

MEETING OF GRIEVANCE COMMITTEE TO ADDRESS THE GRIEVANCES RECEIVED IN BULK PURCHASE OF MEDICAL DEVICES/ SURGICAL DISPOSABLE ITEMS (Re-Tender 3) 2023-24.

Dated: 2nd April 2024

A meeting of Grievance Committee to address the Grievances received in Bulk Purchase of Medical Devices/ Surgical Disposable items for the year 2023-24 was held on 02-04-2024 in the office of the Chairman Grievance Committee Prof. Dr. Khizer Hayat Gondal, Professor of Urology, Lahore General Hospital Lahore.

2. The Following members attended the meeting;
 1. Prof. Dr. Khizer Hayat Gondal, Prof. of Urology Chairman
 2. Dr. Aun Jamal, Associat Prof. of surgery Member
 3. Dr. Salman Shakeel, DMS LGH Member
 4. Dr. Salman Shahid Member (outsider)
 5. Mrs. Sadia Arshad Rana Deputy Drug Controller LGH 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. No	Grievance submitted by	TEC Result	Decision of Grievance Committee
1.	M/s Mubarak Vision Submitted grievance bearing diary No. 2914/LGH, dated 16-03-2024 against the rejection of their quoted item Given as below:- Item # 52 item # 53 Item # 54 Silicone Tyre 277 Silicone Band (2.5mm) 240 Silicone Oil 5000 CST	TEC Result of Re-Tender III T.E#52 (No Offer) T.E#53 (No Offer) T.E#54 (M/s Kamran Bashir & Brother is Responsive)	Mr. Talha (COO) attended the meeting on behalf of M/S Mubarak Vision. The representative explained the matter in detail. The Grievance Redressal Committee evaluated the matter to draw a conclusion. It is conveyed that award letter was not being issued against items in discussion due to magnified rates therefore these items were advertised in Retender III, but the firm did not participate. In addition the item Sibol sillon oil is registered by DRAP.
	Firm regret to inform you all the above three items had been accepted in your annual Tender of 2023-24 in Mubarak Vision favor and Advance Acceptance Letter was issued to us vide No. 71820/LGH Dated 04.10.2023. Under the current scenario why these above three items were against Re- Tender-3.	M/s Mubarak vision is not participating bidder in R-Tender III After Issuance of AAT , No award letter was issued to M/s Mubarak Vision for Silicone Tyre	After due deliberation and discussion on the

Dr. Khizer Hayat Gondal

<p>Additionally, the item # 54 Siobal Silicone Oil manufactured by AJL Ophthalmic, Spain are non-registered DRAP, Item and this item fall under Category 'C' i.e. Class which are not importable into Pakistan without registration as the extended period of Category 'C' had been expired in 31.12.2023. how this Company become Responsive without attaching the FORM-8A they request your Technical Evaluation Committee to review this issue at their end under the prevailing Laws of Pakistan.</p>	<p>277, Silicone Band (2.5mm)240, Silicone Oil 5000cst in balk tender 2023-2024</p>	<p>Committee unanimously decided to UPHOLD the decision of Technical Evaluation Committee (T.E.C). Hence the grievance is REJECTED.</p>
<p>2. M/s Innovate Medical Technologies Pvt.LTD Submitted grievance Bearing diary No. 2958/LGH, dated 18-03-2024 against the rejection of their quoted items 1. Coloplast's (Denmark) Colostomy Bags with wafer all size 2. Chlorhexadiene Dressing of Yasmin Medica Istanbul Turkey. According to the Technical Evaluation report our product S#2 Chlorhexadin Dressing Turkish brand and Sr #4 Colostomy bags of Coloplast Denmark has been rejected with comments Single Outer Covering, Quality should be improved. These products have been awarded and Supplied the above-mentioned product in your Institute in Retender II 2022- 23 and 2021-22 Both our brands are ISO certified, FDA approved CE marked and DRAP registered which shows the quality of these products. Firm request you to kindly accept our grievance and declare our products responsive for healthy competition in the best interest of patient.</p>	<p>TE# 2 (Chlorhexidine dressing 10cm x 15cm) quoted by M/s Innovate Medical Technologies was Non Responsive (Rejected by end user, Out Of Specification, Size Different)</p>	<p>Mr. Imran Iqbal (Sales Manager) attended the meeting on behalf of M/s Innovate Medical Technologies Pvt. Ltd. The representative explained the matter in detail. The Grievance Redressal Committee scrutinized the matter. The quoted item at T.E 2 (Chlorhexidine Dressing) is out of advertised specifications due to size difference. However the item at TE 4 Colostomy Bag is sent for re-evaluation from Surgical Wards in comparison to samples quoted by other firms. Final decision will be taken after reevaluation Report. The re-evaluation report declared the samples as not-satisfactory for their intended use. The committee endorsed these results. After due deliberation and detailed discussion, the Committee unanimously decided to UPHOLD the decision of T.E.C. Hence the grievance is REJECTED.</p>

[Handwritten signature]

[Handwritten signature]

[Handwritten signature]

<p>3.</p> <p>M/s Techzone Submitted grievance Bearing diary No. 2552/LGH, dated 18-03-2024 against the rejection of their quoted items. They are aggrieved by the Technical Evaluation report on the following grounds. 1) For Sr. No. 21 & 22 i.e. Incise Theater Drapes M/s SARU International has been declared responsive. However, it does not have the free sales certificate for its quoted brand. 2) Similarly, for Sr. No. 29 & 30 i.e. NG Tube/ Feeding Tube M/s Diagnostosers who has quoted "Wellmed" brand has been declared responsive despite the fact that it also does not have the free sales certificate for its quoted brand i.e. Wellmed which is required by the knock out clause of the compulsory evaluation criteria.</p>	<p>T.E#21 M/s Omer Healthcare (Responsive) T.E#21 M/s Techzone (Responsive) T.E#21 M/s Saru International (Responsive) T.E#22 M/s Omer Healthcare (Responsive) T.E#22 M/s Techzone (Responsive) T.E#22 M/s Saru International (Responsive) T.E#29 M/s Techzone (Responsive) T.E#29 M/s Diagnostosers (Responsive) T.E#30 M/s Techzone (Responsive) T.E#30 M/s A.FERROZ & CO.Pakistan (Non Responsive)FSC Not Notarized No Brand mentioned) T.E#30 M/s Diagnostosers (Responsive)</p>	<p>Muhammad Ali (Director) attended the meeting on behalf of M/s Techzone. The representative described the grievance against technical evaluation report of items at T.E 21 & 22 quoted by M/s Saru International and at T.E 29 & 30 of M/s Diagnostosers on ground. The committee scrutinized the matter by checking of relative documents in the bid of firms in question. The final conclusion is made after evaluation. After due deliberation and detailed discussion, the committee unanimously decided to declare items at TE 21 & 22 of M/s Saru International and items @ T. E 29 & 30 of M/s Diagnostosers as Non Responsive. Hence the grievance is ACCEPTED.</p>
<p>4.</p> <p>M/s Safe Health Pakistan Bizcon Submitted grievance Bearing diary No. 2923/LGH, dated 16-03-2024 against the rejection of their quoted items The number 4. Item Name -Colostomy Bag (Stoma Bag & Wafer) In this product the TEC resulted us Non-Response (Rejected by end user) with reason un-cleared (outer Covering Quality Should be Approved). The Firm request the authority to kindly clear the reason for rejection with clarity so that they can justify the allegation imposed on our product. As per their understanding the Outer Covering which is question mark for end user stand for Packing / Packaging. The product which we submitted is packed in Hard Blister PE Transparent Covering with back Paper Medical Grade Blister Paper Called "TYPON" the whole packing with its packaging is under the cover of ISO-1 3485:20 1 6, The products having CE Declaration: of Conformity, Free Sales Certificate in the country of origin, and FDA 510 USA.</p>	<p>T.E# 4 M/s Safe Health Pakistan (Non Responsive (Rejected by end user)Single Outer Covering Quality Should be Approved) T.E#4 M/s Innovate medical technologies (Non Responsive (Rejected by end user)Single Outer Covering Quality Should be Approved) T.E#4 M/s Techzone (Responsive) T.e#4 M/s Iqbal enterprises (Responsive)</p>	<p>Mr. Shahzad (Sales Representative) attended the meeting on behalf of M/s Safe Health Pakistan Bizcon. The representative explained the matter in detail. The matter was evaluated by the committee and it is directed to reevaluate the samples of item at T.E 4 (Colostomy Bag) in comparison to the samples of other participating firms. The decision will be finalized after receiving of the Re-evaluation report. The re-evaluation reports confirms the samples as satisfactory for their intended use. The committee endorsed these results. After due deliberation and detailed discussion, the</p>

dy

Signature

Signature


<p>and also registered with Ministry of health and Regulatory affairs (DRAP) under MDRI # 0002764. The products have grand experience of its credible sales in many Pakistani Public Sector Hospital and institution including Punjab Province. Since last four years we are the winner of one of the elite institutes of Punjab Government the Children Hospital, Lahore. Other than we are Gurkhi Hospital and many private sectors of Punjab Province. Firm request the authority to kindly re-consider our proposal and give us a chance to provide you with the best quality with economy.</p> <p>The products which the TEC recommended (Responsive) is questionable as per DRAP rules one product can be only one import source and DRAP issued only one Country of origin letter on each product if the product has two countries of origins than in this case it must have two MDIR numbers means separate registration for USA and Separate Registration for Ireland. The Firm again request the TEC Committee members and end users to give us chance to serve you with best quality with economy.</p>		<p>Committee unanimously decided to declare item at T.E 4 as RESPONSIVE.</p> <p>Hence the grievance is ACCEPTED.</p>
<p>5. M/s Akram Brother & Co. Submitted grievance Bearing diary No. 2917/LGH, dated 16-03-2024 against the rejection of their quoted items With reference to the technical evaluation report of Surgical Disposables (Sutures), It is requested you to kindly allow us to appear in the grievance meeting, because they have some reservations on the remarks of technical evaluation report, so they want to appear in the grievance meeting to present our view in front of committee.</p>	<p>M/s Muller & Phipps T.E# 34,36,38,40,41,42,43 are Responsive M/s Akram Brother & Co T.E#34,36,38,40,41,42,43 are Non Responsive rejected By End user (Quality Should Be Improved)</p>	<p>Mr. Aurangzeb Khan (BU-Head) attended the meeting on behalf of M/s Akram Brother & Co. The representative explained the matter in detail. The matter was evaluated for final conclusion.</p> <p>After due deliberation and detailed discussion, the Committee unanimously decided to UPHOLD the decision of Technical Evaluation Committee (T.E.C.).</p> <p>Hence the grievance is REJECTED.</p>

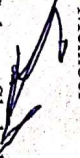
[Handwritten signature]

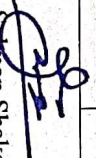
[Handwritten signature]


[Handwritten signature]

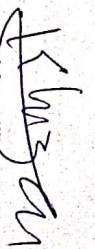
<p>M/s Medilution Health Care. Submitted grievance Bearing diary No. 2665/LGH, dated 11-03-2024 against the rejection of their quoted items With reference to the TEC Results (Re-tender -3) for the year 2023-24 which was held on 5th March 2024. Our products are</p> <p>Item # 47, Polypropylene Mesh 6x1cm Macroporous</p> <p>Item # 48, Polypropylene Mesh 15x15cm Macroporous</p> <p>Item # 49, Polypropylene Mesh 30x30cm Macroporous</p> <p>have been rejected by end-user. Our Brand Betatech is ISO and CE certified, having UK Free Sales Certificate, DRAP Registered and also good customer's feedback in Pakistan Market. We would like to request, please re-evaluate our product. This will enable your institution for wider competition among this item.</p>	<p>M/s Medilution Health care is single Bidder</p> <table border="1"> <tr> <td>T.E#</td> <td>47</td> <td>Non</td> <td>Responsive</td> </tr> <tr> <td colspan="4">Rejected by end user (Quality Must Be Improved)</td> </tr> <tr> <td>T.E #</td> <td>48</td> <td>Non</td> <td>Responsive</td> </tr> <tr> <td colspan="4">Rejected by end user (Quality Must Be Improved)</td> </tr> <tr> <td>T.E #</td> <td>49</td> <td>Non</td> <td>Responsive</td> </tr> <tr> <td colspan="4">Rejected by end user (Quality Must Be Improved)</td> </tr> </table>	T.E#	47	Non	Responsive	Rejected by end user (Quality Must Be Improved)				T.E #	48	Non	Responsive	Rejected by end user (Quality Must Be Improved)				T.E #	49	Non	Responsive	Rejected by end user (Quality Must Be Improved)				<p>Mr. Imran Hakeem (Institutional Sales Manager) attended the meeting on behalf of M/s Medilution Health Care. The representative explained the matter in detail. The Grievance Redressal Committee evaluated the matter. The firm representative was directed to provide further samples of Macroporous Polypropylene Meshes for re-evaluation form different surgical wards.</p> <p>The re-evaluation reports confirms the samples as satisfactory for their intended use. The committee endorsed these results.</p> <p>After due deliberation and detailed discussion, the Committee unanimously decided to declare item at T.E 47,48 and 49 as RESPONSIVE.</p> <p>Hence grievance is ACCEPTED.</p>
T.E#	47	Non	Responsive																							
Rejected by end user (Quality Must Be Improved)																										
T.E #	48	Non	Responsive																							
Rejected by end user (Quality Must Be Improved)																										
T.E #	49	Non	Responsive																							
Rejected by end user (Quality Must Be Improved)																										


 Mrs. Sadia Arshad Rana
 Deputy Drug Controller LGH
 Member


 Dr. Salman Shaid
 Member (outsider)


 Dr. Salman Shakeel
 DMS LGH


 Dr. Aun Jamal
 Associate Prof. of Surgery


 Dr. Khizer Hayat Gondal
 Prof. of Urology
 Chairman

Finance