

MINUTES OF GRIEVANCE COMMITTEE MEETING HELD ON 07-11-2022 TO ADDRESS THE GRIEVANCES RECEIVED IN BULK PURCHASE OF DISPOSABLE FOR THE YEAR 2022-23 (RE-TENDER II).

A meeting of Grievance Committee to address the Grievances received in Bulk Purchase of Disposable for the year 2022-23 was held on 07-11-2022 in the office of the Chairman Grievance Committee Prof. Dr. Hanif Mian, Professor of Orthopedic, Lahore General Hospital Lahore.

2. The Following members attended the meeting;

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| 1. Prof. Dr. Muammad Hanif Mian, Prof. of Orthopedic | Chairman |
| 2. Prof. Dr. Khizer Hayat, Prof. of Urology | Member |
| 3. Dr. Salman Shakeel, DMS | Member |
| 4. Mrs. Sadia Rana Deputy Drug Controller LGH | Member |
| 5. Dr. Arif Shehzad Bhatti | Outside Member |

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

Sr. No	Grievance submitted by	TEC Result	Decision by The Grievance Committee
1	M/s Mediling Enterprises submitted grievance bearing diary No.15959 /LGH, dated 20-10-2022 T.E. # 3 CVP Line Adult stating that we have offered an FDA approved brand of MEDAS which is a reputable and well known USA based manufacture and is exporting the above mentioned brand to all over the world. Kindly re-evaluate our item 03.	T.E. # 3 CVP Line Adult Mediling Enterprises Non-Responsive , Rejected by End user (poor quality dilator blunt) Responsive firms M/s Iqbal & Company M/s UDL Distribution (Pvt) Limited	No one attended the meeting on behalf of M/S Mediling Enterprises . However the matter is evaluated in the meeting to draw the conclusion. After due deliberation and detailed discussion, it is unanimously decided to UPHOLD the decision of technical evaluation committee. Hence the grievance is REJECTED
2	M/s Cardiac Care submitted grievance bearing diary No.15821/LGH, dated 18-10-2022 T.E No 5, Disposable Gown Reinforced. M/s Cardiac Care stating that Our brand is already used in PINS Hospital without any complaint. The Firm is requesting that Cardiac Care may kindly be given a chance to explain our position and	T.E No. 5 Cardiac Care Non-Responsive, Rejected by End user (low quality) Responsive firms M/s Endoaid Biomedica M/s Vital Pharma	Mr. Murtaza (Sales Executive) attended the meeting on behalf of M/S Cardiac Care . The matter is evaluated in the meeting to draw the conclusion. After due deliberation n and detailed discussion, it is unanimously decided to UPHOLD the decision of technical evaluation committee.

	remove any deficiency if you found while evaluating our samples.		Hence the grievance is REJECTED .
3	<p>M/s Iqbal & Company submitted grievance bearing diary No.15829 /LGH, dated 17-10-2022 T.E. # 8 Double Lumen 12FR Catheter stating that they have quoted our item as per your published specs and the objections are not part of the specification but as you are asking for additional items outside of tender specification we can provide same as per demand. Kindly re-evaluate our item 08 as per published specification.</p>	<p>T.E. # 8 Double Lumen 12FR Catheter Specification 12Fr Double Lumen with guide wire (15cm/16cm) Iqbal& Company Non-Responsive, Rejected by End user,(surgical blade is missing, no hole in plunger to pass guide wire) Responsive firms M/s UDL Distribution (Pvt.) Ltd.</p>	<p>Mr. Tariq (Business Manager) attended the meeting on behalf of M/S Iqbal & Company to explain the matter of grievance. The committee evaluated the matter and also took the opinion of end users about this item yet again to draw final conclusion. The committee directed the firm to provide supplementary/additional accessories (surgical blade; hole in plunger and antiseptic drape etc.) and to submit an affidavit in this regard. After due deliberation and detailed discussion, the committee unanimously decided to accept the grievance of the firm subject to provision of above mentioned affidavit'</p> <p>Hence their grievance is ACCEPTED.</p>
4	<p>M/s UDL Distribution (Pvt.) Ltd. submitted grievance bearing diary No.15920 /LGH, dated 10-10-2022T.E No. 3 & 8 stating that M/s Iqbal and company quoted brand Medcomp and they claim that the country of Origin is USA but according to the product mentioned that made in Mexico so its mean that country of manufacturer is Mexico and origin is USA. So free sale certificate must be obtained from country of manufacturer.</p>	<p>T.E No. 3 Responsive firms M/s Iqbal&Compnay M/s UDL Distribution (Pvt) Limited T.E No. 8 Iqbal& Company Non-Responsive, Rejected by End user,(surgical blade is missing, no hole in plunger to pass guide wire) Responsive firms M/s UDL Distribution (Pvt) Limited</p>	<p>Mr. Aamir Mahmood (Sales & Service Engr.) attended the meeting on behalf of M/S UDL Distributions (Pvt.) Ltd. to explain the matter of grievance against M/S Iqbal & Company for items at TE 3 & 8. The committee evaluated the matter and checked the US FDA certificate mentioning its contractual manufacturing site at Mexico too. After due deliberation and detail discussion the committee unanimously decided to UPHOLD the decision of technical evaluation committee.</p> <p>Hence their grievance is REJECTED.</p>

5	<p>M/s Popular International (pvt) Ltd.submitted grievance bearing diary No.8813 /LGH, dated 19-5-2022T.E No. 13&32stating that we mistakenly attached unattested free sale certificate. It is requested to you kindly accept our Embassy attested free sale certificate.</p>	<p>T.E No. 13 Responsive firms M/s Ess & Ess Enterprises T.E No. 32 Responsive firms M/s Ess & Ess Enterprises</p>	<p>Mr. Muhammad Asghar (Regional sales Manager) and Mr. Muhammad Tayyab (Asstt. Sales Manager) attended the meeting on behalf of M/S Popular International (pvt.) Ltd. to describe their grievance.</p> <p>The committee evaluated the matter and scrutinized the given free sale certificate, technical offer in the bid and provided sample. Brand name and manufacturing country do not co relate with each other in above said documents / sample. Label of this sample states "made in Thailand", which does not match in free sales certificate and technical offer in which USA is mentioned.</p> <p>After due deliberation and detailed discussion, the committee unanimously decided to UPHOLD the decision of Technical Evaluation Committee.</p> <p>Hence the grievance is REJECTED.</p>
6	<p>M/s Ess & Ess Enterprises submitted grievance bearing diary No.15930 /LGH, dated 19-10-2022 T.E No. 13 Endotracheal Tube without Cuff stating that that M/s Popular International (PVT) Ltd participated in T.E 13 Endotracheal Tubes with brand name Covidien USA and declared NON responsive with remarks of "FSC is not notarized". The firm claims following Covidien brand discontinued after the acquisition of the company with Medtronic. Popular International (pvt) Ltd quoted Covidien brand instead Medtronic USA. As per available information through manufacturer's official website, Medtronic launch Shiely brand. Please be informed that previously Covidien Endo Tracheal Tubes Curity brand are different from Shiely</p>	<p>T.E No. 13 Endotracheal Tube without Cuff Popular International Non Responsive, (FSC is not notarized) Responsive firms Ess & Ess Enterprises</p>	<p>Mr Rizwan Ahmad (Business Developmet Officer) accompanied with Mr. Kashif Ahmad (Regional Sales Manager) attended the meeting on behalf of M/S Ess & Ess Enterprises to describe their grievance.</p> <p>The committee evaluated the matter thoroughly. It is revealed that brand name of item as well as manufacturing country are not same on free sale certificate, sample and technical offer in the bid.</p> <p>After due deliberation and detailed discussion, the committee unanimously decided to accept the grievance.</p> <p>Hence the grievance is ACCEPTED.</p>

7	<p>M/s TechZone submitted grievance bearing diary No.15834/LGH, dated 18-10-2022 for T.E No 6 &7 stating that we are rejected by the end user despite the fact that these syringes are WHO approved. It has been declared non-responsive for not having three years' experience with the manufacturer. The firm claimed that they have the experience with the distributor as services provider for which POs are not necessary.</p>	<p>T.E No. 6 &7 M/s TechZone Non-Responsive (distribution experience less than 3 years, Rejected by End user (poor lock)</p>	<p>Mr. Muhammad Ali (Director) and Mr. Fayyaz Ahmed (Sales Executive) attended the meeting on behalf of M/S Techzone.</p> <p>They described their grievance against their rejection result under clause (7) "Authorized Distributor" of the approved BIDS EVALUATION CRITERIA in bidding document. They also raised their objection against M/S Ess & Ess for the validity of the Free Sale Certificate for their 3ml & 5ml auto disable syringes as per clause 14(1) of above said criteria.</p> <p>The committee took all aspects into considerations. The bid of aggrieved firm does not comply clause (7) of evaluation criteria neither relevant document provided afterwards. Moreover Original free sale certificate and DRAP registration of above mentioned syringes (of other firm) were checked. After due deliberation and detail discussion, the committee unanimously decided to UPHOLD the decision of T.E.C. Hence the grievance is REJECTED.</p>
8	<p>M/s TechZone submitted grievance bearing diary No.15834/LGH, dated 18-10-2022 T.E No 4, 5, 9,10, 11 & 12 stating that for gowns and drape sets products of the bidders have been declared responsive despite being unregistered with DRAP. At the same time Vital pharma has been declared responsive for quoting cover X as it does not have free sale certificate for this brand.</p>	<p>T.E No.4 Responsive firms M/s EndoaidBiomedica M/s Medicamp International M/s TechZone Non-Responsive firms Rejected by End user M/s Bestech Enterprises M/s Cardiac Care M/s Siddiqi Medco M/s Vital Pharma</p> <p>T.E No. 5</p>	<p>Mr. Muhammad Ali (Director) and Mr. Fayyaz Ahmed (Sales Executive) attended the meeting on behalf of M/S Techzone to describe their grievance matters.</p> <p>The matter is evaluated in the meeting to draw the conclusion. As per SRO 526(1)/2021 dated 30th April, 2021, issued by Drug Regulatory Authority of Pakistan, exemption period is still in existence/valid for these items under considerations.</p> <p>After due deliberation and detailed discussion, it is unanimously decided to UPHOLD the decision</p>

		<p>Responsive firms M/s EndoaidBiomedica M/s Vital Pharma M/s TechZone Non-Responsive firms Rejected by End user M/s Cardiac Care M/s Medicamp International M/s Siddiqi Medco T.E No. 9 Responsive firms M/s EndoaidBiomedica M/s Cardiac Care M/s Tech Zone Non-Responsive firms Rejected by End user M/s Ess & Ess Enterprises M/s Medicamp International M/s Vital Pharma M/s The Resources T.E No. 10 Responsive firms M/s Ess&Ess Enterprises M/s TechZone M/s Vital Pharma Non-Responsive firms Rejected by End user M/s Endoaid Biomedica M/s Cardiac Care M/s Medicamp International M/s Siddiqi Medco M/s The Resources T.E No. 11 Responsive firms M/s Ess&Ess Enterprises M/s Medicamp International M/s Siddiqi Medco</p>	<p>of technical evaluation committee.</p> <p>Hence the grievance is REJECTED.</p>
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		M/s Tech Zone Non-Responsive firms Rejected by End user M/s Endoaid Biomedica The Resources T.E No. 12 Responsive firms M/s Ess&Ess Enterprises M/s Medicamp International M/s Siddiqi Medco M/s Tech Zone Non-Responsive firms Rejected by End user M/s Endoaid Biomedica	
9	<p>M/s SIDDIQI Medco submitted grievance bearing diary No.15604 /LGH, dated 12-10-2022 T.E No 4, 5& 10 stating that Disposable Gown, Reinforced Gown & Drape Set are of best Quality as per quoted Specification and have Gown in it but you have rejected due to having no Gown. The firm is requesting to review your decision by re-evaluating the samples. The firm also claimed that all other companies do not have required sizes as per quoted specification.</p>	<p>T.E No.4 Disposable Gown SIDDIQI Medco Non-Responsive, Rejected by End user(low quality) Responsive firms M/s Endoaid Biomedica M/s Medicamp International</p> <p>T.E No. 5 Disposable Gown Reinforced SIDDIQI Medco Non-Responsive, Rejected by End user (low quality) Responsive firms M/s Endoaid Biomedica M/s Vital Pharma</p> <p>T.E No. 10 Drape Set Orthopaedic (Disposable) SIDDIQI Medco Non -Responsive, Rejected by End user (no gown available, poor Quality) Responsive firms M/s Ess & Ess Enterprises</p>	<p>Mr. Salman (Sales Executive) accompanied with Mr. Usman (Sales Manager) attended the meeting on behalf of M/S Siddiqui Medico. The matter is evaluated in the meeting to draw the conclusion. It was directed to re-evaluate the item at TE 10 of all other technically responsive firms as per advertised specifications.</p> <p>Final decision will be taken after receiving the re-evaluation report. The said report recommended the sample (TE 10) of M/S Techzone as <u>rejected</u> and <u>qualified</u> the samples of M/S Siddiqui & M/S Ess & Ess. M/s Vital failed to provide sample for re-evaluation.</p> <p>The grievance redressal Committee endorsed the results and unanimously decided to declare item at TE 10 of M/S Siddiqui and M/S Ess & Ess as RESPONSIVE and of M/S Techzone and M/s Vital as Non Responsive.</p> <p>Hence the grievance is ACCEPTED.</p>

		M/s Tech Zone/ M/s Vital Pharma	
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Mrs. Sadia Arshad Rana
Deputy Drug Controller LGH



Dr. Salman Shakeel
Deputy Medical Superintendent



Prof. Dr. Khizer Hayat
Prof. of Urology

Dr. ArifShehzad Bhatti
outsideMember



Prof. Dr. Hanif Mian
Prof. of Orthopedic
Chairman