

MINUTES OF GRIEVANCE COMMITTEE MEETING TO ADDRESS THE PENDING GRIEVANCE OF BULK PURCHASE OF MEDICAL DEVICES /SURGICAL DISPOSABLE ITEMS FOR THE YEAR 2024-25.
Dated: 02.12.2024

Grievance Committee meeting to decide pending Grievance of Bulk Purchase of Medical Devices /Surgical disposable Items for the year 2024-25 was held on 02.12.2024 in the office of Prof. Dr. Farah Shafi, Professor of Medicine/ Chairperson Grievance Committee Lahore General Hospital Lahore.

2. The Following members attended the meeting;

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| <ol style="list-style-type: none"> 1. Prof. Dr. Farah Shafi, Prof. of Medicine 2. Prof. Dr. Khizer Hayat, Prof. of Urology 3. Prof. Dr. Faheem Afzal Prof. of Pediatrics 4. Dr. Ghias-ul-Hassan, Assistant Prof. of Gastroenterology 5. Mr. Muhammad Ali, Biomedical Engineer/ Technical Officer LGH, Lahore | <p>Chairperson
Member
Member
Member
Member</p> |
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The committee after briefed discussion unanimously decided the grievances as under;

Sr. No	Grievance submitted by	TEC Result	Grievance Committee Decision
1	<p>M/s Clifton Enterprises submitted grievance vide letter No.6778/LGH, Dated 22-06-2024, firm stated as under; The Firm is writing against the TEC report of Bulk Purchase of Surgical Disposable items. (Sr No: 168, 169, 170, 171). <ol style="list-style-type: none"> 1. TE No. 168: Sterile Surgical Gloves (6.5 No) 2. TE No. 169: Sterile Surgical Gloves (7 No) 3. TE No. 170: Sterile Surgical Gloves (7.5 No) 4. TE No. 171: Sterile Surgical Gloves (8 No) They would like to clarify and confirm that, as of the tender opening date, our: 1. FSC (Free Sale Certificate) was valid at the time of Bid opening date. Tender opening date 03-04-2024 and Expiry Date of FSC 06-04-2024. (New FSC attached). 2. Authority letter was valid and authorized. 3. Product experience documents were attached and submitted along with their tender.</p>	<p>T.E# 168,169,170,171 Non Responsive (Experience ,LOA,FSC Not Valid)</p>	<p>The Firm has been failed to comply with the advertised evaluation criteria COMPULSORY PARAMETER, Clause 13 (1,2) which is reproduced as under; <ol style="list-style-type: none"> 1) Pakistan Embassy attested valid free sale certificate bearing the brand name of the product in the country of manufacturer indicating that the quoted product is freely available there for at least two years. This certificate must be issued by relevant authority of the country of origin duly legalized/ notarized. 2) Affidavit from the sole agent(s) that their products are freely available with same brand name in the country of manufacturer & is safe for human consumption. The attached Free Sale Certificate states that the mentioned medical devices may be marketed in, and legally exported form Malaysia subject to compliance with the Medical Device Act 2012 (Act 737). This certificate reveals the brand name of the product and registration No. as "NOT</p>





<p>They believe that their submission meets all the necessary requirements and criteria. The Firm is requesting to consider the aforementioned documents.</p>		<p><i>APPLICABLE</i>". Upon verification, it has been found that quoted product is not registered by the Medical Device Authority Malaysia and is not freely available for sale in the manufacturer's country market. Hence the provided affidavit is also inappropriate.</p> <p>The committee concluded that the firm has been failed to comply with the above mentioned COMPULSORY PARAMETER, Clause 13 hence decided to turn down the Grievance and uphold with the decision of TEC.</p>
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**Mr. Muhammad Ali, Biomedical
Engineer/ Technical Officer**



**Dr. Ghias-ul-Hassan,
Assistant Prof. of Gastroenterology**



**Prof. Dr. Fahem Afzal
Prof. of Pediatrics**



**Prof. Dr. Khizer Hayat,
Prof. of Urology**



**Prof. Dr. Farah Shafi,
Prof. of Medicine
LGH, Lahore**




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PGMI /AMC /LGH, Lahore
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