responsive (EU) M/s 4A International Non Responsive (EU) M/s Hakimsons (PVT) LTD Non Responsive (EU) M/s Vertex Medical Responsive **T.E#33 Breathing circuit** M/s Intra Health, M/s Cardiac Care, M/s Meher Traders, M/s Vertex Medical are **Responsive** M/s Sadqain HealthCare Pvt. Ltd Non Responsive Manufacturing site of	Mr. Ijaz ul Hassan (Regional Sales Manager) attended the meeting on the behalf of M/S 4 A International to describe the stance of the aggrieved firm. The representative explained in detail The GRC assessed the evaluation report by end users who did not validate the quality of this item. Sample evaluation of such critical items is done and endorsed by quite accomplished end user. The GRC evaluated the matter and it is revealed that Anesthesia items are of greater sensitivity. Head of department of Anesthesia has evaluated these items. After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.

	correction of the evaluation report to mark their bids as responsive, inclusion in the financial opening stage, and inform of escalating the matter to PPRA, DRAP, and courts if not resolved.	Lithuania is not Mention on DRC M/s Aftab Lifecare Impex Non Responsive (Non Compliance of Clause (iii) ,No DRC M/s 4A International Non Responsive SNP **T.E#38 Catheter Mount Connector** M/s Intra Health, M/s Cardiac Care, M/s 4A International, M/s Noor International, M/s Hakimsons (PVT) LTD. Are **Non Responsive (End Users)** M/s Vertex Medical, M/s Popular International are **Responsive** **T.E#115 High Concentration Mask** M/s Sadqain HealthCare Pvt. Ltd Non Responsive Manufacturing site of Lithuania is not Mention on DRC M/s 4A International, M/s Hakimsons, M/s Aftab Lifecare Impex **Non Responsive (End User)** M/s Vertex Medical is **Responsive** **T.E#118 HME Filter** M/s Intra Health, M/s Popular International M/s Meher Traders, M/s 4A International, M/s Noor International, M/s Hakimsons (PVT) LTD. Are Non Responsive (End Users) **M/s Sadqain HealthCare Pvt. Ltd** Non Responsive (CE 26-11-2023 and ISO 09-01-2024 Certificate's expired	

		copies are attached M/s Vertex Medical is **Responsive** **T.E#142 Medifilter** **M/s Sadqain HealthCare Pvt. Ltd** Non Responsive (CE 26-11-2023 and ISO 09-01-2024 Certificate's expired copies are attached M/s 4A International Non Responsive (End User) M/s Vertex Medical is Responsive **T.E#245 T Filter for Tracheostomy** **M/s Sadqain HealthCare Pvt. Ltd** Non Responsive Manufacturing site of Lithuania is not Mention on DRC **M/s Popular International** Non Responsive (SNP) (SNP) **M/s 4A International Non Responsive (End User)**	
2	**M/s Akram Brother & Co. submitted grievance Bearing diary No.10021/LGH, dated 16-08-25** M/s Akram Brothers & Co., are the sole distributor of WEGO Sutures which ares one of the largest global suppliers of high-quality surgical sutures and complies with all international healthcare standards. The products are DRAP ,registered hold certifications including ISO, CE 0123, and US FDA approvals (Reg. No. KO80684 and K073614). The raw material of WEGO Sutures is sourced from the same international suppliers as Ethicon and B-Braun, while the suture needles are manufactured by MANI (Japan) and FSSB (Germany). Additionally. raw materials for Black Silk, Prolene Polypropylene, Polyglycolic Acid, Polyglactin, and Polydioxanone are supplied by world-renowned companies such as Pearsalls (UK), Nesco (Japan), Samyang Corporation (Korea), Metabiomed Co. Ltd (Korea), and Alfresa (Japan). Most of the items of WEGO Sutures were rejected, except item Nos. 167	**M/s Akram Brothers** **Non Responsive T.E# 46,47,48,49,184,186,187,188,189,190,191,192,193,194,195,196,197,198,199,200,201,202,203,204,205,206 (Rejected By End Users)** **T.E# 207,208,209 Non Responsive** **(DRC for particularly mesh is not attached ,No Eperience) Rejected By End users (Infection rate high)**	Mr. Naveed Shaukat (Manger) attended the meeting on the behalf of M/S Akram Brothers to describe the stance of the aggrieved firm. The representative explained in detail. The GRC directed for re-evaluation of the Sutures. Re evaluation of the all quoted sutures revealed their status as Not approved by the end users.

	and 190. Despite WEGO Sutures meeting international standards and being supplied to major hospitals nationwide without issues & Competitive and Affordable Pricing, most items were rejected, with the exception of Nos. 167 and 190. The Rejection of Prolene Mesh on the grounds of DRC not attached is respectfully contested. Prolene Mesh is already covered under the registration of WEGO Prolene Polypropylene, and the relevant product codes mentioned on the mesh are included in the registration certificate. For your convenience they are attaching the registration again & highlight the codes for Prolene Mesh on it.		Registration certificate of the mesh was not attached in the bid. Mesh Can not be covered under the name wego Polypropylene(Non Absorb able Surgical Suture with or without needle MDIR-0003098). After due deliberation and detailed discussion, the GRC unanimously decided to declare the bid of M/S Akram Brothers as Non Responsive **for T.E# 46,47,48,49,184,186,187,188,189,190,191,192,193,194,195,196,197,198,199,200,201,202,203,204,205,206,207,208,209**
3	**M/s Al-Hamd Enterprises submitted grievance Bearing diary No.10054/LGH, dated 18-08-25** **Subject:** The Firm submit the Grievance as follows: **Item No. 244 Surgical Paper Tape (Hypoallergenic)** TEC Status: Rejected by End User Grievance: their quoted Kohlcan Adhesive Tape is with high quality Acryilic Adhesive and has been supplying to many institutions across Pakistan from many years which proves the quality and acceptability of our product, supply orders are attached for your reference. Kindly take the trials again and make the decision on merit	**T.E#244** **Surgical Paper Tape (Hypo Allergic)** **M/s Al-Hamd Enterprises** Rejected By End Users (Poor Adhesive and Quality)	Mr. Farooq Arshad attended the meeting on the behalf of M/S Al Hamd Enterprises to describe the stance of the aggrieved firm. The GRC directed for re-evaluation of the product TE 244 (Surgical Paper TAPE). Re-evaluation of the sample by end users revealed as not approved (Poor Sticking Power) After due deliberation and detailed discussion, the GRC unanimously decided to declare the bid of M/S Al-Hamd Entp. As Non Responsive for item at TE 244.

4	**M/s Allmed Solutions submitted grievance** Subject : Grievance Regarding Rejection of CVC Line – Tender Sr. #58 & #79 **Tender Sr. #58 – Guide Wire Kinking Concern:** The guide wire provided with the Amecath CVC line is made of Nitinol, a highly advanced, shape- memory alloy known for its exceptional kink resistance and flexibility. Due to the inherent properties of Nitinol, kinking is virtually impossible under normal and recommended usage. We believe this may be a case of misinterpretation or incorrect handling during assessment. **Tender Sr. #79 – Guide Wire Quality Concern:** Amecath Double Lumen Catheters have been in consistent use at Lahore General Hospital for the past three years, with satisfactory performance and no significant complaints. The guide wire included with this catheter is also made of high-quality Nitinol, which is internationally recognized as the best material for guide wires due to its flexibility, kink resistance, and safety profile. Amecath is an FDA-approved manufacturer, and our products fully comply with international safety and quality standards, including CE and ISO certifications. Each component undergoes rigorous quality control to ensure reliability and performance. The firm requests for re-evaluation of these products.	**T.E#58** **CVP Line Adult** **M/s Allmed Solutions** Non Responsive Rejected By End Users (Kinking of Guide Wire) **T.E#79** **Double Lumen Catheter Set** **M/s Allmed Solutions** Non Responsive Rejected By End Users (Guide Wire Poor Quality)	Mr. Kamran attended the meeting on the behalf of M/S Allmed Solutions to describe the stance of the aggrieved firm. The GRC assessed the evaluation report by end users who did not validate the quality of these items. The findings of the end user report were endorsed by the GRC. After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.

5	**M/s Hakim Sons (PVT) LTD submitted grievance** **ITEM # 18** **BASIC BREATHING SYTEM (All Sizes & Neonatal Size without bag)** **Non-Responsive (Reject by the End-users Loose** **Inappropriate connectors** The Firm offered one of the leading brand Foyomed/China which is very well known for its high quality in our market. We have been supplying these circuits since long in different leading Hospitals of Punjab i.e. Children Hospital, Multan, Sahiwal Teaching Hospital, Sahiwal, Jinnah Hospital, Lahore and also Bahawalpur Victoria Hospital, Bahawalpur without any complain. I can assure you about the connections are very special type and electronically checked. We never received any complain from anywhere in Pakistan about loose connection as indicate in the technical report. therefore request you to please allow to re-evaluate our samples. If need more samples they are ready to arrange the same. Please note that Foyomed is a FDA approved brand. they hope you will find no problem with this circuit and will declared as Responsive **ITEM # 34** **BULB SUCKER (YANKAUER)** **Non-Responsive (Experience not attached and Sample Not provided)** They have already been submitted the sample and once again we are providing you the sample for evaluation. **ITEM # 38** **CATHETER MOUNT** They have been supplying Foyomed Catheter Mount in all the major Hospitals in the province of Sindh, Balochistan and also in the province of Punjab without any complain. For your reference we enclosed herewith copies of purchase orders we received from different Hospitals. Foyomed products are FDA approved. please re-evaluate this product Catheter Mount you will find they product acceptable and hope you will declare it as Responsive. **ITEM # 63** **DISPOSABLE LMA ALL SIZES (DRAP REG. # MDIR-0002809)** Foyomed brand LMA we offered is DRAP registered. are FDA approved so they are very well known for quality assurance in Pakistan. they did not receive any complain for the last couple of years. Please find their Award list for this product for the year 2025-26 from couple of Hospitals in the province of Punjab. Please re-evaluate the quality of our Disposable LMA you will find their product acceptable and hope	**T.E#18 Basic Breathing System** Non Responsive Reject By End Users (Loose/ inappropriate Connector) **T.E#34 Bulb Sucker** Non Responsive (Experience not attached SNP **T.E# 38 Catheter Mount Connector** Reject By End Users (Loose Connector) **T.E#63 Disposable LMA** Non Responsive Reject By End Users (Poor Seal,Flexible Pipe) **T.E#89 Endotracheal Tube with Cuff** Non Responsive Rejected By End Users (Hard Tip) **T.E#90 Endotracheal Tube with Cuff** Non Responsive Rejected By End Users (Soft/Kinking) **T.E#91Endotracheal Tube without Cuff** Non Responsive Rejected By End Users (Soft/Kinking) **T.E#118 HME Filter**	Mr. M. Abid attended the meeting on the behalf of M/S Hakim Sons to describe the stance of the aggrieved firm. The representative explained in detail. The GRC assessed the evaluation report by end users who did not validate the quality of these items. The findings of the end user report were endorsed by the GRC. After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.

	it will be declared as Responsive. **ITEM # 89, 90 & 91** **Non-Responsive. Rejected by end-users (Hard Tip / Soft/Kinking)** Sir all their Endotracheal Tubes are DRAP registered. Also FDA approved. These ETT Tubes are approved by the different Hospital in the province of Punjab. For your reference they attached herewith our evidence of contract for the year 2025-26. therefore request you to please allow to re-evaluate the quality of their Endotracheal Tubes. Hopefully you will find them acceptable and will declare Responsive **ITEM # 118 HME FILTER** Please note that their HME Filter is FDA approved. Foyomed is a very well-known brand internationally. This Foyomed brand HME Filter is approved by couple of Hospitals in the province of Punjab for the year 2025-26. For reference please find Financial Comparative Statement from Bahawalpur Victoria Hospital for the year 2025-26. therefore request you to please re-evaluate our HME Filter we hope you may find our HME Filter acceptable and will declared as Responsive **ITEM # 249** Foyomed brand Tracheostomy Tube with Cuffed are registered with DRAP and Also FDA approved. Our Foyomed brand are approved technically and also financially by different Hospitals in the province of Punjab. For your reference please find enclosed evidences of approval for the year 2025-26. therefore request you for re-evaluation of the quality of our product and expect that the requested product will be declared as Responsive	Non Responsive Rejected By End Users (Blockage, Loose Connection) **T.E#249 Tracheostomy Tube with Cuff** Non Responsive Rejected by end Users (Dimension and angle of Tracheostomy tubes are not appropriate)	
6	**M/s Muller & Phipps Pakistan (Private) Limited submitted grievance Bearing diary No.10121/LGH, dated 18-08-2025** hereby submited their grievance that Convatec's Natura Colostomy Bags and Natura Stomahesive Wafers were declared "Non-Responsive" citing "increased wafer size" and "poor quality." Convatec is a globally recognized leader in ostomy care, holding ISO and CE certifications, with over 40 years of proven quality and innovation. Wafer Size: They are freely available in a range of different sizes i.e 38mm,45mm,57mm,70mm which accommodates different patient needs and ensure compliance of the patients. These sizes are widely accepted in all over Pakistan and in clinical practice. Quality: The allegation of "poor quality" is unfounded and inconsistent with Convatec's global reputation. Natura wafers are clinically proven for safety & protection to periwound skin, adhesion, and patient comfort. They are celebrated for their skin friendly hydrocolloid material. ConvaTec is leading brand and is using in all over Pakistan without any complaint.	**M/s Muller & Phipps Pakistan (Private) Limited** **T.E#53** **Colostomy Bag (Stoma Bag & Wafer)** Non Responsive Rejected by end users (Increased waffer size ,Poor Quality)	Mr. Ali Raza attended the meeting on the behalf of M/S Muller and Phipps to describe the stance of the aggrieved firm. The representative explained in detail. The GRC assessed the evaluation report and directed for re-evaluation of the Product.). Re-evaluation result of the product by end users revealed as not approved. After due deliberation and detailed

	they respectfully request to review and reconsideration of our quoted products (Nuatura Wafer & Pouch) as responsive to ensure fair evaluation and to serve the best interests of patient care.		discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED.** After due deliberation and detailed discussion, the GRC unanimously decided to declare the bid of M/S Muller and Phipps. as Non Responsive for item at TE 53.
7	**M/s Noor International submitted grievance Bearing diary No.10008/LGH, dated 16-08-25** T.E # 38. Catheter Mount Connector (Brand: Rvent) Rejected by end user (Loose Connector) With due respect, we write in reference to the grievance mentioned in the tender evaluation report concerning our offered item — Catheter Mount Connector — specifically the observation that the connector is loose. our catheter mount connector is not loose and fully complies with the required specifications and quality standards as outlined in the stender. Prior to submission, each unit undergoes strict quality control and compatibility checks to ensure a secure and leak-free fit with standard respiratory equipment. We have not received any similar complaints from other healthcare institutions. It is important to note that the performance of such connectors also depends on the compatibility of the connected devices, and an isolated case may not reflect a product defect. We kindly request a re-evaluation or a detailed clarification regarding the testing method used to assess the item, as we are confident in the integrity and performance of our product.	**M/s Noor International** **T.E#38** **Catheter Mount Connector** Reject By End Users (Loose Connector)	Mr. M. Yasir (Sales & Executive Manager) attended the meeting on behalf of M/S Noor International. The representative was asked to explain the matter of grievance. The GRC assessed the evaluation report by end users who did not validate the quality of this item. The findings of the end user report were endorsed by the GRC. After due deliberation and detailed discussion, GRC unanimously decided to UPHOLD the decision of TEC. Hence the grievance is REJECTED.
7	**M/s Noor International submitted grievance Bearing diary No.10009/LGH, dated 16-08-25** T.E # 92. Epidural Set 16G & 18G Brand/Origin: AKUS, Spain Reason for Disqualification: Rejected by end user (reason illegible) They would like to express their concern that without a clear and specific reason for rejection, it becomes difficult for us to address any potential issue or provide clarification. Our submitted product fully complies with the technical specifications outlined in the tender documents and has passed internal quality assurance protocols. They request a re-evaluation of the submitted sample by the relevant	**M/s Noor International T.E#92** **Epidural Set** Non Responsive Rejected by End User (reason illegible)	Mr. M. Yasir (Sales & Executive Manager) attended the meeting on behalf of M/S Noor International. The representative was asked to explain the matter of grievance. The GRC assessed the evaluation report by end users who did not validate the quality of this item. The findings of the end user report were endorsed by the

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<td>technical and end-user teams. We are confident in the quality, safety, and compliance of our product and believe that a transparent and fair assessment will reflect the same. We remain committed to supplying high-quality medical products and maintaining a professional relationship with your esteemed institution. We appreciate your cooperation and look forward to your kind consideration of our request.</td>
<td></td>
<td>GRC.

After due deliberation and detailed discussion, GRC unanimously decided to UPHOLD the decision of TEC. Hence the grievance is REJECTED.</td>
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<td>7</td>
<td>M/s Noor International submitted grievance Bearing diary No.10010/LGH, dated 16-08-25
T.E # 118. HME Filter (Heat Moisture Exchange Filter)
Brand: Rvent Medikal, Turkey
Reason for Disqualification: Rejected by end users (Loose Connector)
They would like to clarify that our HME Filter is manufactured in compliance with international quality standards and undergoes strict quality control to ensure secure and reliable connections. To date, we have not received similar complaints from other institutions using the same product. It is our understanding that product compatibility can sometimes vary depending on the type and make of the connected devices. However, to ensure transparency and uphold the integrity of the procurement process, we respectfully request a re-evaluation of the submitted sample by the concerned technical/end-user committee.</td>
<td>M/s Noor International

T.E#118

HME Filter

Non Responsive Rejected by End Users (Loose Connector)</td>
<td>Mr. M. Yasir (Sales & Executive Manager) attended the meeting on behalf of M/S Noor International. The representative was asked to explain the matter of grievance.

The GRC assessed the evaluation report by end users who did not validate the quality of this item. The findings of the end user report were endorsed by the GRC.

After due deliberation and detailed discussion, GRC unanimously decided to UPHOLD the decision of TEC. Hence the grievance is REJECTED.</td>
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<td>8</td>
<td>M/s Sind Medical Store submitted grievance
they following polypropylene & Polyglycolic Acid sutures (brand name DemeLENE & DemeSorb) have been non-responsive.
<table>
<tr><th>Tender S.#</th><th>Demetech Description</th><th>Status</th><th>Reason</th></tr>
<tr><td>195</td><td>Poly Glycolic Acid 4/0, 20 mm 1/2 circle Round Body 75cm</td><td>Non-responsive</td><td>Rejected by end user due to lower tensile strength</td></tr>
<tr><td>196</td><td>Polypropylene, Blue, Size 5/0, 15mm 3/8 Circle Curved Cutting 75 cm</td><td>Non-responsive</td><td>Rejected by end user Poor quality</td></tr>
</table>
</td>
<td>M/s Sind Medical Store

195
Rejected by end user due to lower tensile strength
196
Rejected by end user Poor quality
198
Rejected by end user Poor quality
199
Rejected by end user Poor quality

200
Rejected by end user Poor quality</td>
<td>Mr. Shafaqat (Regional Sales Manager) attended the meeting on behalf of M/S Sind Medical Store. The representative was asked to explain the matter of grievance.

The committee decided and directed to re-evaluate the samples

Re-evaluation result of all Sutures by end users revealed as not approved except for items at T.E# 46,47,48,49.

After due deliberation and detailed</td>
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198	Polypropylene, Blue, Size 3/0, 20 /25 mm 1/2 Circle Round Body 75 cm	Non-responsive	Rejected by end user Poor quality
199	Polypropylene, Blue, Size 4/0, 20mm 1/2 Circle Round Body 75 cm	Non-responsive	Rejected by end user Poor quality
200	Polypropylene, Blue, Size 5/0, 13mm 1/2 Circle Round Body **Double Needle** 75 cm	Non-responsive	Rejected by end user Poor quality
201	Polypropylene, Blue, Size 6/0, 8mm-13mm 3/8 Circle Round Body **Double Needle** 60 cm	Non-responsive	Rejected by end user Poor quality
202	Polypropylene, Blue, Size 7/0, 8mm 3/8 Circle Round Body **Double Needle** 75 cm	Non-responsive	Rejected by end user Poor quality
204	Polypropylene, Blue, Size 2/0, 30mm 1/2 Circle Round Body 75 cm	Non-responsive	Poor quality, lower tensile strength, easily breakable

In this connection, we would like to say that **Demetech Sutures** are **US FDA-approved** and **manufactured in USA**, strictly following USP standards and are exported worldwide.

Furthermore, **Demetech Sutures** have a rich history in Pakistan, being supplied in almost all major institutes and being used successfully. Award Letters / PO from the institutes / hospitals can be furnished if required.

Moreover, **Demetech Sutures** have been approved in your prestigious institute, for the term 2024-25 and used without any single complaint.

On the basis of the above-mentioned facts, it is requested to review the

201
Rejected by end user Poor quality

202
Rejected by end user Poor quality

204
Poor quality, lower tensile strength, easily breakable

discussion, the GRC unanimously decided to declare the bid of M/S Sind Medical Store as Responsive at T.E# 46,47,48,49 and Non Responsive T.E# 190,191,192,193,195,196,198,199,200,201,202,203,204,205,206

	decision of non-responsive, **we are further ready to get the samples re-evaluated.**		
9	**M/s Treu-Dynamic international submitted grievance Bearing diary No.10147/LGH, dated 19-08-25** We have quoted the SR # 406,408,428,465 are European brand. Our quoted product are approved by Drug regulatory of Pakistan. We have attached all the required documents with tender as per tender terms and conditions.	**M/s Treu-Dynamic international** SR #428 **ENDO BUTTON** Non Responsive (No Experience ,No DRC)	Mr. Muhammad Aamir attended the meeting on behalf of M/S Treu-Dynamic International. The representative was asked to explain the matter of grievance. He presented the missing document and reiterates that same has also been attached with the bid. The GRC evaluated the bid for that document to conclude the matter. After due deliberation and detailed discussion, GRC unanimously decided to declare the bid of M/S Treu Dynamics as **RESPONSIVE** for T.E **428**. Hence the grievance is **ACCEPTED**.
10	**M/s Meher Traders submitted grievance Bearing diary No.10179/LGH, dated 19-08-25** These items have been marked as Non-Responsive" in the evaluation report, reasons given are unjustified and lack solid technical grounds. 2025-26 T.E#32,118,155,156,157,170,258 They respectfully state that these items are in regular and approved use in various well-reputed medical institutions across Pakistan, including leading cardiac and tertiary care hospitals. The reasons for rejection appear to be either unclear, non-technical, or subjective. We therefore request Re-evaluation of the above items by a neutral technical team. Acceptance of DRAP registration now available for the Urine Bag (Sr. No. 258). Acceptance of product samples wherever not provided earlier (especially Sr. No. 32). They trust that you will consider this request in the interest of fairness, transparency, and the best value for public health institutions.	**M/s Meher Traders** **T.E#32 Breathing circuit** Non Responsive (SNP) **T.E#118 HME Filter** Non Responsive Rejected By End Users (High Resistance) **T.E#155,156,157 Nasal Prones** Non Responsive Rejected By End Users (Hard Prones, Fixation is Not appropriate)) T.E#170 **Oxygen Face Mask with Filter** Non Responsive Rejected By End	No one attended the meeting on behalf of M/S Meher Traders. However, GRC evaluated the matter to conclude it. After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.

		Users T.E#258 **Urine Bag Sterile** Non Responsive (DRC not attached)	
11	**M/s Focus Surgicals submitted grievance Bearing diary No.10075/LGH, dated 18-08-25** Reference above said tender. We participated and quoted our DRAP enlisted Products against T.E Nos. 98 & 178, which are already being successfully used by your Hospital's Eye Department, they declared 'Technically Non-Responsive by on the basis of 'Not complying Annual turnover clause). It is humbly submitted that under Rule No.33 (2) of PPRA Rules and Judgment/Order of Honorable Justice Anwaar Hussain of Lahore High Court, Lahore in Writ Petition No. 14049/2025 (Judgment/Order Sheet may be provided, if and when required). FBR's documents were submitted in kind office of Purchase Section (Copies attached) (Although this was also very high keeping in view the advertised quantities and estimated rates of these two products, we believe this clause need revision). please grade our company and quoted products as" Technically Responsive" for opening of our Financial Bids. If your kind office, need any further clarification under Rule 33 (2) of PPRA, kindly give us a chance to be heard in person.	**M/s Focus Surgicals** **T.E# 98** **Foldable Intraocular Lens (IOL)** **T.E#178** **Phaco Knife** Non Responsive (Not Complying annual financial turnover clause)	Mr. Salman Toqir attended the meeting on behalf of M/S Focus Surgical. The representative explained his stance over clause (v) regarding annual financial turn overs for three years. He raised objections over interpretation of this clause. The GRC assessed the mater extensively and took an expert legal opinion for elucidation of this very clause. After due deliberation and detailed discussion, GRC unanimously decided to UPHOLD the decision of TEC. Hence the grievance is REJECTED.
12	**M/s Gulfam Brothers submitted grievance Bearing diary No.10161/LGH, dated 19-08-25** The Firm declared non-responsive based on our inability to meet the minimum annual financial turnover of PKR 100 million, as stipulated in clause (v) of the tender documents. This decision affects our bid for the following items: 27, 77, 78, 140, 153, 163, 164, 165, 166, 168, 172, 218, 251, and 264. While we acknowledge that firm's annual financial turnover for the last three years is PKR 37.05 million, They respectfully request that you reconsider your decision. they would like to bring to their attention that other major institutions in the Punjab region, including Mayo Hospital, Lahore, Children's Hospital Multan, Nishtar Hospital Multan, and Quaid-e-Azam Medical College & Allied Institutions Bahawalpur, all maintain more inclusive minimum annual financial turnover requirement of PKR 10 million for similar contracts. They firmly believe that their firm is fully capable of meeting the technical and professional demands of this contract. Their products are FDA-	**M/s Gulfam Brothers** **Non Responsive** (Not Complying annual financial turnover clause (v)	Mr. Mubeen Khan attended the meeting on behalf of M/S Gulfam Brothers. The representative explained his stance over clause (v) regarding annual financial turn overs for three years. He raised objections over interpretation of this clause. The GRC assessed the mater extensively and took an expert legal opinion for elucidation of this very clause which endorsed the TEC findings. (Copy

	approved, and we have a strong and proven track record of securing and successfully executing contracts with other prestigious medical institutions. To demonstrate our capabilities, we wish to highlight our recent accomplishments: they were successfully awarded the framework contract for the procurement of drugs, medicines, medical devices, and surgical dressings for FY 2025-26 from Children's Hospital, Multan. BVH, A8E, PIC, JFH & Sadiq Abbasi Hospital, Bahawalpur Nishtar Hospital, Multan their demonstrated experience and product quality with other regional institutions would confirm our ability to fulfill the requirements of this contract. They request you to review your decision and consider our grievance in light of our proven capabilities and the criteria used by other leading hospitals.		attached) After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
13	**M/s Medilution Healthcare submitted grievance Bearing diary No.10083/LGH, dated 18-08-25** In the evaluation report, our quoted products against serial numbers **29, 169, 207,** 208, **209 & 231** have been declared *Non-Responsive* on account of non-compliance with clause (V)concerning the financial turnover requirement. They wish to respectfully submit the following for your kind consideration: 1. **Compliance with Turnover Requirement:** Medilution **Healthcare's cumulative financial turnover of the last three years exceeds PKR 100 million.** The summary of turnover has already been provided on Page 20 of our Technical Bid, duly supported with Income Tax Returns for the relevant years. **2. PPRA Clarification on Turnover Threshold:** As per Punjab Procurement Regulatory Authority (PPRA) order **L&M(PPRA)262/2024/COM dated 14 October 2024** (copy attached),it has been clearly stated that *"The threshold of annual financial turnover must be decided rationally by the Procuring Agency after taking due consideration of volume, quantily and estimated price of any procurement transaction/item involved."* In our case, the **total quoied yalue** of the items stands at only PKR **4,952,460/-,** which is well within the financial capacity of Medilution Healthcare. Hence, our turnover shall be considered more than adequate to execute the quoted procurement. 3. Medilution Healthcare has already fulfilled supply commitments of the same quoted items in previous tenders of FY 2023-24 and FY 2024-25for Lahore General Hospital, it is humbly requested that the financial turnover of Medilution Healthcare	**M/s Medilution Healthcare** T.E#29 **Bone Wax** T.E#169 **Oxidized regenrated Cellulose** T.E#207,208,209 **Polypropylene Mesh Macroporous** T.E#,231 **Steri Strips** are Non Responsive (Non Compliance of clause (v) annual financial turn over less than100M	Mr. Imran Hakim attended the meeting on behalf of M/S Medilutons. The representative explained his stance over clause (v) regarding annual financial turn overs for three years. He raised objections over interpretation of this clause. The GRC assessed the mater extensively and took an expert legal opinion for elucidation of this very clause which endorsed the TEC findings. (Copy attached) After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.

	may kindly be reconsidered and the quoted items may be declared RESPONSIVE for progression into the next phase of financial evaluation.		
14	**M/s Medi- Serve International submitted grievance** The Firm fulfill the condition of financial soundness but we have big amount pending towards Hospital which is effecting our financial position as these payments are pending since last five years. Please consider these facts as well.	**M/s Medi- Serve International** **Non Responsive** (Non-Compliance of clause (x) No Experience for quoted product is attached)	Mr. Bashir Rana attended the meeting on behalf of M/S Mediserve International. The representative was asked to explain the matter of grievance. The representative explained his stance over clause (v) regarding annual financial turn overs for three years. He raised objections over interpretation of this clause. The GRC assessed the mater extensively and took an expert legal opinion for elucidation of this very clause which endorsed the TEC findings. (Copy attached) After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED.**
15	**M/s Pak Sterilization Solutions submitted grievance** With reference to your observation regarding non-compliance with Clause 5 (Annual Turnover requirement of PKR 100 million), we would like to clarify as follows: Our company's Annual Turnover showed in FBR Return confirm that our annual turnover is PKR 170 million, (Single Financial year) which is well above the stipulated requirement of PKR 100 million. The mentioned observation appears to be due to a possible oversight. For ease of reference, we are enclosing herewith the relevant pages from our audited financial statements for your kind review and record. We therefore respectfully request you to reconsider the evaluation and mark our submission as	**M/s Pak Sterilization Solutions** **All Items are Non Responsive** Non Responsive (Non Compliance of Clause (V) annual turn over is less than 100M	Mr. Mujtaba attended the meeting on behalf of M/S Pak Sterilization Solution. The representative explained his stance over clause (v) regarding annual financial turn overs for three years. He raised objections over interpretation of this clause. The GRC assessed the mater extensively and took an expert legal opinion for elucidation of this very clause which endorsed the TEC findings. (Copy

			attached) After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
16	**M/s Quintex Medical submitted grievance** They have the grievances on the following items Tender SR #. 9, 69,97,106,107,108,109,110,214,215,216,217,227,228,229 & 230 above mentioned items declared as nonresponsive due to less annual financial turnover. We would like to inform you that as per bidding documents, Compulsory Parameter for other than auto disable Syring sec. V, minimum annual financial turn over for Last three financial years should be 100 Millions. means collectively Turnover for last three years, Not a single year. So our Financial turnover for last three years is more than 150 Millions as per FBR. So request to recheck and change the status from nonresponsive to Responsive.	**M/s Quintex Medical** SR#9,69,97,106,107,108,109,110,214 ,215,216,217,227,228,229 & 230 Non Responsive (Non Compliance of Clause (V) annual turn over is less than 100M	Mr. Osama Qamar attended the meeting on behalf of M/S Quintex Medical. The representative explained his stance over clause (v) regarding annual financial turn overs for three years. He raised objections over interpretation of this clause. The GRC assessed the mater extensively and took an expert legal opinion for elucidation of this very clause which endorsed the TEC findings. (Copy attached) After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
17	**M/s The Cure submitted grievance Bearing diary No.9998/LGH, dated 16-08-25** The firm has submited grievance along with documents for your kind consideration and for acceptance. T.E# 50 Non Responsive you can find our turnover on our tender Bid from page # 192 to 241. FY 2021- 22: Rs 20,855,463.00 FY: 2022-23:80,968,091.00 FY: 2023-24:64,757,763.00 Total Turnover for last three FY: 166,581,317 which is fulfil your tender requirement You can find CE and other quality certificates from our bid from page no: 14 to 25.Also you can	**M/s The Cure** **T.E#51** **Citric Acid Powder for HDL** Non Responsive (Non Compliance of clause (v) and (viii) less than 100M annual financial turn over	Mr. Sh. Aleem Tariq attended the meeting on behalf of M/S The Cure. The representative explained his stance over clause (v) regarding annual financial turn overs for three years. He raised objections over interpretation of this clause. The GRC assessed the mater extensively and took an expert legal opinion for elucidation of this very

	find CE extension letter from NANDO body from page no 26 to 36 Fresh FSC Attached for your consideration as this submission will not change our bid stance.		clause which endorsed the TEC findings. (Copy attached) After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
18	**M/s Allied Surgicals Submitted grievance** **Sr No 126 & 127** Incise Theater Drape 10 cm x 14 cm & 28 cm x 15 cm **(Surgi Site)** Their quoted brand Surgi Site has been declared non responsive due to Free Sale Certificate. We are presenting valid free sale certificate with brand name and apostille. Therefore, it is our request to you that kindly declare Surgi Site Responsive.	**T.E#126, 127** **Incise Theater Drape** **M/s Allied Surgicals** Non Responsive (Brand name not mention on FSC , FSC not embassy attested	Mr. Nabeel Ali attended the meeting on behalf of M/S Allied Surgicals. The representative was asked to explain the matter of grievance. The GRC evaluated the case to conclude it. After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
19	**M/s Iqbal Enterprises submitted grievance** There is a mistake in your TEC Result You have mistakenly written the wrong name of the manufacturer of the quoted product. The correct details are as follows: Sr. 41: CHEST ELECTRODES (Soft Gel Adult (Peads 500, neonate 100) SKINTACT ECG ELECTRODES F- 60, ADULT (LEONHARD LANG GmbH, AUSTRIA) You are requested to amend the list and share it with us	**M/s Iqbal Enterprises** **T.E# 41** **Chest Electrodes** **Responsive**	Mr. Naveed Iqbal attended the meeting on the behalf of M/S Iqbal Enterprises to describe the stance of the aggrieved firm. The representative explained the matter in detail. The GRC scrutinized the case and directed to correct the typographic error made in TEC report. Hence the grievance is ACCEPTED.
20	**M/s Mana & Co submitted grievance** The Firm have some Grievances against Technical Evaluation Report FY 2025-26. our some items declares non-responsive due to some compulsory parameters / registrations. all documents are attached in technical Bid uploaded on E-pads. If any document are mistakenly missed, we are here	**M/s Mana & Co** All Items Non Responsive (Technical offer is without name of	No one attended the meeting on behalf of M/S Mana and Co. However the GRC evaluated the case which validated the

	for the submission of all documents. Furthermore, they grant the permission of exemption to import & sale the non-registered items by HONORABLE ISLAMABAD HIGH COURT, ISLAMABAD Writ petition No. 1090 / 2025. Therefore, we request you to please re- evaluate their Technical Bid declares all items as responsive..	manufacturer, country of origin ,make & modal)	findings in TEC report. After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
21	**M/s Maven Health Care submitted grievance** They are manufacture of hospital furniture and orthopedic implants. They are serving the hospitals (Mayo Hospital, Gnaga ram Hospital, Services and Jinnah hospital) and other private hospital in lahore. due to DRAP restrictions we recently received the drug sale license which is send to your Email.For DRAP Registration our team is working on it and we undertake that we will submit tha application within 3 to 4 working days in DRAP.The submitted application will be provide to your esteemed organization for further proceedings. It is humbly request to please consider us as responsive for healthy competition.	**M/s Maven Health Care** All Items Non Responsive (Non Compliance of clause (ii) ,(iii),(iv) &(v) No DML, DRC,GMP less than 100M	Mr. Noman Sajid attended the meeting on behalf of M/S Maven Healthcare. The representative was asked to explain the matter of grievance. The GRC evaluated the case and number of shortcomings were found in full fling compulsory parameters which validated the TEC result. After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
22	**M/s Meditron Medical Systems submitted grievance** The firm was regrettably rejected from participation in the Surgical Disposable Tender 2025–26 on the grounds of non-submission of tender samples We sincerely apologize for any oversight or delay that may have We highly value our professional relationship with your esteemed institution and are committed to full compliance with tender procedures and requirements. we humbly request that you kindly allow us to submit the required samples at this stage for your evaluation and reconsider our participation in the said tender.	**M/s Meditron Medical Systems** All 36 quoted Endoscopy items Non Responsive (Non Compliance of clause (iii) No DRC. SNP	Mr. Tabir Qayyum attended the meeting on behalf of M/S Meditron Medical System. The representative was asked to explain the matter of grievance. The GRC evaluated the case and it is revealed that bid of aggrieved firm could not qualify basic compulsory parameter as highlighted in TEC report. Moreover samples were also not being submitted for evaluation. After due deliberation and detailed

			discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
23	**M/s Saru International submitted grievance** Please refer to the Technical Evaluation Report announced on 13 Aug, 2025, whereby our bid was declared non-eligible due to the reason that " DRC, FSC, FBR, Return, I will submit these documents in grievance meeting.	**M/s Saru International** **Non Responsive All Items** DRC not Attached Not complying Financial Turnover Brand Name not mentioned on FSC	Mr. Abdul Qayyum attended the meeting on behalf of M/S SARU international. The representative was asked to explain the matter of grievance. Upon scrutiny by GRC, multiple deficiencies are found in the bid. After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
24	**M/s Sehat Medical Devices submitted grievance Bearing diary No.10130/LGH, dated 18-08-25** We respectfully submit this grievance regarding our disqualification for Item 14: BT Set, Item 68:3 ml Auto-Disable Syringe, Item 69: 10 ml Disposable Syringe, and Item 74: 5 ml Auto-Disable Syringe on the ground that SMD "does not possess a valid GMP certificate." Our GMP certificate was valid on the date of bid opening. In addition, we applied for renewal to DRAP, with DRAP's official receiving dated 09-May-2025, and the paid fee challan is attached. The inspection by DRAP is pending at their end. In light of the above, we request that SMD be declared responsive for the aforementioned items, or that the decision be reviewed with verification from DRAP of our renewal status.	**M/s Sehat Medical Devices** Items 14 **B.T IV Set** T.E# 68, 69 & 74 **Disposable Syringe** **Non Responsive(Invalid cGMP)**	Mr. Zahid Mahmood attended the meeting on behalf of M/S Sehet Medical Devices. The representative was asked to explain the matter of grievance. The GRC scrutinized the case and it is found that c GMP uploaded with the bid is not valid in terms of expiration date. Albeit renewal application was presented at the time of grievance redressal however only valid cGMP is "the requirement" as per evaluation criteria. After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.

25	**M/s Surgiquips submitted grievance Bearing diary No.10104/LGH, dated 18-08-25** As per Technical Evaluation Report uploaded at 13-08-2025on PPRA website, we maintain our opinion against your objections as under: **Valid Drugs Manufacturing License (for local manufacturers).** We had applied for registration as a local manufacturer of medical devices (Orthopedic Implants) to DRAP since 2020, so far,one site inspection of our factory in Gujranwala had been under took which they had approved (copy attached). The second final inspection after installation is underway. We do hope we can able to complete this process within this running year positively (copies of our correspondence with DRAP is being attached). Hence, you are kindly requested to please fore go this pre-condition, as because,there is no firm in Pakistan so far who have been qualified as local manufacturer. **Valid Drug Enlistment Certificate** Again, this pre-condition is applicable only when one firm is registered with DRAP. Hence, you are kindly requested to fore go this one too. **Valid GMP certificate** Again, this pre-condition is occurred after Registration from DRAP. Hence,please consider this pre-condition similarly. you are kindly requested to please revisit your kind decision,and make our quotation responsive one, otherwise, the local vendors **who** are **providing these** orthopedic implants to the patients of **your** hospital privately, **made** of "316" alloy **stainless steel instead of "316L" alloy of S.S. (L stands for Low carbon, which** avoid **corrosion** to implant and eventually to body)	**M/s Surgiquips** **All Items are Non Responsive** (Non compliance of Clause (ii),(iii) and (iv) No DML,No GMP, No DRC	Mr. M. Haris attended the meeting on behalf of M/S Surgiquip to explain the matter of grievance. The GRC evaluated the case and number of shortcomings were found in fulfilling compulsory parameters which validated the TEC result. After due deliberation and detailed discussion, GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.

Engr. Muhammad Ali
Biomedical Engineer
Member

Dr. Saeed Mehmood,
Associate prof of Surgery
Member

Prof. Khurram Saleem,
Prof. of Medicine
Member

Dr. Khizer Hayat Gondal
Prof. of Urology
Member

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

MEETING OF GRIEVANCE COMMITTEE TO ADDRESS THE GRIEVANCES RECEIVED IN BULK PURCHASE O F MEDICAL DEVICES/ SURGICAL DISPOSABLE ITEMS FOR THE YEAR 2025-26.

Dated: 27-09-2025

Grievance Committee meeting to address the Grievances received in Bulk Purchase of Medical Devices/ Surgical Disposable items for the year 2025-26 was held on 27-09-2025 in the office of the Chairman Grievance Committee Prof. Dr.Farah Shafi, Professor of Medicine, Lahore General Hospital Lahore.

2. The Following members attended the meeting;

1. Prof. Dr. Farah Shafi, Prof. of Medicine	**Chairman**
2. Dr. Khizer Hayat Gondal, Prof. of Urology	Member
3. Prof. Khurram Saleem, Prof. of Medicine	Member
4. Dr. Saeed Mehmood, Associate prof of Surgery	Member
5. Engr. Muhammad Ali Biomedical Engineer	Member

3. The proceeding of the meeting was commenced with the recitation from the Holy Quran.
4. The committee after briefed discussion and hearing the firm's representatives unanimously decided the grievances as under;

Sr. Name of Firms

1. M/s 3-N Lifemed
2. M/s Amson Vaccines & Pharma
3. M/s Anwar A-Sons
4. M/s Popular International
5. M/s Rafi Sultan
6. M/s Techzone
7. M/s Usman Enterprisers
8. M/s UsmanCo. International

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** The Firm respectfully submit this grievance against the Technical Evaluation Committee's (TEC) decisions declaring the following tender items non-responsive: S.No. 37 Catheter Lock Solution, S.No. 50 Citric Acid 1 hydrate +Lactic Acid + Malic Acid S.No. 67 Disposable Sheet S.No.93 ETT Fixation Strap. Already in use in various Institutions -Supported by Satisfactory Performance Reports,-Declared of "Standard Quality" by Drug Testing Laboratory (DTL), and-Duly registered Such products should be considered responsive regardless of end-user rejection. For Items 67 and 93, we possess a valid Local Manufacturing License for Medical Devices, which was converted from a Drug Manufacturing License in compliance with the Drug Act 2017. This fulfills the regulatory requirement cited for rejection. In view of the above, we request that the Committee kindly review and reverse the TEC decisions, declaring our bids responsive in accordance with PPRA rules and past precedents. The firm submit this formal grievance against M/s Iqbal & Co for quoting a Trisodium Citrate-based catheter lock solution in the current tender, allegedly of U.S. origin. Regulatory Misrepresentation: Although claimed to be of U.S. origin, the product holds only CE Certification. This neither validates safety for U.S. clinical use nor substitutes for FDA approval. 2. Absence of Ethanol Component: The formulation lacks ethanol, a widely recommended component for preventing catheter-related bloodstream infections (CRBSIs) in high-risk patients. Offering such a product for use in dialysis or infusion therapy is alarming, irresponsible, and contrary to patient safety principles. They request the Committee to review it.	**T.E#67** **Disposable Sheet** **M/s 3N Lifemed** Non Responsive (Non Compliance of Clause (ii) No DML Rejected by end users **T.E#93** **ETT Fixation Strap** **M/s 3N Lifemed** Non Responsive (Non Compliance of Clause (ii) No DML **T.E#50** **Citric Acid 1 Hydrate +Lactic Acid +Malic Acid** **M/s 3N Lifemed** Non Responsive Rejected By End Users (Not Proper Decalcification of Hydrolic Circuit of HD Machine, Choking of Circuit) **T.E#37** **Catheter Lock Solution**	Mr. Naeem Khalid attended the meeting on behalf of M/S 3 N-Lifemed to describe the matter of grievance. The firm is aggrieved for TEC result of their own items as well as raised objections over M/S Iqbal & Company for item at T.E# 37. The GRC reviewed the matter and checked the documents in the bid of M/s Iqbal & Company. The requisites were attached in the bid and as long as the products (non responsive) evaluation is related it has already been validated by end users. Four items at T.E#67,93 the drug manufacturing license and GMP certificate do not cover the manufacturing sections of these products. After due deliberation and detail discussion the GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED.**

		M/s 3N lifemed Non Responsive Rejected By End Users (In effective /less effective Line related sepsis) **T.E#37** **Catheter Lock Solution** **M/s Iqbal & Company** **Responsive**	
2	**M/s Amsons Vaccines & Pharma submitted grievance** they have noted that M/S Sehat Medical Devices (Pvt) Ltd has been declared "Non-Responsive" due to "Invalid cGMP" for their quoted products (e.g., Disposable & Auto Disable Syringes. However, we have learned from reliable sources that M/S Sehat Medical Devices (Pvt) Ltd does not possess NANDO databased CE certification for their syringes, which is a critical requirement under the knock-down clause (VIII) for qualifying in the tender. The absence of NANDO-approved CE certification raises significant concerns about the compliance, safety and quality of their products. 1. Maintain the non-responsive status of M/S Sehat Medical Devices (Pvt) Ltd for failing to meet the mandatory requirement of NANDO database-based CE certification. 2. Reaffirm the TEC's decision to reject their bid on the grounds of non-compliance with technical specifications. they look forward to your positive response.	**M/s Amsons Vaccines T.E# 68,69,74** **(Disposable Syringe)** **are Responsive** **M/s Sehat Medical Devices** **T.E# 68,69,74** **(Disposable Syringe)** Non Responsive (Invalid cGMP)	Mr. Sher Dodar attended the meeting on behalf of M/S Amson Vaccines. The representative was asked to describe the grievance against M/S Sehat Medical Devices for not having valid CE for their quoted items at 68,69 and 74. Although the bid of M/S Sehet Medical Device is already rejected. However this point is also considered . After due deliberation and detailed discussion, GRC unanimously decided to maintain the Non Responsive status of these items. Hence the Grievance is Accepted.

3	**M/s Anwar and Sons submitted grievance Bearing diary No.10107/LGH, dated 18-08-25** Reference to the Technical Evaluation Report# 59500/LGH Dated 13-08-2025 on the subject noted as above, our submissions are as under.	**M/s Anwar and Sons** **T.E#89** (Endotracheal Tube with Cuff) Non Responsive Rejected By End Users (Hard Tip & Leakage) **T.E#90** (Endotracheal Tube with Cuff) Non Responsive Rejected By End Users (Hard Tip) **T.E#91** Endotracheal Tube without Cuff All Sizes Non Responsive Rejected By End Users (Hard Tip & Leakage) **T.E#194** Polyglactin 910/ Polyglycolic acid Not Approved By Plastic Surgery (16mm Required) **T.E#202** PolyPropylene Non Responsive Rejected By end users (Poor Quality), **T.E#204** PolyPropylene Non Responsive Rejected By End Users Poor Quality, Lower Tensile	Mr. Aamir attended the meeting on behalf of M/S Anwar A Sons. The representative explained that firm is aggrieved about rejection of its own quoted items and also objected the TEC results against M/S Akram Brothers, M/S Hoora pharma and M/S Sind Medical Store. The GRC scrutinized the matter and findings are stated as below; For items at TE 89,90,91, 207, 208 and 209 decision of TEC is UPHELD. But all the quoted sutures in the bid were directed to be re-evaluated which failed to qualify. Hence the grievance is **REJECTED** for requested items. the bid is declared non responsive for TE 89,90, 91, 207, 208, 209 and all sutures (T.E#184,186,187,188,189,190,191,192,193,194,195,196,197,198,199,200,201,202,203,204,205, 206). The grievance for items at TE 111 and 246 is ACCEPTED as

Details	Status	Reason	Our Response
Item Sr# 89 **Specifications** Endotracheal Tube with Cuff 2.5,3,3.5,4,4.5	Rejected	Hard Tip & Leakage	Our quoted brand is not only registered with DRAP but it fulfills all the required parameters regarding quality and satisfaction of end user and same time the quoted brand is cost effective. Our product have been supplied to well known private / government and military with satisfactory remarks. please re-evaluate.
Item Sr# 90 **Specifications** Endotracheal Tube with Cuff 5.0-8.0		Hard Tip	
Item Sr# 91 **Specifications** Endotracheal Tube without Cuff All Sizes		Hard Tip & Leakage	

Item Sr# 111 **Specifications** *CUTANPLAST Standard, Haemostatic Gelatin Sponge, 70mm x 50mm x 10mm*	Rejected	C	Renewal of DRC is under process. The letter for renewal of DRC will be provided to you in grievance meeting.	Strength easily Breakable) **T.E#207 , 209** Polypropylene Mesh Macroporous Non Responsive Rejected By End users (Infection rate high) **T.E#246** TED Stocking Non Responsive (Invalid QC Certificate). Rejected By End User (Poor Quality) **T.E#111** Haemostatic Gelatin Absorbable Sponge Non Responsive (DRC Expired)	shortcomings are being fulfilled. So the bid is declared RESPONSIVE for TE 111 and 246 *Grievance against M/S Akram Brothers* This grievance is ACCEPTED after evaluating the DRC and quality certificates. SO the bid of M/S Akram Brothers is declared NON RESPONSIVE for all quoted items. *Grievance against M/S Hoora Pharma PVT. LTD.* The GRC assessed and evaluated the Bid of M/S Hoora Phrama PVT LTD. and called the representative of the Firm Mr. Behzad who submitted a letter to GRC in which it is clearly mentioned that the Hoora Phrama PVT LTD. is currently our only authorized distributor to import and distribute the products sold under the following trademark trademarks for tender submission to for tender submission to Lahore General Hospital. • Ethicon Energy • Ethicon Endomech • Wound Closure • Wound Management Hence GRC **UPHELD** the decision
Item Sr# 194 **Specifications** Surgicryl 910 (Polyglactine), 5/0 8mm, 1/4 circle spatula double needle 45cm	Rejected	Not approved by plastic surgery because 16mm is required	We have quoted our product as pre the requirement of hospital specifications which is 8mm. As our product is DRAP registered and fulfilling all quality parameters and also comply the hospital advertised specifications, you are requested to please technically approve / accept our quoted item.		
Item Sr# 202 **Specifications** Polypropylene, 7/0 8mm, 3/8 circle round bodied taper point	Rejected	Poor Quality	their product is DRAP registered and also in the market of Europe and Pakistan since long. We are supplying our quoted products to		

double needle 60cm			well known hospitals of Pakistan with satisfactory remarks.			of the TEC. Therefore, Grievance is **REJECTED**. *Grievance against M/S Sind Medical Service* the firm presented the apostilled free sale certificate before Committee which qualifies the clause IX of evaluation criteria. Hence The grievance is **REJECED** and the decision of TEC is **UPHELD** in this case. After due deliberation and detail discussion the GRC unanimously has taken the above stated decision.
Item Sr# 204 **Specifications** Polypropylene, 2/0 30mm, 1/2 circle round bodied taper point needle 75cm	Rejected	Lower Tensile Strength, Easily Breakable	We request to end users please re-evaluate the quoted product as all other sizes of polypropylene are responsive.			
Item Sr# 207 **Specifications** Surgical Mesh 6x11cm	Rejected	High Infection Rate	Our DRAP registered product is meeting all quality parameters. please re-evaluate the quoted products			
Item Sr# 208 **Specifications** Surgical Mesh 15x15cm						
Item Sr# 209 **Specifications** Surgical Mesh 30x30cm						
Item Sr# 246	Rejected	Invalid QC Certificate ,	Valid QC Certificate will be provided to you in			

Specifications TED Stocking **Quoted Specifications** Medikal Anti Embolism Stocking, Thigh Length		Poor Quality	grievance meeting.

Grievance Against "M/s Akram Brothers"

M/s Akram Brothers is rejected by Punjab Institute of Neurosciences (PINS) Lahore because of manufacturing site address is differ from DRAP and CE Certificates / ISO 13485. As this is causing variation in provided information, you are requested to please make them non-responsive technically.

Grievance Against "M/s Hoora Pharma"

As per knockout clause VI, the notarized sole agency agreement of M/s Hoora Pharma is not valid. Also device enlistment certificate is in the name of the bidder. The firm did not have quality compliance standards as per clause VIII of the said tender. Their free sale certificate is also not valid. The said firm is rejected by DGHS for which the technical evaluation report is attached. We are kindly requested you to please declare M/s Hoora Pharma non responsive on the grounds mentioned above.

Grievance Against "M/s Sind Medical"

M/s Sind Medical don't have free sale certificate legalized/Notarized by Embassy of Pakistan as per mentioned in the Knock down criteria Clause ix. We are kindly requested you to please declare M/s Sind Medical non responsive on the grounds mentioned above.

Grievance Against "M/s Akram Brothers"

Grievance Against "M/s Hoora Pharma"

Grievance Against "M/s Sind Medical"

4	**M/s Popular International submitted grievance** Following our review of the uploaded technical evaluation report for the above-mentioned tender, we respectfully submit this formal grievance for your kind consideration. Our concerns are outlined below: **1. Items 13, 18, 61, and 118 – Unjustified Rejection Based on Product Quality** The evaluation report has marked our offered products—Ayre's T-Piece Circuits (**Item 13**), Basic Breathing System (**Item 18**), Disposable Closed Suction System (ICU) (**Item 61**), and HME Filter (**Item 118**)—as rejected due to alleged loose connections, poor quality, poor suction, and high resistance. We would like to clarify that these products have been supplied to Aziz Bhatti Shaheed Teaching Hospital, Gujrat, Tertiary Care Hospital, Nishtar–II, Multan and Pakistan kidney and Liver Institute & Research Center for two consecutive financial years (FY 2023–24 and FY 2024–25) without a single complaint from the end-users. Additionally, all our products are **FDA approved**, manufactured from **DEHP-free material (*which is non-carcinogenic*)**, and are widely used in healthcare facilities worldwide. Copies of purchase orders and supporting approvals are attached. **2. Item 169 – Unjustified Rejection** Popular international was declared non-responsive due to being 'out of specs' while specification in the tender are locked and favours the specific firm which is against PPRA rules No. 10 (1,2 and 3) (attached). The open specification mentioned below which should be re-advertise. Our quoted product is also DRAP Registered. **Tender Item No.** / **Generic Name** / **Advertise Specification** / **Generalize Specification** **169** / Oxidized Cellulose / Oxidized Regenerated Cellulose / Oxidized Cellulose OR Oxidized Regenerated/Non-Regenerated Cellulose Our quoted item (Oxidized Regenerated Cellulose) was marked non-responsive due to being "out of specifications." They quoted product offers significant advantages over other available brands, specifically in the following areas:	**M/s Popular International** **Items 13 Ayre's T-Piece Circuits** Non Responsive Rejected By End Users (Loose Connection , Kinking at Connector) **T.E#18 Basic Breathing System** Non Responsive Reject By End Users (Loose Connector, Poor Quality of Breathing Circuit) **T.E#61 Disposable Close Suction System (ICU)** Non Responsive Reject By End Users (Poor Suction) **T.E#118 HME Filter** Non Responsive Rejected By End Users (High Resistance) **T.E# 169 Oxidized regenerated Cellulose** Non Responsive (Out of Specification) **T.E#245 T Filter for Tracheostomy** Non Responsive (SNP)	Mr. Tayyab Sattar, Asghar attended the meeting on behalf of M/S Popular International to explain the grievance. The representative explained the stance of aggrieved firm against TEC results for their own items and also against various firms. The GRC evaluated the TEC report, advertised specifications, documents in the bids etc. to conclude these matters. The concern of the company for advertised specifications of item at TE 169, is not justified as such objections must be highlighted in pre bid meeting right after advertisements. The GRC directed Sample of item at TE 245 to be sent for evaluation which resulted as Non Responsive due to not as per advertised specifications. *Grievance against M/S Usman and CO.* The grievance against M/S Usman and co. is **ACCEPTED** as bid lacks valid free sale

	• **Faster hemostatic action** • **Antibacterial properties** • **Effective antifungal protection** critical in surgical applications, where rapid hemostasis and infection control are paramount. Furthermore, this product is already approved and in use across various institutions throughout Punjab and other regions of Pakistan, further validating its efficacy and reliability. The only responsive firm has registration in a third party's name, with expired DRAP Registration. (DRAP List is attached). **3. Item 245 – T Filter for Tracheostomy – Incorrect Rejection Due to "Sample Not Provided"** We duly submitted the required sample and have an official acknowledgment of receipt, which is attached for reference. We remain ready to resubmit the sample for re-evaluation if necessary. The product is **FDA approved, DEHP-free,** and approved in major hospital of Punjab. **Concerns Regarding Other Bidders' Compliance** 1. **Usman & Co (Items 89, 90, 91)** – Declared responsive in this evaluation but found non-responsive in Punjab Institute of Cardiology, Lahore ***fiscal year 2025-26***, due to **invalid Free Sale Certificate** and **expired FDA Certificate.** 2. **Save on Healthcare (Items 90, 91)** – Declared rejected by Punjab Institute of Cardiology, Lahore ***fiscal year 2025-26***, for **non-DRAP registration** and **lack of experience in government teaching hospital** (TEC reference attached). 3. **Concerns Regarding Akram Brothers (WEGO Sutures) T.E No. 190** • **Prior & Present Disqualifications** M/s Akram Brothers (WEGO Sutures) have been consistently disqualified ○ Disqualified in **Services Hospital Tender 2024-25 & 2025-26 (consecutive TWO YEARS disqualified)** ○ Disqualified in **Specialized Healthcare & Medical Education**	**M/s Usman & Co** **(Items 89, 90 Endotracheal Tube with Cuff** **Responsive** **T.E#91 Endotracheal Tube without Cuff** **Responsive** **M/s Save on Healthcare** **(Items 90 Endotracheal Tube with Cuff** **Responsive** **T.E#91 Endotracheal Tube without Cuff)** **Responsive** **M/s Akram Brothers** **T.E No. 190** **Endotracheal Tube with Cuff** **Responsive**	certificate (Quoted brand does not match with FDA Brand). *Grievance against M/S Save On healthcare* The grievance against M/S save On healthcare is **ACCEPTED** as registration of quoted item is not attached although experience was found in the bid. *Grievance against M/S Akram Brothers* The Committee directed for re-evaluation of all sutures, whereupon Sutures (Bid) of M/S Akram Brothers declared non responsive including TE 190. Hence this grievance is ACCEPTED. *Grievance against M/S Anwar And Sons* The Committee directed for re-evaluation of all sutures. Grievance against MS Anwar and Sons is ACCEPTED and after re-evaluation, sutures quoted by them are declared as Non Responsive. However free sale and quality certificate are found to be vaiid.

	Dept. Tender (FY 2024–25) and **Services Hospital Tender (FY 2025–26).** o Disqualified in Khawaja Muhammad Safdar Teaching Hospital Sialkot Tender 2025-26 o Disqualified in **Aziz Bhatti Shaheed Hospital Tender 2024-25** o Technically disqualified at CPEIC Multan Tender (2025–26). o Also disqualified at JB&RC and DG Khan o **End-user feedback** highlighted: ▪ Blunt needle, excessive resistance during grafting, causing trauma and bleeding. ▪ Thread breakage, excessive memory, thick needle swage. • Most of Akram Brothers quoted suture codes have **already been rejected in the current technical evaluation by your good office on quality grounds**. We fail to understand how approval has been granted at **Item No. 190**, which is among the **most frequently used and clinically critical suture codes**. This raises serious concerns of consistency and transparency in evaluation. **4. Concerns Regarding Anwar and Sons T.E 184, 186, 187, 188, 189, 190,191, 192, 193, 195, 196, 197, 198, 199, 200, 201, 203, 205, 206** o Anwar Sons was rejected in your **esteemed institution in Tender 2024-25 on the basis of poor quality.** o Rejected in **SHC&MED Tender (2024–25)**, o Rejected in **Services Hospital 2025-26**, and **FIC Faisalabad (2025–26).** o End-user remarks: ▪ Substandard needle/thread quality. ▪ Invalid or deficient **CE Certificate and FSC.** ▪ Not suitable for cardiac procedures. • **Product Quality Deficiencies** o Poor needle sharpness, bending, frequent thread breakage, fraying, and inconsistent tensile strength.	**Against M/s Anwar and Sons** **T.E 184** Poly propylene **T.E#186, 187, 188, 189** Polydioxanone / Polyglyconate **T.E#190,191, 192, 193, 195** Polyglactin 910/ Polyglycolic acid **T.E#196, 197, 198, 199, 200, 201, 203, 205, 206** PolyPropylene **(Responsive)** **Against M/s B. Braun Pakistan Pvt. Ltd.** **T.E 190, 192,193,195, 203** Polyglactin 910/ Polyglycolic acid	to be valid. *Grievance against M/S B.Braun* The Committee directed for re-evaluation of all sutures. *After re evaluation of sutures, bid of M/S B braun is declared **NON RESPONSIVE** for items at TE 193,195, 198, 199, 203, 204, 205 and 206. However items at TE 190 and 192 are declared as **RESPONSIVE.*** *Grievance against M/S Sind Medical Store* Re evaluation of their items are directed by the GRC. After reevaluation, the *bid of M/S Sind Medical Stores is declared **NON RESPONSIVE** for items at TE#190,191,192,193,195,196,198,199,200,201,202,203,204,205 and 206. However items at TE 46,47,48 and 49 are declared as **RESPONSIVE.*** *Grievance against M/S Hoora* The grievance against M/S Hoora is rejected as compliance with the availability of Capital

	• At **Tender Item Nos. 194, 202 and 204**, surgeons specifically recorded remarks that the sutures had **lower tensile strength and were easily breakable**. Despite this, other product codes of Anwar and Sons have been approved. We respectfully request that their quoted products be **re-evaluated across all items** for consistency and clinical safety.
	
	5. Concerns Regarding B. Braun Pakistan Pvt. Ltd. T.E 190, 192,193,195, 203
	
	• **Reported Defects** in Punjab hospitals:
	  ○ Knot slippage, cooling defect, needle bending.
	  ○ Rejected on end-user evaluation at **Services Hospital Tender 2025–26** and **CPEIC Multan Tender 2025–26**.
	  ○ Weak tensile strength, poor knot security, inconsistent needle handling.
	  ○ Rejected in **Aziz Bhatti Shaheed Hospital** in Compulsory parameter in 2024-25
	• At current **Tender Item Nos. 198, 199, 204, 205, 206** surgeons specifically recorded remarks that the sutures had **lower tensile strength and were easily breakable**. Despite this, other product codes of B.Braun have been approved. We respectfully request that their quoted products be **re-evaluated across all items** for consistency and clinical safety.
	
	6. Concerns Regarding Sindh Medical Store (SMS) – Demetech Sutures T.E No. 190,192,193,203,205,206
	
	• Last Year rejected in Lahore General Hospital on the basis of poor quality.
	• **Prior Rejections** in Punjab tenders (e.g., **Services Hospital 2025–26**).
	• Reported problems:
	  ○ Needle bending, thread fraying, breakage.
	  ○ Knot slippage, cooling defect.
	  ○ Technically rejected at **CPEIC Multan Tender 2025–26**.
	  ○ In the current evaluation, their sutures at **Item Nos. 195, 196, 198, 199, 200, 201, 202, and 204 were rejected on quality basis.** It is therefore inconsistent and clinically unsafe to approve their
		Against M/s Sindh Medical Store
		
		T.E No. 190,192,193,203,205,206
		Polyglactin 910/ Polyglycolic acid
		
		Responsive
		
		Against M/s Hoora Pharma
		
		Items 334 & 335
		
		Shears(Bipolar)
		
		Responsive
			Pharma.
			
			After due deliberation and detail discussion, the GRC has taken the above stated decisions.

	sutures in other quoted codes. **We respectfully request that their products be rejected entirely to safeguard patient safety, or at the very least, re-evaluated comprehensively across all items.** ○ Lack of proven outcomes in high-risk surgeries. **7. Concerns Regarding Hoora Pharma** • **Technical Concerns (Shears – Bipolar, Items 334 & 335)** ○ Hoora shears are incompatible with **ForceTriad and LigaSure capital equipment**. ○ Their approval would result in **non-utilization of existing equipment**, causing wastage of hospital resources. **Our Request** In light of the above, we respectfully urge the Committee to: 1. Seek **fresh end-user evaluation** of samples. 2. **Verify compliance** of these bidders with **PPRA Rule 23** and **DRAP regulations**. 3. Correlate **prior disqualifications** at **Lahore General Hospital, Services Hospital, SGRH, PIC, NICVD, and Specialized Healthcare Tender (2024–25)**. 4. Confirm the **authenticity of CE Certificates and FSCs** submitted.		
5	**M/s Rafi Sultan Enterprises submitted grievance Bearing diary No.10134/LGH, dated 18-08-25** We, M/s Rafi sultan Enterprises, as it fully conforms to the tender specification requiring They respectfully submit our grievance regarding the evaluation of another bidder in the same category: 1. Non-Conformity of Product Specification: The competing firm M/s. Anwar and Sons quoted SMI Surgical Blades, which, as per their published technical literature and specifications, are not carbon coated. Despite this clear non-conformity, their bid has been declared Responsive. 2. Furthermore, during scrutiny by the office of DGHS Punjab, the CE Certificate	**M/s Rafi Sultan Enterprises** **T.E#232** Sterile Surgical Blade **Responsive** **M/s Anwar & Sons** **T.E#232**	Mr. Rizwan Shah attended the meeting on behalf of M/S Rafi Sultan Enterprises. The representative presented the stance of aggrieved firm against bid of M/S Anwar & Sons for the item at TE 232 (sterile surgical blade). The GRC scrutinized the case by

	of the said bidder/manufacturer was not found verifiable through the notified body's system. This raises a serious concern regarding the authenticity and regulatory compliance of the documents submitted. 3. request, Re-examine the technical responsiveness of the competing bidder (SMI Surgical Blades) in line with the tender requirement of Carbon Coated Steel Surgical Blades. Verify and confirm the authenticity of the CE Certificate Confirmation submitted by the said bidder through the notified body.	Sterile Surgical Blade **Responsive**	evaluating TEC report, provided clarifying CE documents by M/s Anwar & Sons, specifications on labels and literatures of both firms. The Committee observed that the product offered by both bidders is same and CE Certificate is valid. After due deliberation and detail discussion the GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
6	**M/s Techzone submitted grievance Bearing diary No.10073/LGH, dated 18-08-25** that we are aggrieved by the Technical Evaluation report on the following grounds. 1) For Sr. No. 53 i.e., **Colostomy Bag** our quoted brand "Innomed" has been declared non-responsive by the end use for having "Poor Quality". However, ours' is a quality product which is being used in your institution for the last two years without any complaint. (copies of POs attached Annex 1). It is requested to kindly re-evaluate our product and declare us responsive. 2) For **Sr.** No. 90 **& 91 i.e., Endotracheal Tube with cuff & Endotracheal Tube without cuff** our quoted brand "Weracon" has been rejected by end user. It is requested to kindly re-evaluate out samples as it is used in all the leading hospitals. For the same products i.e., Sr. No. 90 & 91 M/S Usman Co International has been declared responsive for its quoted brand "Endosoft" however, it does not have the CE for its quoted products, it's FDA has been expired and it does not have the valid FDA for its quoted product, and has also not provided apostilled Free Sales Certificate as required in the knock down clauses of compulsory parameters. Similarly, for the same products M/S Save on HealthCare has quoted its "Hitecare" brand and has been declared responsive however its DRAP registration is for Reinforced ETT and	**M/s Techzone** **Sr.No.53 Colostomy Bag** Non Responsive Rejected By End users (Poor Quality) **M/s Techzone** **T.E#62** Disposable Gown **Responsive** **M/s Cardiac Care** **T.E#62** Disposable Gown **Responsive** **M/s Techzone** **T.E#90** Endotracheal Tube with Cuff Non Responsive	Mr. Ali Qadri attended the meeting on behalf of M/S Techzone. The representative explained the stance of aggrieved firm against other firms as well as over the TEC result of their own items. The GRC scrutinized the matter and findings are stated below; The GRC directed to re-evaluate items at TE 53. Re-evaluation report qualified the requested sample and is declared **RESPONSIVE**. However for items at TE 90 & 91, the decision of

	M/S Save on HealthCare has quoted its "Hitecare" brand and has been declared responsive however its DRAP registration is for Reinforced ETT and not for the standard one. It is requested to kindly look into the above and redress. 3) For Sr.No. 62 i.e. **Disposable Gown** M/S Cardiac Care has been declared responsive. However, it does not have the registration for its quoted gown. It is requested to kindly review its registration and declare it Non Responsive. Furthermore both M/s Biocom International and M/s Medi Serve are quoting same brand claiming to the sole agent of same product. 4) For Sr. No. 126 & 127 i.e., Incise Theater Drape 10 x 14 and 28 x 15cm,M/S **Allied Surgical** has quoted Oxymax Surgi Site however it does not have Free Sales Certificate for its quoted brand. 5) For Sr. No. 145 i.e., **Microburette , M/S** Cardiac Care has been declared responsive. However, the bidder does not have the DRAP Registration, one year's experience and Free Sales Certificate from the country of Origin as required by the compulsory parameter. It is requested to kindly review. (6) For Sr.244 i.e., Surgical Paper Tape "Nepore" brand quoted by M/s Usman Enterprises has been declared responsive despite the fact that the bidder has quoted a misbranded product. While the product is registered with M/s Usman Enterprisers (Karachi as local manufacturer the sample provided has mentioned Nitto made in Japan on them.	**T.E#90** Endotracheal Tube with Cuff Non Responsive Rejected By End Users (Hard Tip & Leakage) **M/s Usmanco International T.E#90** Endotracheal Tube with Cuff Responsive **M/s Techzone T.E#91 Endotracheal Tube without Cuff** Non Responsive Rejected By End Users (Hard Tip & Leakage) **M/s Usmanco International** **T.E#91** Endotracheal Tube without Cuff **Responsive** **M/s Techzone T.E#126,127** Incise Theater Drape **Responsive** **M/S Allied Surgical** No. 126 & 127 **Incise Theater Drape** Responsive **T.E#145**	at TE 90 & 91, the decision of TEC is **UPHELD**. Hence grievance for TE 53 is **ACCEPTED** and for TE 90 & 91 is **REJECTED**. *Grievance against M/S Usman & Co.* GRC scrutinized the case by evaluating the documents i.e. FDA is not apostilled/embassy attested and quoted brand does not match with FDA brand.Hence The grievance is **ACCEPTED**. Hence the GRC declared bid of M/S Usman & CO as **NON RESPONSIVE** for TE 90 and 91. *Grievance against M/S Save On Healthcare* GRC scrutinized the case by evaluating the documents.DRC is not found for "quoted product". GRC declared bid of M/S Save On Healthcare as **NON RESPONSIVE** for TE 90 & 91.

		Responsive **M/S Cardiac Care** **Sr. No. 145 Microburette** Responsive **M/s Techzone** T.E#244 **Surgical Paper Tape (Hypo Allergic)** **Responsive** **M/s Usman Enterprises** **T.E#244** Surgical Paper Tape (Hypo Allergic) **Responsive**	**ACCEPTED.** *Grievance against M/S Cradiac Care* This grievance is **ACCEPTED** due to non-compliance of conditions in clause iii (Valid DRC) for quoted items(T.E#62 Disposable Gown and T.E#145 Micro burette.FSC of Microburette is not attested / apostilled) as per evaluation criteria. Hence the GRC declared bid of M/S Cardiac Care as **NON RESPONSIVE** for TE 62 and 145. *Grievance against M/S Allied Surgical* This grievance is **ACCEPTED** due to non-compliance of clause IX(Brand is not mentioned in FSC) for quoted items . Hence GRC declared bid of M/S Allied Surgical as **NON RESPONSIVE** for TE 126 and 127. *Grievance against M/S Biocom and M/S Mediserve International* The bid of these two firms are not complying multiple basic parameters of evaluation

			Criteria and are not sole agents of quoted items at T.E#62. Hence, the grievance is **ACCEPTED.** *Grievance against M/S Usman Enterprises* Upon evaluating this matter, the committee observed that the sample provided has mentioned Nepore on it.GRC endorsed the TEC result so their decision is UPHELD. Hence this grievance is **REJECTED.** After due deliberation and detail discussion the GRC unanimously has taken the above stated decisions.
7	**M/s Usman Enterprise, submitted grievance** lodge this formal grievance under Rule 48 of Punjab Procurement Rules, 2014 (PPRA Rules) against the technical responsiveness of another bidder, M/s Techzone, whose quoted product was also declared Responsive. Grounds of Objection 1. The authorization letter and ISO 13485 certificate submitted by M/s Techzone for the brand "Yasfaeen" (mfg. Jiangsu Nanfang, China) do not specifically cover Surgical Paper Tape. The documents only mention "non-woven products," which cannot be equated with hypo-allergic surgical paper tape. This constitutes non-compliance with the essential technical criteria of the tender. 2. Misrepresentation of Product The claim that "non-woven = paper tape" is factually and technically misleading.	**M/s Usman Enterprise** No. 244 **Surgical Paper Tape (Hypo Allergic)** Responsive **M/s Techzone** No. 244 **Surgical Paper Tape (Hypo Allergic)** Responsive	Mr. Iqbal Yousuf attended the meeting on behalf of M/S Usman Enterprises. The representative described the grievance against M/S Techzone on various grounds for their item at TE 244. The GRC evaluated the matter in detail. The concern regarding

	Non-woven adhesive tapes and hypo-allergic surgical paper tapes are distinct products with 3. Discrepancy in DRAP Enlistment The DRAP enlistment certificate submitted by M/s Techzone mentions "Paper Tape." However, the manufacturer's authorization and ISO certification do not. where every imported product must be supported by manufacturer-issued authorization covering the exact item. 4. Fabricted/ False Translated Bidding Documents English translation of Free Sale Certificate provided by M/s Techzone is fabricated/ manipulated as brand name is inserted for vested interest. We believe that M/s Techzone not signed and stamp on e-bidding documents due to intentionally false translation and other editing in documents. 5. Brand Ownership Concerns – Regulatory Risk It has been observed that M/s Techzone has multiple products registered with DRAP under the same brand "Yasfaeen" (e.g., I.V Sets, Micro-burettes, Blood Collecting Tubes, Three-Way Stopcocks, Syringes, Transfusion Set, I.V Lines, etc.), but with different manufacturers and different manufacturing sites in China. 1. This raises a critical question of who is the actual brand owner in the country of origin, as required by DRAP regulations. 2. Use of the same brand name across unrelated products from different sites indicates possible regulatory non-compliance and misrepresentation. 1. Review and reconsider the responsiveness of M/s Techzone in the subject		difference in the name with equating the type of product had been addressed by PPRA and decision has been given as Responsive for the same product dated 24-12-2024. This item is evaluated for its use as per tender specification. The objection of aggrieved firm upon same brand name of many items was discussed. The committee observed that it is the mandate of DRAP, the authority which actually registered these products. The aggrieved firm can approach regulatory authority DRAP for above stated concerns as it is the actual body for addressing such issues. DRAP can run extensive and further verifications in this regard. FOR suspected Fabricated FSC, the original free sale certificate was also sought for comparative verification. The bidder sole distributor status has been verified by contacting the manufacturer via e mail.

			As long as signing and stamping of bid is concerned, an affidavit on legal paper is found attached in the bid stating firm's undertaking for accepting of all terms and conditions of tender document. So it serves the purpose in true spirit. After due deliberation and detail discussion the GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.

8a	**M/s Usmanco International submitted grievance Bearing diary No.9997/LGH, dated 16-08-25** M/s Usmanco International submitted grievance against M/s Lasani Health Care, (Tender Item No.128 IV Cannula 18G & Tender Item No.130 IV Cannula 22G). as per uploaded the TAC Result of bulk purchase of medical devices year 2025-2026, Auto Disable Syringe 5ml of M/s Lasani Health Care is declared non-responsive due to having in valid GMP Certificate. But, M/s Lasani Health Care is responsive in other products which IV Cannula 18G & 22G. As per compulsory clause of bidding documents CE/US FDA approval is mandatory for the qualification of medical devices. We believe that M/s Lasani Health Care not have valid quality certificate of CE,issued from the NANDO'S Bodies. It is requested that the quality certificates of M/s Lasani Health Care, may please be re-check declared the firm as non-responsive in best of public interest.	**M/s Usmanco International** T.E#128,130 **IV Cannula Sterile Pack** Responsive **M/s Lasani Health Care** T.E#128,130 **IV Cannula Sterile Pack** Responsive	Mr. Iftikhar Ahmad attended the meeting on behalf of M/S Usmanco International. The representative explained the grievance against M/S Lasani Healthcare for their items at TE 128 & 129. The GRC looked into the matter by evaluating documents uploaded with bid. It is found that requisites of clause VII are not fulfilled. After due deliberations and detail discussions, GRC unanimously decided to declare the bid of M/S Lasasni Health care as **Non Responsive** for items at TE 128 and 130 too. Hence the grievance is **ACCEPTED.**

8b	**M/s Usmanco International submitted grievance Bearing diary No.9998/LGH, dated 16-08-25** **T ender Item No.131(B-Cat 2 I.V Cannula with Injection Port & Wings Sizes 24G)** In above reference no,our B-Cat 2 I.V Cannula with Injection Port & Wings 24G is technically non-responsive due to rejected by end users. our product catheter is made up of third generation FEP Teflon catheter with tri-faced needle. FEP is advance material than Teflon and this is proven as best advance with modern feature of penetrating with documented proves. FEP is more flexible kink resistant and transparent which ensure no resistance in drug flow while feeding the catheter. Additionaly,our needle has medical grade stainless steel bevel shape tri-faced needle with electro polished also based on thin wall technology & promote fast delivery of drug. Due to electro polished technique,it has fine sharpness. Furthermore, these standerds tests in QC. Meeting all the European quality standard, It is certified according to EN ISO 9001-2015,ISO 14001;2015,EN ISO 13485-2016 & CE Marked. Usmanco International has also participated and supplied its High-Quality IV Cannula throughout Pakistan in major Reputed without receiving any single complain. please re-evaluate our B-Cat 2 1.V Cannula with 24G and qualify us for healthy competition and in the best interest of public health.	**M/s Usmanco International** **T.E#131** **IV Cannula Sterile Pack** Non Responsive (Rejected by End user)	Mr. Iftikhar Ahmad attended the meeting on behalf of M/S Usmanco International. The representative explained the grievance. Upon evaluating this matter, GRC endorsed the TEC result so TEC decision is UPHELD. Hence this grievance is **REJECTED.**

Meeting ended with the vote of thanks to the chair;

Engr. Muhammad Ali
Biomedical Engineer
Member

Dr. Saeed Mehmood,
Associate prof of Surgery
Member

Prof. Khurram Saleem,
Prof. of Medicine
Member

Dr. Khizer Hayat Gondal
Prof. of Urology
Member

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

MEETING OF GRIEVANCE COMMITTEE TO ADDRESS THE GRIEVANCES RECEIVED IN BULK PURCHASE OF MEDICAL DEVICES/ SURGICAL DISPOSABLE ITEMS FOR THE YEAR 2025-26.

Dated: 04-10-2025

Grievance Committee meeting to address the Grievances received in Bulk Purchase of Medical Devices/ Surgical Disposable items for the year 2025-26 was held on 04-10-2025 in the office of the Chairman Grievance Committee Prof. Dr.Farah Shafi, Professor of Medicine, Lahore General Hospital Lahore.

2. The Following members attended the meeting:

1.	Prof. Dr. Farah Shafi, Prof. of Medicine	**Chairman**
2.	Dr. Khizer Hayat Gondal, Prof. of Urology	Member
3.	Prof. Khurram Saleem, Prof. of Medicine	Member
4.	Dr. Saeed Mehmood, Associate prof of Surgery	Member
5.	Engr. Muhammad Ali Biomedical Engineer	Member

3. The proceeding of the meeting was commenced with the recitation from the Holy Quran.

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

Sr.	Name of Firms
1.	M/s Cardaic Care
2.	M/s Eastern Medical Care
3.	M/s Hoora Pharma
4.	M/s K.S Agencies
5.	M/s Karim Industries
6.	M/s S.Fazalilahi & Sons
7.	M/s Intra Healthcare
8.	M/s Lablink Enterprisers

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 Cardiac Care submitted grievance Bearing diary No.10061/LGH, dated 18-08-25** **T.E # 8,18,30,38,61,155,156,157,181,182.** They are expressing their concern regarding the rejection of their products by the end users, with remarks such as poor quality and loose attachment. Our products meet international standards (e.g., ISO, CE), Good in Quality and are successfully used in several major teaching hospitals nationwide with Zero Complaint.. They respectfully request a fair opportunity for re-evaluation of their products by End Users, ideally in coordination with their technical staff. Grievance against Vertex Medical Care Regarding Questionable FSC, ISO, CE and DRAP Certifications. T.E # 18, 31,32,33,38,155,156,157. Vertex Medical is claiming compliance with ISO and CE certification standards. Upon review, it might appears that these certifications were not issued by accredited bodies in the company's country of origin, The said company manufacturer and Principle are different origins, which raises concerns regarding their authenticity and the company's compliance with regulatory standards. As their samples have different Manufacturing Address and their documents manufacturer address is different. Moreover, their DRAP letter may not have Manufacturing Site Address. They respectfully request the Grievance Committee to verify and thoroughly examine these. **Grievance against Anax Associates** Regarding DRAP Certifications. T.E No. 95: Disposable Facemask Registration: the said Firm may have no Valid DRAP Registration Letter and Incomplete Experience: We respectfully request the committee to kindly verify this matter.	**M/s Cardiac Care** **T.E#8** Arterial Lines Non Responsive Rejected By End Users (Loose Attachment) **T.E#18** Basic Breathing System Non Responsive Reject By End Users (Loose Connector, Poor Quality of Breathing Circuit.) **T.E#30** Bougie Non Responsive Rejected by End Users (Soft Bougie) **T.E#38** Catheter Mount Connector Reject By End Users (Loose Connector) **T.E#61** Disposable Close Suction System (ICU) Non-Responsive Reject by End Users (Poor Suction) **T.E#155,156,157** Nasal Prones Non-Responsive Rejected by End Users (Hard Prones) **T.E#181,182** PICC Lines Non-Responsive Rejected by end users (Wire Kniking Needle)	The GRC called the representative of the firm **M/S Cardiac Care**. The representative explained his Grievance in detail. The committee decided and directed to re-evaluate the samples Re-evaluation result of all Critical Care Items etc by end users revealed as not approved for items at T.E#8,18,38,61,131,155,156,157,181 & 182 except for item T.E# 30 (**APPROVED**) After due deliberation and detailed discussion, the GRC unanimously decided to declare the bid of **M/S Cardiac Care** as Non-Responsive at T.E#8,18,38,61,131,155,156,157,181 & 182 except for item T.E# 30 (**APPROVED**). Hence their grievance **ACCEPTED** for T.E#8,18,38,61,131,155,156,157,181 & 182 except for item T.E# 30 (**APPROVED**). GRC Validated of the firm M/s Vertex Medical Care in details. After due deliberation and detailed discussion, GRC unanimously decided to **UPHELD** the decision of TEC. Hence the grievance is **REJECTED**.

2	**M/s Eastern Medical Care submitted grievance Bearing diary No.10001/LGH, dated 16-08-25** This is with reference to the subject annual tender. Following is our reservation for your kind notice. 1 - M/S 3N Lifemed Pharmaceutical for the item # 50 Please verify the documents of quoted item by 3N Lifemed against the following compulsory parameter. Section III: Compulsory Parameter for Medical Devices (Local Manufacturer) • Clause IV – Valid GMP certificate of quoted product • Clause vii– Valid CE /UNFPA/JpMHLW/US FDA. 2 - M/S Shaad Traders for Item No. 94 (Examination Gloves) Please verify the DRAP registration for the same brand name / Manufacturer along with its experience as per compulsory parameter clauses. THE SAME IS REJECTED IN THE TAC REPORT OF PINS HOSPIATL, LAHORE 3 - M/S Clifton Enterprises for Item No. 94 (Examination Gloves) Please verify its experience as per compulsory parameter clauses. THE SAME IS REJECTED IN THE TAC REPORT OF PINS HOSPIATL, LAHORE and DGHS, Lahore. 4 - M/S Meher Traders for Item No. 94 (Examination Gloves) Please verify its experience as per compulsory parameter clauses.	**M/s 3N Lifemed** **T.E#50** Citric Acid 1 Hydrate +Lactic Acid +Malic Acid Non-Responsive Rejected By End Users (Not Proper Decalcification of Hydrolic Circuit of HD Machine, Choking of Circuit) **M/s Shaad Traders** **T.E#94** Examination Gloves Responsive **M/s Clifton Enterprises** **T.E#94** Examination Gloves Responsive **M/s Mehar Trader**	The GRC called the representative of the firm **M/S Eastern Medical Care**. The representative explained his Grievance in detail. GRC evaluated the bid of the firm **M/S 3N Life Med** in detail. CE Certificate not attached / Provided by the firm. After due deliberation and detailed discussion, GRC unanimously decided to **UPHELD** the decision of TEC. Hence the grievance is **ACCEPTED**. The GRC called the representative of the firm **M/S Shaad Traders**. The representative explained his Grievance in detail. GRC evaluated the bid of the firm M/S Shaad Traders in detail. After due deliberation and detailed discussion, GRC unanimously decided to **UPHELD** the decision of TEC. Hence the grievance is **REJECTED**. The GRC called the representative of the firm **M/S Clifton Enterprises**. The representative explained his Grievance in detail. GRC evaluated the bid of the firm M/S Clifton Enterprises. After due deliberation and detailed discussion, GRC unanimously decided to **UPHELD** the decision of TEC. Hence the grievance is **REJECTED**. The GRC called the representative of the firm **M/S Meher Traders**. The representative explained his Grievance in detail. GRC evaluated the bid of the firm M/S M/S Meher Traders in detail.

	THE SAME IS REJECTED IN THE TAC REPORT OF PINS HOSPIATL, LAHORE and DGHS, Lahore.	**T.E#94** Examination Gloves Responsive	After due deliberation and detailed discussion, GRC unanimously decided to **UPHELD** the decision of TEC. Hence the grievance is **REJECTED**.
3	**M/S Hoora Pharma submitted grievance Bearing diary No.10112/LGH, dated 18-08-25** We, Hoora Pharma(Private)Limited, submit this formal grievance regarding the technical qualifications of Akram Brothers (WEGO Sutures), Anwar and Sons, Sind Medical and B. Braun. They urge the Committee to review these issues to ensure transparency, fairness, and adherence to clinical standards. ***CONCERNS REGARDING AKRAM BROTHERS*** 1. **Prior Disqualifications** Akram Brothers were disqualified in the many Institutes in sutures tender and the last tender of Specialized Healthcare and Medical Education Department tender for FY 2024-2025 & Services Hospital Tender FY 2025-2026. Sample evaluated by the experts and found blunt needle and considerable resistance is felt during grafting (passing needle through tissues), this resistance felt during suturing leads to trauma to tissue resulting in blood oozing from suture side, therefore not suitable for cardiac surgery.(End **User Remarks at SH&MD 2024-2025).** Thread Breakage, Excessive memory, thick needle swage **(End User Remarks at Services Hospital Tender 2025-26).** Technically rejected due sample evaluation from end user on product quality (CPEIC **Multan Tender 2025-2026).** **2. Substandard Product Quality** WEGO sutures are inadequate for critical procedures, where precision is vital. No documented use of WEGO sutures in approved related surgeries. Lack of performance certificates from recognized surgical institutions.	**Against** **M/s Akram Brothers** (WEGO Sutures)	The GRC called the representative of the firm **M/S Hoora Pharma**, Mr. Behzad. The representative explained his Grievance in detail against the below mentioned firms; • **AKRAM BROTHERS** Mr. Naveed Shaukat attended the meeting on behalf of **M/S Akram Brothers.** The representative was asked to explain the matter of grievance. The committee decided and directed to re-evaluate the samples Re-evaluation result of all Sutures by end users revealed as not approved for items at T.E# 46,47,48,49,184,186,187,188,189,190,191,192,193,194,195,196,197,198,199,200,201,202,203,204,205,206. After due deliberation and detailed discussion, the GRC unanimously decided to declare the bid of **M/S Akram Brothers** as **Non-Responsive** at T.E#46,47,48,49,184,186,187,188,189,190,191,192,193,194,195,196,197,198,199,200,201,202,203,204,205,206. Hence M/s Hoora pharma Grievance is accepted against M/s Akram Brother.

	No surgeon endorsements for WEGO sutures in surgeries specialties.		
	Concerns Regarding Anwar and Sons **1. Prior Rejections** Anwar and Sons were rejected in many institutes of sutures tender for FY 2025-2026 and the Specialized Healthcare tender for FY 2024-2025 & Services Hospital & FIC Faisalabad 2025-2026: ·Substandard needle and thread quality. ·Deficiencies in CE Certificate and FSC. Not Suitable in Cardiac surgical Procedure & Invalid Free Sale Certificate (End User **Remarks at FIC Faisalabad Tender 2025-2026)** Thread Breakage, Excessive memory, thick needle swage (End User Remarks at Services **Hospital Tender 2025-26).** Technically rejected due sample evaluation from end user on product quality (CPEIC Multan **Tender 2025-2026).** **2. Substandard Product Quality** Clinician feedback highlights: Poor needle sharpness and frequent bending. Thread breakage,fraying,and inconsistent tensile strength. ·Dissatisfaction with product handling in clinical settings. **3. Certification Deficiencies** Inadequate or missing CE marking and FSCs raise concerns about compliance with DRAP and international medical device standards.	**Against rejected** **M/s Anwar and Sons** **All Sutures**	**M/S Anwar and Sons** Mr. Amir Shaukat attended the meeting on behalf of M/S Anwar and Sons . The representative was asked to explain the matter of grievance. The committee decided and directed to re-evaluate the samples Re-evaluation result of all Sutures by end users revealed as not approved for items at T.E#184,186,187,188,189,190,191,192,193,194,195,196,197,198,199,200,201,202,203,204,205,206 . After due deliberation and detailed discussion, the GRC unanimously decided to declare the bid of **M/S as Anwar and sons** Non-Responsive at T.E#184,186,187,188,189,190,191,192,193,194,195,196,197,198,199,200,201,202,203,204,205,206 . Hence M/s Hoora pharma Grievance is accepted against M/s Anwar and Sons. .
	B.BRAUN PAKISTAN PVT. LTD,-QUALITY CONCERNS The sutures supplied by B. Braun Pakistan have been reported as substandard in several public sector hospitals across Punjab, with issues including: Knot slippage, cooling defect, needle bending (End User remarks at Service Hospital Lahore **Tender 2025-2026).** Technically rejected due to sample evaluation from end user on product quality (CPEIC Multan Tender **2025-2026).**	**Against** **M/s B. Braun Pakistan**	**B. BRAUN:** Mr. Kamran Bhatti attended the meeting on behalf of **M/S B. Braun**. The representative was asked to explain the matter of grievance. The committee decided and directed to re-evaluate the samples. Re-evaluation result of all Sutures by end users

	Poor tensile strength and knot security. Inconsistent needle sharpness and handling characteristics Adverse feedback from surgical department end users These products lack widespread acceptance for high-risk in surgeries, raising doubts about their suitability.		revealed as not approved at T.E#193,195,198,199,203,204,205,206. except for item 190,192(**APPROVED**). After due deliberation and detailed discussion, the GRC unanimously decided to declare the bid of **M/S B. Braun** as Non-Responsive at T.E#193,195,198,199,203,204,205,206. except for items at T.E# 190,192(**APPROVED**). Hence M/s Hoora Pharma Grievance is accepted against M/s B. Braun except for items at T.E# 190,192(**APPROVED**).
	SINDH MEDICAL STORE(SMS)-DEMETECH PRODUCT CONCERNS SMS offers Demetech sutures, which have faced rejection in multiple Punjab public healthcare institutions (Services Hospital 2025-2026 etc.) due to: ·Poor product quality (e.g,needle bending, thread fraying,and breakage) Lack of proven clinical outcomes. Inconsistent end-user feedback Limited participation in major government tenders in cardiac surgery. Knot slippage, cooling defect, needle bending (End User remarks at Service **Hospital Lahore Tender 2025-2026).** Technically rejected due to sample evaluation from end user on product quality (CPEIC Multan **Tender 2025-2026).** Poor tensile strength and These concerns question their reliability for critical surgical applications specially in cardiac surgery.They request the Committee to thoroughly review the technical qualifications of verifying their compliance with PPRA Rule 23 and DRAP regulations, confirming the authenticity and completeness of Quality & Standard Certificates, conducting independent suture quality testing standards, and re-evaluate the samples from endo-User, ensuring a transparent process, to uphold patient safety and procurement integrity.	**Against** **M/s Sind Medical Store** **All Sutures**	**M/s Sind Medical Store** Mr. Shafaqat attended the meeting on behalf of **M/S SIND Medical Stores**. The representative was asked to explain the matter of grievance. The committee decided and directed to re-evaluate the samples Re-evaluation result of all Sutures by end users revealed as not approved at T.E#190,191,192,193, 195,196,198,199,200,201,202,203,204,205,206. except for item 46,47,48,49(**APPROVED**). After due deliberation and detailed discussion, the GRC unanimously decided to declare the bid of M/S Sind Medical Store as Non-Responsive at T.E#190,191,192,193,195,196,198,199,200,201,202,203,204,205,206 except for item 46,47,48,49(**APPROVED**). Hence their grievance **ACCEPTED** for T.E#190,191,192,193,195,196,198,199,200,201,202,203,204,205,206, except for item 46,47,48,49 **(APPROVED)** Hence M/s Hoora pharma Grievance is accepted against M/s Sind Medical Store except (T.E# 46,47,48,49). .

4	**M/s K.S Agencies submitted grievance** **Subject: <u>Grievance for Item No: 47, 48, 49, 190, 192, 204 (CHROMIC CATGUT Size 2/0, 3/0, 4/0, POLYGLACTIN/ POLYGLYCOLIC ACID Size 1, 2/0, POLYPROPYLENE Size 2/0 Round Body).</u>** Chromic, Glytin & Glylene Sutures have been present in Pakistan for more than 25 years and are being used by all leading institutions in Pakistan . Currently, our sutures are approved and being used in leading public hospitals including Mayo Hospital Lahore, Lady Willingdon Hospital Lahore, Holy Family Hospital Rawalpindi, Nishtar Hospital Multan, Sheikh Zayed Hospital, BBH Rawalpindi, Sahiwal Teaching Hospital, Gujranwala Medical College, DG Khan Teaching Hospital, DHQ Sargodha and more. They would like to request a re-evaluation of our Chromic (CHROMIC CATGUT), Glylene (POLYPROPYLENE) & Glytin (POLYGLYCOLIC ACID) Sutures. Please not that they are already supplying these items in your hospital for the past few years and these items were already approved in your hospital and were awarded last year & are being used currently in your hospital with complete satisfaction at the moment.	**M/s K.s Agencies all rejected** **T.E#47,48 Chromic Catgut** Non Responsive Rejected By end users (Increased tissue reaction , Poor quality) **T.E#49 Chromic Catgut** Non Responsive Rejected By users (Poor Quality) **T.E#190 Polyglactin 910/ Polyglycolic acid** Non Responsive Rejected by end users (due to quality of thred) **T.E#192 Polyglactin 910/ Polyglycolic acid** Non Responsive Rejected By End Users Poor Quality,Lower Tensile Strength easily Breakable) **T.E#204 PolyPropylene** Non Responsive Rejected By End Users Poor Quality,Lower Tensile Strength easily Breakable)	The GRC called the representative of the firm **M/S K.S Agencies** . The representative explained his Grievance in detail. The committee decided and directed to re-evaluate the samples Re-evaluation result of all Sutures by end users revealed as not approved for items at T.E#46,47,48,49,190,192 & 204. After due deliberation and detailed discussion, the GRC unanimously decided to declare the bid of **M/S K.S Agencies** as Non-Responsive at T.E#46,47,48,49,190,192 & 204.. Hence their grievance **REJECTED** for T.E#46,47,48,49,190,192 & 204.
5	**M/s Karim Industries submitted grievance Bearing diary No.10060/LGH, dated 18-08-25** Reference to your Technical Evaluation Report No. 59500 dated 13-08-2025 Their **Product Sr. No. 17 Bandage Plaster of Paris 15cm x 2.7m** has been declared **non-responsive** with the reason stated as *"Rejected by End User-Low Quality , Poor Powder"*.	**M/s Karim Industries** **T.E#17 Bandage Plaster of Paris 6" (BPC Roll)** Non Responsive Rejected By End	The GRC called the representative of the firm **M/S Karim Industries.** The representative explained his Grievance in detail. The GRC assessed the evaluation report submitted by the end users in which rejected these items due

	They are respectfully request that the submitted samples be re-evaluated and that the detailed technical basis for rejection be shared with us. This will allow us to identify and address any genuine concerns, if applicable, in a timely and appropriate manner. "Order vide No. PA/AS(D&F)1-1/2019-20 misc. Dated 20-11-2020 regarding **"Instruction of Redressal of Grievances by Grievances Committee And its Minuting"in** must be very elaborate and speaking so that its each decision backed by strong arguments". *(Copy **Attached**)* Further, it is stated that M/s. SOS Technologies **(Pvt.) Ltd. Multan** and M/s. FAISAL **PHARMA FAISLABAD** has attached **Good Manufacturing Practices (GMP)** Certificate in Technical Bid which is forge but your technical committee has declared responsive.Government Sardar Begum Teaching Hospital Sialkot in their evaluation report of Surgical Dressings has declared Non-Responsive M/s. SOS Technologies (Pvt.) Ltd. Multan on the basis of producing fake GMP Certificate which is self-explanatory. They respectfully request that the GMP Certificates of M/s. SOS Technologies (Pvt.) Ltd., Multan and M/s. Faisal Pharma, Faisalabad be verified from the Drug Regulatory Authority of Pakistan (DRAP), Office	users (Low quality , Poor Powder) M/s SOS is responsive in TEC at T.E No.2 M/s Faisal Pharma is responsive in TEC at T.E No. 1 & 36 while non-responsive at T.E Nos. 44 & 45	to quality issues. Sample evaluation of such critical items is done and endorsed by the end user himself. After due deliberation and detailed discussion, GRC unanimously decided to **UPHELD** the decision of TEC for **T.E#17 Bandage Plaster of Paris 6" (BPC Roll)** Hence the grievance is **REJECTED**. However, Grievance of the firm M/S Karim Industries against M/s SOS Technologies (firm representative was absent) and M/s Faisal Pharma (firm representative was absent) is **ACCEPTED**. **Hence the firms, M/S SOS Technologies and M/S Faisal Pharma declared Non-Responsive.**
6	**M/s S.Fazalilahi & Sons submitted grievance** With reference to above cited subject, the GMP of SOS Technology is declared FAKE GMP by the evaluation technical team of Sardar Begum kot and Allama lqbal Medical Teaching Hospital Sialkotfor declared this company non-responsive in the Surgical Dressings items due to providing this fake/Fabricated document to. It is further stated that the Fake GMP of SOS Technology is only for Cotton Wool Section & not for Gauze Roll Section Attached) It is requested that to re-view the technical Bid for. Also, I want to bring in notice that SOS Technologies has forged the signatures of Miss. Majida mujahid who was Ex- Add Director Drap and was retired on 23-03-24 but her signatures were put on the GMP certificate of SOS Technologies issued by DRAP on 25/09/2024. In Both hospitals where SOS Technologies is declared non-responsive has started the process of Black listing this company as mentioned in	**M/s S.Fazalilahi & Sons** **T.E#2** Absorbent Cotton Wool 200gm (BPC) **Responsive** **M/s SOS Technology** **T.E#2** Absorbent Cotton Wool 200gm (BPC) **Responsive**	The GRC called the representative of the firm **M/S S.Fazalilahi & Sons**. The representative explained his Grievance in detail. After due deliberation and detailed discussion, GRC unanimously decided to **SETASIDE** the decision of TEC for T.E#2 of M/S SOS Technology and declared M/S SOS Technology Non-Responsive Hence the grievance is **ACCEPTED**.

	there technical reports. Further Documentation will be provided at the time of Grievance.		
7	**M/s Intra Health submitted grievance** Reference to your uploaded Technical Evaluation Report. Grievances for the following products: **Sr No 13** Ayre's T Piece, **18** Basic Breathing System, **38** Catheter Mount Connector Kindly re-evaluation of these products. They are currently being used in various institutions including PIC, Lahore. **Sr No 145** Microburette Volumetric 100 ml (Unison) **M/S Cardiac Care** The DRAP Registration is "Disposable Infusion Set" instead of Microburette and there is no brand name on the registration and recheck the FSC. **M/S Lab Link Enterprises** Product experience is not valid. Kindly recheck.	**M/s Intra Health** **T.E#13 Ayre's T-Piece Circuits** Non Responsive Rejected By End Users (Regulator is Not Properly Fit, No Marking) **M/s Intra Health** **T.E#18 Basic Breathing System** Non Responsive Reject By End Users (Loose Connector) **M/s Intra Health** **T.E#38 Catheter Mount Connector** Non-Responsive Reject By End Users (Loose Connector, Poor Quality) **T.E#145 Microburette Volumetric** Against all Responsive Firms **M/s Intra Health** **T.E#240,241,242,243** **Surgical Gloves Latex Sterile Pack** Non-Responsive (Not Registered, Quality certification not attached, Sole Agency authorization latter not attached)	The GRC called the representative of the firm M/S Intra Health. The representative explained his Grievance in detail. The committee decided and directed to re-evaluate the requested samples. Re-evaluation result Re-Evaluated by end users of all Critical Care Items quoted by the firm, revealed as not approved at T.E # 13,18&38. After due deliberation and detailed discussion, the GRC unanimously decided to declare M/s Intra Health as Non-Responsive at T.E # 13,18&38. Hence their grievance **Rejected** for T.E # 13,18&38. **Representative of the firm M/S Intra Health explained his Grievance in detail against the below mentioned firms;** • **M/S Cardiac Care** The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. After due deliberation and detailed discussion, GRC unanimously decided to **ACCEPT** the grievance of M/S Intra Health against M/S Cardiac Care. Hence the grievance is **ACCEPTED and M/s Cardiac Care Declared Non Responsive at T.E#145.** • **M/S Lab Link Enterprises** The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. After due deliberation and detailed discussion, GRC unanimously decided to **REJECT** the grievance of M/S Intra Health against M/S Lab Link relevant to their product experience. Hence the grievance is **REJECTED**.

	M/S Wasimco Microburette is not covered in their ISO 13485 Scope. **M/S Hakimsons (PVT) LTD** Specifications in DRAP Enlistment Certificate is different from the "Micro burette". **M/S TechZone** Different name of manufacturer from DRAP Reg. Re-check the product experience after the DRAP Reg. **Sr No 240, 241, 242, 243** Surgical Gloves Latex Sterile Pack 6.5, 7.0, 7.5, 8.0 (Maxitex)		• M/S Wasimco The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. • After due deliberation and detailed discussion, GRC unanimously decided to **ACCEPT** the grievance of M/S Intra Health against M/S Wasimco. And M/s Wasimco is decleared Non Responsive at T.E#145 Hence the grievance is **ACCEPTED.** • **M/S Hakimsons (Pvt) Ltd.** The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. After due deliberation and detailed discussion, GRC unanimously decided to **SETASIDE** the decision of TEC. Hence the grievance of M/S Lab Link against M/S Hakimsons (Pvt) Ltd is **ACCEPTED** and M/s Hakimsons bid is declared Non Responsive at T.E#145 • **M/s. Techzone** The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. After due deliberation and detailed discussion, GRC unanimously decided to **UPHELD** the decision of TEC. Hence the grievance of M/S Intra Health against M/S Techzone is **REJECTED.** **In the end firm representative of M/S Intra Health requested to submit their documents (DRAP Registration, Quality Certification, sole**

	We are presenting the DRAP Registration, Quality Certification, sole agency & FSC.		**agency & FSC.) which they forget to attach in their bid at the time of submission of their tender request.** After due deliberation and detailed discussion, GRC unanimously decided to **UPHELD** the decision of TEC. Hence the grievance of M/S Intra Health against is **REJECTED for its Surgical Gloves .**
8	**M/s Lab Link Enterprises submitted grievance Bearing diary No.10065/LGH, dated 18-08-25** T.E. # 128, 129, 130, 131 (I.V Cannula 18, 20, 22, 24) They have strong belief that the following major discrepancies/ violations pertains in the documents of following participated firms declared responsive; **1- M/s. Lasani Healthcare** Bidding document requires in compulsory criteria for Medical Devices (Local Manufacturer Sole Agents/ Sole Importers of Foreign Principal) under clause viii- Valid quality certification of CE/ UNFPA/ JpMHLW/ US FDA approval or WHO prequalification…… CE marked by conformity assessment bodied (CABs) notified in NANDO database under the relevant European directive for medical devices of European Union will be accepted only. However, M/s. Lasani not fulfilled the compulsory criteria but declared responsive. Kindly re- check documents and review the decision of their responsiveness. **2- M/s. Usmanco International** M/s. Usmanco International declared responsive hence their products have not required product experience so they should liable to disqualify on the basis of not filling the clause X. of compulsory parameters of bidding documents.	**M/s Lab Link Enterprises** **T.E# 128,129,130** **IV Cannula Sterile Pack** Responsive **T.E#131 IV Cannula Sterile Pack** Non-Responsive (Rejected by End user) Repeated attempts to maintain IV Line with previous experience) **M/s Usmanco International** **T.E# 128,129,130 IV Cannula Sterile Pack** Responsive	The GRC called the representative of the firm M/S Lab Link Enterprises. The representative explained his Grievance in detail against the below mentioned firms; • **M/s. Lasani Healthcare** The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. The CE/ Quality certificated was not provided. After due deliberation and detailed discussion, GRC unanimously decided to **ACCEPT** the grievance of M/S Lab Link against M/s. Lasani Healthcare. Hence the grievance is **ACCEPTED.** • **M/S Usmanco International** The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. After due deliberation and detailed discussion, GRC unanimously decided to **Rejected** the grievance of M/S Lab Link against M/s. Usmanco International . Hence the grievance is **REJECTED.** • **Revaluation of M/s. Lab Link Enterprises T.E. # 131 (I.V Cannula 24)** The GRC assessed the evaluation report submitted by the end users in which rejected these items due to quality issues. Sample evaluation of such

	3- **Acceptance of M/s. Lab Link Enterprises T.E. # 131 (I.V Cannula 24).** We, have supplied NIPRO I.V Cannulas from last 4 years to your esteemed hospital with satisfactory remarks but uploaded report revealed that previous experience of end-user is not satisfactory with our quoted & supplied product. Kindly re-evaluate the samples of quoted product and declare us responsive. T.E. # 145 (Micro Burette Volumetric 100ml)	**T.E# 145 Micro burette Volumetric** **M/s. Cardiac Care** Responsive	critical items is done and endorsed by the end user himself. After due deliberation and detailed discussion, GRC unanimously decided to **UPHELD** the decision of TEC. Hence the grievance is **REJECTED.** • **M/s. Cardiac Care** The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. After due deliberation and detailed discussion, GRC unanimously decided to **ACCEPT** the grievance of M/S Lab Link against M/S Cardiac Care which is declared Non Responsive at T.E#145 Hence the grievance is **ACCEPTED.**
	1- M/s. Cardiac Care As per uploaded minutes of Technical Evaluation Report there was no Brand Name mentioned for Responsive product of M/s. Cardiac Care, we believe that quoted product's DRAP Registration and CE certificates are irrelevant as they are for their registered I.V set. Kindly re-check and declare them non-responsive.		
	2- M/s. Wasimco CE certificate of quoted product is not for Classic Fine Microburette but for their registered Infusion Set. Kindly re-check and declare them non-responsive.	**T.E# 145 Micro burette Volumetric M/s. Wasimco** Responsive	• **M/s. Wasimco** The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. • After due deliberation and detailed discussion, GRC unanimously decided to **ACCEPT** the grievance of M/S Lab Link against **M/s. Wasimco** which is declared Non Responsive at T.E#145 Hence the grievance is **ACCEPTED.**
	3- M/s. Hakimsons (Pvt) Ltd. Description of DRAP registration # MDIR-0004951 of quoted product is not for required product i.e. Microburette 100ml but for any other device which is for Airway management. Therefore, they should disqualify. Moreover, product already supplied in LGH and after use several complaints of drop rates noted. CE certificate	**T.E# 145 Micro burette Volumetric** **M/s. Hakimsons (Pvt) Ltd.** Responsive	• **M/S Hakimsons (Pvt) Ltd.** The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. After due deliberation and detailed discussion, GRC unanimously decided to **SETASIDE** the decision of TEC. Hence the grievance of M/S Lab Link against M/S Hakimsons (Pvt) Ltd is **ACCEPTED** which is

	of quoted product is not for Classic Fine Kindly re-check and declare them non-responsive. **4- M/s. Techzone** As per DRAP registration, manufacturer is different from the claimed manufacturer, even no authority letter of brand (Yashfaeen) and brand registration in manufacturing country. As there are different products of "Yashfaeen" available in Pakistan but their manufacturers are different therefore "Yashfaeen" brand ownership should be verify from the manufacturing country (China). Moreover, we request to your honor that kindly make sure that all submitted e-bids are comply with Bidding clause 2.3.9. (Format and Signing of e-Bid) that all pages of the e-Bid shall be signed and stamped by the authorized person.Otherwise, firms are liable for the declaration of non-responsive. T.E. # 145 (Micro Burette Volumetric 100ml) **M/s. Techzone** Furthermore, Confirmation Letter from Notified body of CE certificate for quoted product is not for Micro burette but irrelevant as for Infusion Set, Secondly Confirmation Letter clearly mentioned that only confirmation of Formal Application. Hence agreement for CE is not fulfilled. Kindly re-check and declare them non-responsive	**T.E# 145 Micro burette Volumetric** **M/s. Techzone** Responsive **Against M/s Techzone**	declared Non Responsive at T.E#145. • **M/s. Techzone** The GRC assessed the Technical Evaluation Report and further evaluated the bid of the said firm in detail. In addition to this the firm representative of M/S Techzone furnished all the original Agency Agreements which have been enquired by the GRC. The attached letter of authorization was sent by email to the Manufacturer who validated the attached letter and confirmed that M/s techzone is their authorized distributor in Pakistan. After due deliberation and detailed discussion, GRC unanimously decided to **UPHELD** the decision of TEC. Hence the grievance of M/S Lab Link against M/S Techzone is **REJECTED.**

Meeting ended with the vote of thanks to the chair;

Engr. Muhammad Ali
Biomedical Engineer

Dr. Saeed Mehmood,
Associate prof of Surgery

Prof. Khurram Saleem,
Prof. of Medicine

Dr. Khizer Hayat Gondal
Prof. of Urology

Prof. Dr. Farah Shafi,

Prof. of Medicine **Chairman**

MEETING OF GRIEVANCE COMMITTEE TO ADDRESS THE GRIEVANCES RECEIVED IN BULK PURCHASE OF MEDICAL DEVICES/ SURGICAL DISPOSABLE ITEMS FOR THE YEAR 2025-26.

Dated: 09-10-2025

Grievance Committee meeting to address the Grievances received in Bulk Purchase of Medical Devices/ Surgical Disposable items for the year 2025-26 was held on 09-10-2025 in the office of the Chairman Grievance Committee Prof. Dr.Farah Shafi, Professor of Medicine, Lahore General Hospital Lahore.

2. The Following members attended the meeting;

1. Prof. Dr. Farah Shafi, Prof. of Medicine	**Chairman**
2. Dr. Khizer Hayat Gondal, Prof. of Urology	Member
3. Prof. Khurram Saleem, Prof. of Medicine	Member
4. Dr. Saeed Mehmood, Associate prof of Surgery	Member
5. Engr. Muhammad Ali Biomedical Engineer	Member

3. The proceeding of the meeting was commenced with the recitation from the Holy Quran.
4. The committee after briefed discussion and hearing the firm's representatives unanimously decided the grievances as under;

Sr.	Name of Firms
1.	M/s Arfi International
2.	M/s Flow Tronics Systems
3.	M/s IBL Healthcare
4.	M/s Innovative Medical Technology
5.	M/s Iqbal & Company
6.	M/s Moon Enterprisers
7.	M/s Sadqain Healthcare
8.	M/s Save On Healthcare

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 Arfi International submitted grievance Bearing diary No. 10239/LGH, dated 20-08-25** M/s Iqbal & Company is not the sole distributor of the brand they have quoted that is Target Medical China as the Registration of the product is in the name of M/s MOODY Global Services. We have checked through our sources their Target Medical Hemodialysis Catheter is not even registered in the country of the Manufacturer that is China. That's why their Free Sales Certificate doesn't shows the statement that this product is freely available in China.	**T.E#79,81** Double Lumen Catheter Set M/s Iqbal & Company Non Responsive (FSC states that Product not registered in china)	Mr. Zarrar Butt attended the meeting on the behalf of M/S Arfi International.The representative raised objections The GRC scrutinized the matter by verifying the registration of items at TE 79 and 81, quoted by M/S Iqbal & Company. It is observed that their DRC is valid and issued form DRAP. However, the firm can take this matter to Drug Regulatory Authority of Pakistan, the body responsible for registration of these items. After due deliberation and detailed discussion, the GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED**.
2	**M/s Flowtronix Systems submitted grievance Bearing diary No.10180/LGH, dated 19-08-25** **Subject: Grievance Regarding SR No. 58 & 59 CVP** The Firm has submitted this grievance for your kind consideration and necessary action regarding the evaluation of our bid for SR No. 58(CVP ADULT) & 59 (CVP PEADS), which has been unjustly rejected with the reason stated as: "Rejected by end user (kinking of guidewires)." their brand of CVP guidewires has been widely used and procured across various public sector hospitals throughout Pakistan for many years without any complaints or issues. The guidewires we offer are manufactured using Nitinol, a high-quality material specifically known for its non-kinking properties, ensuring superior performance and safety during medical	**M/S Flowtronix Systems** **T.E#58** CVP Line Adult **T.E#59**(CVP LINE PEADS), Non Responsive Rejected By End Users (Kinking of Guide Wire) **M/s Iqbal & Company** **T.E#58** CVP Line Adult **T.E#59**(CVP LINE PEADS), Responsive	Zarrar Butt attending the matter on the behalf of M/S Flowtronics Systems. The representative described the grievance for the results of their own items as well as against M/S Iqbal & Company The GRC scrutinized the matter and findings are stated as follows: The grievance for their own items is **REJECTED** and findings of TEC are endorsed. *Grievance against M/S Iqbal & Company*

	procedures. This material selection inherently eliminates the risk of kinking and has consistently met user satisfaction across multiple institutions. They respectfully request that our grievance be accepted and the rejection reconsidered, as the basis of rejection does not align with the product's material specifications and proven track record. 2. Concerns Regarding Competing Bidder - M/s Iqbal & Company: M/s Iqbal && Company is representing a relatively new and unproven brand with no previous history of supply or user experience in public healthcare institutions. Furthermore, the CE certificate provided by the said firm in their bidding documents is expired and the one attached is amended. Kindly find attached herewith the relevant documents highlighting this discrepancy for your verification.		The GRC observed that CE certificate for quoted items at TE 58 & 59 is not valid as per clause VIII of evaluation criteria in its true spirit (*the product was certified under the old MDD system, not under the current EU MDR systems*). Hence the grievance is **ACCEPTED**. It is directed to declare the bid of M/S Iqbal & Company as **NON RESPONSIVE** for TE 58 & 59.
3	**M/s IBL Healthcare submitted grievance Bearing diary No.10020/LGH, dated 16-08-25** This letter is being submitted under Rule 67 of the Punjab Procurement Rules, 2014 as a formal grievance, in the sincere hope that any misunderstanding or oversight can be addressed through a lair review process. 1.The Technical Report does not indicate any specific parameter where our bid failed to meet the advertised specifications. Under Rule 35 and Rule 67 of the Punjab PPRA Rules, rejection must be supported with clear. documented reasons directly linked to the published criteria. Without such detail, it is difficult for us to understand or address the finding of "Non-Responsive." Additionally, Rule 30(7) allows the procuring agency to sack clarification from bidders on minor issues that do not affect the substance of the bid. they were not contacted for any such clarification prior to the rejection. If the decision was based on criteria not mentioned in the bidding documents, it would also conflict with Rule 31(1), which requires evaluation strictly in accordance with the disclosed specifications. They have also enclosed patient pre- and Post –dialysis lab reports showing Urea Reduction Ratio (URR) Between 70-76% well above the 60% benchmark for quality dialyzers. Our UF-Coefficient values are	**M/s IBL Healthcare** **T.E#119 Hollow Fiber Dialyzer (set)** Non Responsive (Free Sale Certificate not attached) Rejected By End Users(Insufficient Clearance of bi-Product/URR) **M/s IBL Healthcare** **T.E#120 Hollow Fiber Dialyzer (set)** Non Responsive (Free Sale Certificate not attached) Rejected By End Users(Not improved URR significantly) **M/s IBL Healthcare** **T.E#122 Hollow Fiber Dialyzer (set)** Non Responsive (Free Sale Certificate	Adeel Chaudhary attended the meeting on behalf of M/S IBL Healthcare. The firm is aggrieved over rejection of their items at TE 119, n120 a`nd 122. The representative also presented the free sale certificate which is found valid. The GRC directed to re-evaluate the samples from concerning department. Hence Sample of both participated Firms M/S Fresenius Medical Care and M/S IBL Healthcare accepted by the End User. After due deliberation and detailed discussion, the GRC unanimously decided to declare the items quoted at TE 119, 120 and 122 as **RESPONSIVE.** Hence the grievance is **ACCEPTED**.

	higher than many comparable products. ensuring more effective clearance of toxins. 3. Track record & Experience They have successfully executed major government dialysis tenders, including DGTIS (Y 2024-25), without a single performance shortfall. For the past five years. we have supplied dialysis disposables to leading public and private hospitals nationwide. consistently meeting technical and regulatory requirements, In light of the above, we respectfully request: 1. Formal acceptance of this grievance under Rule 67, with acknowledgment in writing. 2. Written clarification of the exact technical grounds for declaring our bid non-responsive. 3. Re-evaluation of our technical bid for Items 119, 120, and 122 in line with the originally published criteria and the evidence provided. 4. If found compliant, a declaration of our bid as Responsive for progression to financial evaluation.	not attached) Rejected By End Users(Not improved URR significantly)	
4	**M/s Innovate Medical Technologies submitted grievance** They would like to submit a grievance regarding Serial No. 53 Colostomy Bag (Stoma & Wafer), & Serial No. 233 Stoma Adhesive Paste. As per their observation of the Technical Evaluation Report, companies that have quoted the above stated serial numbers are not DRAP Registered products yet have been technically qualified. They humbly request you to look into this matter and ensure qualification of only DRAP Registered products for the benefit and satisfaction of their highly valued patients.	**M/s Innovate Medical Technologies** **T.E #53 Colostomy Bag (Stoma Bag & Wafer)** **Responsive** **M/s Iqbal Enterprises** **T.E #53 Colostomy Bag (Stoma Bag & Wafer)** **Responsive** **M/s Medicamp International** **T.E #53 Colostomy Bag (Stoma Bag & Wafer)** Non Responsive (DRC Not attached) Rejected By End users	Zubair Ahmed Rana attended the meeting on behalf of M/S Innovate Technologies to explain the matter of grievance against various firms who participated in current bulk tender for TE 53 and TE 233. The GRC scrutinized the bids of the participated firms for said items. It was observed that items at TE 53 and 233 quoted by some firms are not registered yet by DRAP. So it does not comply the clause III of evaluation criteria. After due deliberation and detailed discussion, the GRC directed to declare the bids of M/S Iqbal & Company and M/S Muller n Phipps as NON RESPONSIVE for TE 53 and 233. Hence the grievance is **ACCEPTED** against M/S Iqbal & Company and M/S Muller & Phipps.

		(Leakage rate is high) **M/s Biomed International** **T.E #53 Colostomy Bag** **(Stoma Bag & Wafer)** Non-Responsive (DRC Not attached) Not Complying annual Financial turnover Clause Rejected By end users (Poor material) **M/s Muller & Phipps Pakistan (PVT) LTD** **T.E #53 Colostomy Bag** **(Stoma Bag & Wafer)** Non Responsive Rejected by end users (Increased waffer size ,Poor Quality) **M/s TechZone** **T.E #53 Colostomy Bag** **(Stoma Bag & Wafer)** Non Responsive Rejected By End users (Poor Quality) **M/s Innovative Medical Technologies** **T.E#233 Stoma Adhesive Paste** **Responsive** **M/s Medicamp International** **T.E#233 Stoma Adhesive Paste** Non Responsive (DRC not attached). Rejected by end users (Poor Quality)	

5	**M/s Iqbal & Company submitted grievance** GREVIANCE AGAINST B.BRAUN ITEM No 58. CVP LINE TRIPLE LUMEN: B.Braun has following discrepancies. ► Kindly check the DRAP registration, it's not valid. > Agency agreement is not valid neither stamped by embassy. > Experience of the product at least one year is not available because the said company did Invalid agency agreement attached CVP Line manufacturing site not mentioned in CE and it is not in line with registration CVP Line Triple lumen and its quoted codes not mentioned in CE certificate. CVP Line Triple Lumen quoted code is not mentioned in free sale certificate. On similar grounds said company is already rejected in hospitals. M/S B Braun basically violating your compulsory parameters so may please be rejected. **GREVIANCE FOR ITEM NO 79 &81:** There seems to be some confusion. Required Free sales certificate attached you are requested to accept our attached document and declare us responsive for health competition as at present just one company has been approved against Item 79 & 81. GREVIANCE FOR ITEM NO 79 &81 AGAINST ARFI: M/S Arfi International DRAP registration does not match with samples provides by the company which is leading to violation of your bidding documents and your technical form 8.8 therefore should be rejected. Grievance AGAINT LIFEMED AGAINST ITEM NO 37 As you have already rejected 3 N life pharmaceuticals on End user report Whereas the same should be rejected on knock down clause C (ivy) i.e Valid GMP certificate of the quoted product is not attached and neither issued to 3N lifemed. Do not have valid CE certificate. As per your known down criteria CE marked by bodies (CABS) notified in NANDO database under the relevant European directive for medical devices of European Union will be accepted only. However, M/S 3n Lifemed is violating the same as do not have CE as per Nandos Data base. Therefore, should be rejected.	**M/s B.Braun Pakistan** T.E#58 **CVP Line Adult** Responsive **M/s Iqbal & Company** **T.E#79,81** **Double Lumen Catheter Set** Non Responsive (FSC states that Product not registered in China) **M/s 3N Lifemed Pharmaceuticals** **T.E#37** Catheter Lock Solution Non Responsive Rejected By End Users (In effective /less effective Line related sepsis)	Mr. Tariq Lodhi attended the meeting on behalf of M/S Iqbal and Company. The representative described the grievance for the results of their own items as well as against M/S B. Braun, M/S Arfi International, 3 N Lifemed. The GRC evaluated the matter in detail and findings are stated as follows.The grievance for their own items is **REJECTED** as attached free sale certificate is not valid as per clause IX of the evaluation criteria. Hence Grievance is **Rejected.** *Grievance against B. Braun* T.E # 58 CVP Line Adult, Triple Lumen with Wire 7Fr quoted by firm M/S B. Braun with DRAP MDIR-0003937, Brand Name Certofix Trio S720 quoted in their Technical Offer is not mentioned in their DRAP Registration, Free Sale Certificate, ISO Certificate. Committee further observed that Brand Name Certofix Trio is registered with Multiple CAT numbers and firm M/S B. Braun didn't mentioned the CAT no. in the Technical Offer corresponding to the quoted brand. Hence GRC Committee found Technical Offer ambiguous related to the **T.E 58. M/S B. Braun declared Non-Responsive for T.E#58** Hence this grievance is **ACCEPTED**. *Grievance against Arfi International* The grievance against M/S Arfi International is **REJECTED** as DRC is valid as per provided sample. *Grievance against M/S 3 N Lifemed* The GRC observed that valid GMP certificate is not attached in the bid for the quoted item at TE 37. Hence the grievance is **ACCEPTED**. So

	(ivy) i.e Valid GMP certificate of the quoted product is not attached and neither issued to 3N lifemed. Do not have valid CE certificate. As per your known down criteria CE marked by bodies (CABS) notified in NAND0 database under the relevant European directive for medical devices of European Union will be accepted only. However, M/S 3n Lifemed is violating the same as do not have CE as per Nandos Data base. Therefore, should be rejected.		the bid will be remained NON RESPONSIVE for this quoted item. The grievance is accepted as the firm does not have CE Certificate. After due deliberation and detailed discussion, the GRC unanimously take above stated decisions.
6	**M/s Moon Enterprises submitted grievance** Please refer to your TEC Result upload on 13-08-2025, In this regard we wish to inform your good self that at the time of Tender our FREE SALE CERTIFICATE for item No. 94 is Expired and is in process therefore mistakenly not attached in the uploaded Technical Bid. Whereas we have already delivered the same to you as and when we receive. Kindly Re-check. Anyhow we are again submitting the Valid FSC for your ready reference. Kindly acknowledge and do the needful accordingly.	**M/s Moon Enterprises** T.E# 94 Examination Gloves Non Responsive (FSC Not Attached)	Muhammad Bilal attended the meeting on behalf of M/S Moon Enterprises to explain the grievance. The GRC checked the bid to evaluate the document. It was observed the findings of TEC were found right. After due deliberation and detailed discussion, the GRC unanimously decided to **UPHOLD** the decision of TEC. Hence the grievance is **REJECTED.**

7	**M/s Sadqain Healthcare submitted grievance Bearing diary No.10058/LGH, dated 18-08-25** **Part 1 (For the Qualification of our Firm)** During the recent tender evaluation, our firm was unfortunately disqualified on **the grounds** that **additional manufacturing sites (Lithuania and** China) **were not mentioned** in our **current DRAP** enlistment certificates. In this regard, we would like to respectfully submit the following clarifications: 1. **Valid DRAP Registrations:** Our current DRAP enlistment certificates for tender item # 7, 18 & 33 are for manufacturing site of UK and subsequently products are UK made, hence near future second manufacturing plant production expected so we mention another manufacturing site. that if we get contract then we will provide UK manufactured products. Kindly accept our grievance. 2. **DRAP Registration Validity:** Our current DRAP enlistment certificates are valid and mentions Intersurgical UK, which is the principal manufacturer. 3. **Additional Manufacturing Sites:** Intersurgical, being a multinational company, has multiple approved manufacturing sites (UK, Lithuania, China), all of which are clearly disclosed in the CE Certificate and ISO 13485 Quality Management System Certificate issued by the Notified Body. These certificates cover all manufacturing locations, ensuring uniformity in products quality and regulatory compliance. 4. Ongoing Renewal Application with DRAP: We have already applied to DRAP for renewal of our enlistment certificates, formally requesting inclusion of all Intersurgical manufacturing sites (UK, Lithuania, China) in line with the quality certification. The matter is under process at DRAP, and we expect the updated certificates to be issued shortly. 5. Global Regulatory Compliance: The medical devices we supply are CE-marked and manufactured	**M/s Sadqain Healthcare** Non Responsive Manufacturing site of Lithuania is not Mention on DRC TE.No.18 Basic Breathing Circuit Adult TE.No.33 Basic Breathing Circuit Pead's TE.No.38 Catheter Mount TE. No. 61 Close suction System TE.No.115 High Concentration Mask TE.No.118 HME Filter **Against All Responsive Bidders** **Against M/S Meher Trader**	The representative of the firm MR. Aamir Rafique, presented the DRAP registration certificate of the product and informed that the manufacturer's name is clearly mentioned on the DRAP registration. He also submitted the CE Certificate and ISO Certificate, both bearing the manufacturer's name along with the manufacturing sites. The representative further explained that the product was registered by DRAP on the basis of CE, ISO, and Free Sale Certificates, all of which were already included in the firm's submitted technical bid in accordance with the evaluation criteria of the bidding documents. He confirmed that the firm is importing the product under the same DRAP registration. The firm also stated that Intersurgical UK is a world-renowned brand, well recognized for its quality, reliability, and compliance with international safety standards. The Committee reviewed the bid and the relevant criteria, verifying that the manufacturer's site mentioned in the CE, ISO, and Free Sale Certificates. It was observed that DRAP registered the product in the name of the same manufacturer on the strength of these certificates and permitted its import and marketing in Pakistan. Further the quality of the product was also endorsed by the end user / Head of Department. Accordingly, the grievance is **ACCEPTED**, and the firm is declared **RESPONSIVE** for TE.No.18, 33, 38, 61, 115, 118

	under ISO 13485 6. Disqualification due to missing documents: For tender item # 61 we declared Non-responsive due to DRC not attached & tender item # 142 we declared non-responsive due to expired ISO and CE certificate. Please be informed that mentioned documents were attached with our e-bid and we again attached with hard copy of our grievance letter for your kind consideration. **Part 2 (Against other bidders)** **TE.No.18 Basic Breathing Circuit Adult** **TE. No.33 Basic Breathing Circuit Pead's** **TE. No.38 Catheter Mount** **TE. No. 61 Close suction System** **TE. No.115 High Concentration Mask** **TE.No.118 HME Filter** **M/S 4-A International's** quoted above mentioned products but their ISO 13485 is expired kindly check its experience as well. Moreover, brand name is missing on its Free Sales Certificate. **TE.No.32 Basic Breathing Circuit Neonates** **TE. No.33 Basic Breathing Circuit Pead's** **TE. No. 118 HME Filter** **TE. No.170 Oxygen Mask with Filter** **M/S Meher Trader** is quoted above mentioned products declared responsive but manufacture address on DRAP Registration is different from ISO & CE so these certifications should be re-check as they are invalid. That authorization letter of principal is doubtful kindly double check it, since it mentioned a very long expiry and without signatures of issuing person. Kindly verify extension of CE& ISO certificate online. Since, under same condition they have been non responsive from DGHS Punjab. **TE.No.18 Basic Breathing Circuit Adult** **TE.No.31 Breathing Bags**	TE.No.32 Basic Breathing Circuit Neonates TE. No.33 Basic Breathing Circuit Pead's TE. No. 118 HME Filter TE. No.170 Oxygen Mask with Filter **Responsive** **Against M/s Cardiac Care** TE.No.18 Basic Breathing Circuit Adult TE.No.31 Breathing Bags TE.No.32 Basic Breathing Circuit Neonates TE.No.33 Circuit Pead's TE. No. 38 Catheter Mount TE. No. 61 Close suction System **Responsive** **Against M/S Popular International,** TE. No. 13 Ayres T-Piece	*Grievance against M/S 4 A international* GRC has observed after verification that the firm has attached valid documents. Hence the grievance is **REJECTED** and decision of TEC is **UPHELD**. *Grievance against M/S Meher traders* The GRC observed that no sign of issuance authority in letter of authorization and different addresses on quality certificates with DRC. It is unanimously decided to declare the bid of M/S Meher Traders as **Non Responsive** for TE 32, 33,94,100,118,155,156,157 and 170. Hence the grievance is **ACCEPTED.** *Grievance against M/S Cardiac Care* The GRC observed FSC of HSINER brand is attested. Hence grievance is **REJECTED** and decision of TEC is **UPHELD.** *Grievance against M/S Popular International* Upon evaluation the bid, all requisite documents are found in the bid. Hence the grievance is **REJECTED** and decision of TEC is **UPHELD.** *Grievance against M/S Hakim Sons* This grievance is **ACCEPTED** for quoted items at TE 18 & 118 as these aren't registered in DRAP. So it is directed to declare the bid of M/S Hakimsons as **NON RESPONSIVE** for TE 18, and 118 unanimously by the GRC. For TE 31,32 and 115 , decision of TEC is UPHELD. *Grievance against M/S Noor International* This grievance is **ACCEPTED** as it is found that

	TE.No.32 Basic Breathing Circuit Neonates TE.No.33 Basic Breathing **Circuit Pead's** **TE. No. 38 Catheter Mount** **TE. No. 61 Close suction** System **M/S Cardiac Care** quoted above mentioned products "Hsiner" made in Taiwan. Its Free Sale Certificate is invalid and is not attested through embassy of manufacturing country. **TE. No. 13 Ayres T-Piece** **TE.No. 18 Basic Breathing Circuit Adult** **TE. No. 38 Catheter Mount** **TE. No. 118 HME Filter** **M/S Popular International,** Reference to PIC uploaded TAC we came to know that the authorization letter from the manufacturer is not proper i.e expired/different region instead of manufacturing country. Additionally, the ISO 13485 certificate provided is invalid, and the bidder does not possess relevant experience with the quoted brand. Furthermore, their Drug Registration Certificates (DRCs) are also not valid, as the MDIR numbers listed do not corresponded with the quoted products, that this firm was previously rejected by PINS Lahore due to offering a brand that differs from the one registered with DRAP. we request that all submitted Enlistment Certificates and related documents be thoroughly verified. **TE.No.18 Basic Breathing Circuit Adult** **TE. No.31 Breathing Bags** **TE. No.32 Basic Breathing Circuit Neonates** **TE.No.115 High Concentration Mask** **TE. No.118 HME Filter** **M/S Hakimsons** quoted Foyomed brand kindly re check the DRC as per our information they are not registered from DRAP. **TE.No.33 Basic Breathing Circuit Pead's** **TE. No. 118 HME Filter**	TE.No. 18 Basic Breathing Circuit Adult TE. No. 38 Catheter Mount TE. No. 118 HME Filter **Responsive** **Against** **M/S Hakimsons** TE.No.18 Basic Breathing Circuit Adult TE. No.31 Breathing Bags TE. No.32 Basic Breathing Circuit Neonates TE.No.115 High Concentration Mask TE. No.118 HME Filter **Responsive**	CE isn't valid as Conformation Letter of notified body doesn't include this quoted product. So it is directed to declare the bid of M/S Noor International as **NON RESPONSIVE** for TE 33 and 118 unanimously by the GRC. After due deliberation and detailed discussion, the GRC unanimously taken the above decisions.

	M/S Noor International is declared responsive in this product but his CE certificate is expired and confirmation letter from notified body not covered all products. Kindly double check CE certificate and their confirmation letter. **Pray:** ·**Reconsider our disqualification** and allow our firm to be treated as Responsive in the tender evaluation, considering our valid DRAP registration and supporting quality certificates. ·Accept our confirmation that the enlistment renewal with DRAP (including all sites) is under process, and updated documents shall be submitted immediately upon issuance.		

8	**M/s Save On Health care submitted grievance** **Item No. 90 & 91 – Endotracheal Tube with Cuff & Without Cuff** We respectfully raise a grievance against ***M/s Popular International*** on the following grounds: • The Free Sale Certificate (FSC) must clearly include the Brand Name and be duly apostilled. • CE and ISO certificates require verification for authenticity and validity. • The quoted brand does not match the DRC submission, causing a mismatch. • This same firm currently rejected by *Punjab Institute of Neurosciences* in technical evaluation for the same reason. (Mismatch DRC with technical offer) • We further request that the product samples be re-evaluated by the end-user, as there are strong doubts that the product does not meet the required specifications. **Item No. 265 – Yanker Set with Tubing (Long Length)** We respectfully raise a grievance against ***M/s Hakeem Sons Pvt. Ltd*** on the following grounds: • The FSC must clearly include the Brand Name and be duly apostilled. • CE and ISO certificates should be verified for validity and compliance. • Their technical offer is not as per bidding documents. • This same firm was earlier rejected by *Punjab Institute of Neurosciences* for the same reason. (Mismatch Offer on	**Against M/s Popular International** **Item No. 90** Endotracheal Tube with Cuff **T.E#91** Endotracheal Tube with out Cuff **Responsive** **Against M/s Hakeem Sons Pvt. Ltd** **Item No. 265** Yanker Set with Tubing (Long Length) **Responsive**	Mr. Shahbaaz khan attended the meeting on behlf of M/S Save On Healthcare. The representative explained the matter of grievance in detail against various other firms. The GRC thoroughly evaluated the cases one by one to draw following conclusions and to take decisions after due deliberations. *Grievance against M/S Popular International* This grievance is ACCEPTED as in technical offer the firm quoted two brands which is not acceptable and is negation of one bid one offer phenomenon. Hence M/S Popular International is hereby declared **Non-Responsive** for the quoted items at TE 90 and 91. *Grievance Against M/S Hakeem Sons* Upon scrutinizing this case, it is revealed that although quality certificated are valid but brand name and manufacturer address are not mentioned in the technical offer as well as in the free sale certificate. Further the item is still not registered in DRAP. It is, therefore, unanimously decided to declare bid of M/S Hakeem sons as **NON RESPONSIVE** for items at TE 265 by the GRC. Hence this grievance is **ACCEPTED**. *Grievance against M/S Usman Co* The GRC observed that provided free sale certificate is not valid as is not attested/ apostilled and is non-compliance of clause IX of evaluation criteria. Upon verifying given FDA, the quoted brand didn't match on the said certificate. It is, therefore, unanimously decided to

	technical bid) • Upon reviewing the TAC report, it was found that the manufacturer's address is not mentioned in their technical bid, which is compulsory as per bidding requirements. • We further request re-evaluation of product samples by the end-user and verification of their DRAP Registration Certificate for authenticity. **Grievance Against Usman Co. Regarding Item No. 90 & 91 (Endotracheal Tube with Cuff & Without Cuff)** With due respect, we submit this formal grievance against ***Usman Co.*** regarding their technical evaluation for Item No. 90 and 91 (Endotracheal Tube with Cuff & Without Cuff). After careful review, we have identified the following serious concerns: 1. **Free Sale Certificate (FSC):** The FSC submitted by Usman Co. does not comply with requirements. It must clearly mention the *Brand Name* and be duly *apostilled*. In fact, this was the reason for their rejection at the *Punjab Institute of Neuro Sciences* previously, and the same non-compliance persists here. 2. **Certification Issues (CE & ISO):** The CE and ISO certificates provided require verification for authenticity and validity. There are strong doubts regarding the genuineness of the documents submitted. 3. **Mismatch in Quoted Brand & DRC:** The quoted brand name in their technical offer does not match the *DRC submission*, resulting in a clear mismatch. This same issue led to their rejection in the Punjab Institute of Neurosciences tender technical evaluation earlier, and it is	**Against M/s UsmanCo International** **No. 90 & 91**(Endotracheal Tube with Cuff & Without Cuff) **Responsive**	declare bid of M/S Usman Co as **NON RESPONSIVE** for items at TE 90 & 91 by the GRC. Hence this grievance is **ACCEPTED**.

	repeated here. 4. **Product Quality Concerns:** We request that the product samples submitted by Usman Co. be re-evaluated by the end-user. There are serious doubts regarding the compliance of these samples with the required specifications. In particular, the tip of the tube appears excessively hard, which may cause trauma during insertion and poses a potential risk to patient safety. They are requested that the reconsider and strictly re-evaluate Usman Co.'s submission for Item No. 90 & 91 to ensure compliance with mandatory requirements and to safeguard patient safety.		

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Biomedical Engineer
Member

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Member

Prof. Khurram Saleem,
Prof. of Medicine
Member

Dr. Khizer Hayat Gondal
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Prof. Dr. Farah Shafi,
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