

MINUTES OF GRIEVANCE COMMITTEE MEETING HELD ON 10-02-2021 TO ADDRESS THE GRIEVANCES RECEIVED IN BULK PURCHASE OF MEDICAL DEVICES / SURGICAL DISPOSABLE ITEMS FOR THE YEAR 2020-21.

2. The Following members of Grievance Committee attended the meeting;

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| 1. Prof. Dr. Hanif Mian, Prof. of Orthopedic | Chairman |
| 2. Dr. Sibtain, Senior Consultant of Anesthetist | Member |
| 3. Dr. Arif Shehzad Bhatti | Member |
| 4. Dr. Kashif Aziz AP Medicine | Member |
| 5. Mrs. Sehrish Iqbal (Drug Inspector) | Member |

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

| S.No | Grievance submitted by | Description | Decision By Grievance Committee |
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| 1. | M/s Akram Brothers submitted its grievance bearing diary No.1172/LGH, Dated 03-02-2021 against the non responsiveness of their products. Wego sutures were non responsive due to lack of registration of Medical Devices. Firm is requesting to reevaluate the matter as their suture are registered as Drug in 2016. | Items were non responsive due to lack of Registration of medical devices. | The committee unanimously decided to turn down the grievance. |
| 2. | M/s 3N Lifemed submitted its grievance bearing diary No.1174/LGH, Dated 03-02-2021 against the non responsiveness of their products against TE Nos. 32 (cervical collar) 65 (Disposable OT caps) 92 (Face mask Tie on) 189 (Polythene Gloves) 201 (Skin Traction) 217 (Tongue depressor) 282 (Activated Charcol) 284 (Citric Acid 1 Hydrate + Lactic acid + Malic acid) Firm is requesting to consider their products. | Samples were rejected during the Sample evaluation and T.E 284 due to lack of registration of Medical Devices. | The committee unanimously decided to turn down the grievance for the T.E No.32,65,92,189,201 & 2017 while for the T.E No.282 & 284 grievance committee accepted the grievance. |
| 3. | M/s Surgiquips submitted its grievance bearing diary No.1222/LGH, Dated 03-02-2021 against the non responsiveness of their products on the basis of Registration of medical devices, QC, AI, FSC missing. Firm is stating that they have applied for registration. Firm is requesting to consider their products. | Items were non responsive due to lack of Registration of medical devices, Free Sale Certificate, Quality certificates & Authority letter etc for some items. | After hearing the firm's representative, the committee unanimously decided to turn down the grievance. |

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| 4. | M/s Meher Traders submitted its grievance bearing diary No.1246/LGH, Dated 04-02-2021 against the non responsiveness of their products T.E Nos.4,36,68,140,141,156,198,157,167,211,229,107, 65,66,67,92,84,85,219,130,143,144,208,209, 216,218,210,198,35 | Items were non responsive due to lack of Registration of medical devices, Free Sale Certificate, Quality certificates & Authority letter etc for some items. | After hearing the firm's representative, the committee unanimously decided to turn down the grievance. |
| 5. | M/s Karim Industries submitted its grievance bearing diary No.1283/LGH, Dated 04-02-2021 against the non responsiveness of their products T.E Nos. 03 (Absorbant Cotton wool 50 (Crepe Bandage 10cm x 4.5m 51 (Crepe Bandage 15cm x 4.5m Firm is requesting that their items are registered so consider their products. M/s Karim Industries also submitted grievance against the qualification of M/s Umer Usman Surgical Fiber & Hafiz Pharma with the statement that they have no valid GMP, they should be verified. | | The Committee pending the case. |
| 6. | M/s Esmico Trading Company submitted its grievance bearing diary No.1250/LGH, Dated 04-02-2021 against the responsiveness of their competitor's products T.E Nos. 11 (A-Wire) 91 (External Fixator) 100 (Gigli saw) 124 (K-Wire all sizes) 206 (Steinman pin with stirrup) Firm is claiming that M/s 3N Lifemed is neither the manufacturer nor holds goods manufacturing practice (GMP) certificate, manufacturing license and medical device registration. | | Firm did not appear before the grievance committee, so the committee unanimously decided to turn down the grievance. |
| 7. | M/s Cardiac Care submitted its grievance bearing diary No.1328/LGH, Dated 08-02-2021 against the non responsiveness of their products. Firm is stating their products are related to anesthesia and they have applied for registration in DRAP. Firm is requesting to consider their products. M/s Cardiac Care submitted its grievance bearing diary No.1329/LGH, Dated 08-02-2021 against the non responsiveness of their products T.E Nos. 143 & 144 NG Tube 226 (Urine bag with urometer Firm is requesting that these items are registered with DRAP and are being used in different hospitals. Firm is requesting to consider their products. | Items were non responsive due to lack of Registration of medical devices. Items were rejected during sample evaluation by end user. | After hearing the firm's representative, the committee unanimously decided to turn down the grievance. |
| 8. | M/s Medco Healthcare submitted its grievance bearing diary No.1296/LGH, Dated 06-02-2021 against the non responsiveness of their products. T.E Nos.49,27,31,64,107,118,127,193,196,213,216,218, 220,224,226,230 | Products were non responsive due to lack of Registration of medical devices/Drug & FSC expired while T.E No. 127 Liver Biopsy needle was | Firm was reevaluated and the committee unanimously decided to turn down the grievance. |

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| | | rejected by End user. | |
| 9. | <p>M/s Mubarak Vision submitted its grievance bearing diary No.1306/LGH, Dated 06-02-2021 against the non responsiveness of their products. T.E Nos.</p> <p>52 (Eagle Gold crescent knife) 56 (DCR Tube) 97 (Foldable Intra-Ocular Lenses) 116 (Incise theater drape) 117 (Incise theater drape) 161 (Phaco knife) 162 (Phaco sleeve) 163 (Phaco Tips) 287 (Silicone Oil)</p> <p>Firms is requesting that they have applied for registration so consider their products.</p> | <p>Following were rejected on the basis of</p> <p>52 (out of specification) 56 (Authority letters expired) 97 (rejected by end user) 116 (out of specification) 117 (out of spec. due to size issue) 161 (Registration, Quality certificate, Free sale license missing) 162 (Registration & FSC missing and out of specification) 163 (Registration missing and out of specification) 287 (Registration missing)</p> | <p>The committee unanimously decided to turn down the grievance of M/s Mubarak Vision for all the mentioned items.</p> <p>Moreover, as highlighted by Mubarak vision, the item T.E 52 of M/s Kamran Bashir & Brothers is also non responsive due to out of specification.</p> |
| 10. | <p>M/s Ferozsons Laboratories submitted its grievance bearing diary No.1195/LGH, Dated 03-02-2021 against the non responsiveness of their products. T.E No.231,233,234,235,236, 237,239,244,270,271,272,273,274.</p> <p>Firm is stating that their products were non responsive due to DRAP registration and Free Sale certificates were not attached with the tender.</p> <p>Firm is stating that the requisition is attached herewith and requesting to consider their products.</p> | <p>Items were non responsive due to lack of Registration of medical devices & Free Sale Certificate for some items.</p> | <p>After hearing the firm's representative, the committee unanimously decided to turn down the grievance.</p> |
| 11. | <p>M/s B.Braun Pakistan submitted its grievance bearing diary No.1209/LGH, Dated 04-02-2021 against the non responsiveness of their products. T.E No. 120,121,122,123 (I.V Cannulas).</p> <p>Firm is stating that they have submitted application for renewal in DRAP.</p> <p>Firm is requesting to consider their products.</p> | <p>Items were non responsive due to lack of Registration of medical devices.</p> | <p>After hearing the firm's representative, the committee unanimously decided to turn down the grievance.</p> |

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| 12. | <p>M/s Usmanco International submitted its grievance bearing diary No.1231/LGH, Dated 04-02-2021 against the non responsiveness of their products. T.E No. 120,121,122 & 123 (I.V Cannula with injection port 18,20,22 & 24G) T.E 36, (Chest Tube) T.E 216 & 208 (3 way stopcock) T.E 128 (Monometer line) TE 141 (Nelaton Catheter) T.E 211 (Suction pipe)</p> <p>Firm is stating that their products No.120,121,122& 123 is registered since 2012 and renewed these items time by time. The firm also states that they have received the registration certificates of T.E No.216,218 & 128 while they have applied for registration for the T.E No.36,141& 211. Firm is requesting to consider their products.</p> | <p>Items were non responsive due to lack of Registration of medical devices & Free Sale Certificate for some items.</p> | <p>After hearing the firm's representative, the committee unanimously decided to turn down the grievance.</p> |
| 13. | <p>M/s Sadqain Health care submitted its grievance bearing diary No.1189/LGH, Dated 03-02-2021 against the non responsiveness of their products. T.E No.155 (Oxygen Face mask with filter)</p> <p>Firm is stating that they have applied for registration in DRAP and soon they will get registration.</p> <p>Firm is requesting to consider their product.</p> | <p>Item was non responsive due to lack of Registration of medical devices.</p> | <p>The committee accepted the grievance. Hence the item of this firm T.E No. 155 is responsive.</p> |
| 14. | <p>M/s Techzone submitted its grievance bearing diary No.1153/LGH, Dated 03-02-2021 against the non responsiveness of their products. T.E Nos. 69 (Syringe 5ml) 70 (Syringe 10ml) 74 (Syringe 20ml) Firm is stating that they have attached all related documents i.e Free sale license, Drug registration certificate / application for renewal. Free sale certificate provide is the same of quoted brand. Firm is requesting to consider their products.</p> | | <p>The committee pending the case.</p> |

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| 15. | <p>M/s Vertex Medical Pvt. Ltd. submitted its grievance bearing diary No.1245/LGH, Dated 04-02-2021 against the non responsiveness of their products. T.E Nos.</p> <p>16 (Basic breathing system) 27 (Breathing Bag) 31 (Cather Mount) 60 (Disposable anesthesia mask) 104 (High concentration mask) 107 (HME Filter) 129(Medi filter) 156 (Oxygen Kits) 157 (Oxygen mask non-rebreathable) 196 (Rebreathing bag) 227 (Venturi mask set) 230 (water Trap Breathing set) Firm is stating that they have applied in DRAP for registration. Firm is requesting to consider their products.</p> | Items were non responsive due to lack of Registration of medical devices. | The committee pending the case due to court case. |
| 16. | <p>M/s B. Braun submitted its grievance bearing diary No.1205/LGH, Dated 04-02-2021 against the non responsiveness of their sutures due to samples rejected by end user. Firm is requesting to consider their products</p> | Sample rejected during Sample evaluation by End user. | The samples were again re-evaluated and as per the end user satisfaction, the committee accepted the grievance and sutures T.E Nos. 172,173,174,175 181,182 & 185 accepted. |
| 17. | <p>M/s Endoaid Biomedica submitted its grievance bearing diary No.1220/LGH, Dated 04-02-2021 against the non responsiveness of product T.E No.208 Surgical Gloves Latex.</p> <p>Firm is requesting to consider their products</p> | Sample rejected during Sample evaluation by End user. | After hearing the firm's representative, the committee unanimously decided to turn down the grievance and the item No. 208 non responsive. |
| 18. | <p>M/s Searle submitted its grievance bearing diary No.1227/LGH, Dated 04-02-2021 against the non responsiveness of product T.E Nos. 89 (Examination Gloves) & responsiveness of their competitor's product T.E 209 Surgical Gloves Firm is stating that their competitors product have been qualified inspite of their past poor performance. They are requesting to disqualify M/s Kaumedix.</p> <p>For T.E 89 firm is stating that they had submitted Free sales certificate and manufacturer's authorization with their bid.</p> <p>Firm is requesting to consider their product.</p> | | The committee pending the case. |

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| 19. | M/s Flowtronix systems submitted its grievance bearing diary No.1178/LGH, Dated 03-02-2021 against the non responsiveness of product T.E Nos. 78 (Double pressure monitoring kit & T.E 118 Pressure monitoring kit. Firms is requesting to consider their product. | Sample rejected during Sample evaluation by End user. | After hearing the firm's representative, the committee unanimously decided to turn down the grievance. |
| 20. | M/s Mediserve International submitted its grievance bearing diary No.1253/LGH, Dated 04-02-2021 against the non responsiveness of products. Firm is requesting that their items have been rejected due to missing of DRC, whereas they have been overlooked for the products which do not required DRC. Firm is requesting to consider their products which do not required condition of Drug Registration Certificates. | Items were non responsive due to lack of Registration of medical devices and some for missing of Authority letters and free sale certificate. | After hearing the firm's representative, the committee unanimously decided to turn down the grievance. |
| 21. | M/s Imtiaz Brothers submitted its grievance bearing diary No.1252 /LGH, Dated 04.02.2021 against the non-responsiveness of their products. T.E Nos. 224 and 229. Firm is stating that their product having T.E No. 224 Urine Bag for adult was rejected by end user while it is being used in other hospitals. Firm is requesting to re-evaluate the decision about this product. Firm is stating that their product having T.E No. 229 Yunker suction cannula is of longer length than that of Medicam enterprises and Usman Co. International. Firm is requesting to re-evaluate the decision about this product. | The sample T.E No. 224 not approved by the committee of end-users, While the firm is responsive against T.E No 229. | After hearing the firm's representative, the committee unanimously decided to turn down the grievance. |
| 22. | M/s Popular International Pvt Limited submitted its grievance bearing diary No.1369 /LGH, Dated 08.02.2021 that the DRAP with Letter No. F.No.16-2/2016-MD Dated 30th June 2020 stated that the time periods for exemption from operation of medical devices rules 2017 are expired on 15.01.2020 for all classes of medical devices So M/s Popular International requested to not consider any other firm in this regard. | TAC has already not considered those firms which are not having the Medical devices certificate at the moment. | |
| 23. | M/s Iqbal & Company submitted its grievance bearing diary No.1165 /LGH, Dated 03.02.2021 against the non-responsiveness of their product having T.E No. 77. Firm is stating that their product having T.E No. 77 was rejected by end user while it is already being used in LGH. Firm is requesting to re-evaluate the decision about this product. | Product was non responsive during the Sample evaluation. | Sample was re-evaluated and the end user accepted the sample of T.E No. 77, So the grievance committee accepted the grievance. |

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| 24. | <p>M/s Eastern Medical Care submitted its grievance bearing diary No.1247/LGH, Dated 04.02.2021 against the non-responsiveness of their products against T.E Nos. 23, 89, 108 and 284. Firm is stating that the sample of their product having T.E No. 23 “Blood tubing Line for hemodialysis with double fluid barrier” was rejected by end user. Firm is requesting to re-evaluate the decision about this product</p> <p>Firm is stating that their product having T.E No. 89 “Examination Gloves” was non responsive due to non-provision of sample by the firm. As due to Covid-19 their shipment was delayed and they could not provide the sample with in the given time period. Now firm is requesting to accept their sample now for re-evaluation.</p> <p>Firm is stating that their product having T.E No. 108 was rejected due to non-provision of sample by the firm. While firm states that they have submitted the samples. But they want to resubmit the samples again for evaluation.</p> <p>Firm is stating that their product having T.E No. 284 was rejected as their product is registered by DRAP. Firm is requesting to consider their product.</p> | <p>T.E No. 23 Sample not approved by the Committee</p> <p>Sample not provide by the firm</p> <p>Sample not provide by the firm</p> <p>Item having T.E No. 284 was non responsive as it got registered by DRAP (on dated 03/12/2020) later after the closing date of tender 2020-21.</p> | <p>The committee unanimously decided to turn down the grievance as the firm did not submitted that samples during the sample evaluation.</p> <p>As Eastern Medical Care revealed it that item No.23 Blood tubing Line of M/s Fresenius Medical was unregistered. So the committee also rejected the item No.23 Blood tubing Line of M/s Fresenius Medical due to unregistered item.</p> |
| 25. | <p>M/s Coral Pharmaceuticals submitted its grievance bearing diary No.1244 /LGH, Dated 04.02.2021 against the non-responsiveness of their product having T.E No. 172. Firm is stating that the registration of their product having T.E No. 108 was attached with the bid. Firm is requesting to consider the registration of this product.</p> | <p>Products are not registered with DRAP as medical devices.</p> | <p>After hearing the firm’s representative, the committee unanimously decided to turn down the grievance.</p> |
| 26. | <p>M/s UsmanCo International submitted its grievance bearing diary No. 1232/LGH, Dated 04.02.2021 against the non-responsiveness of their products having T.E No. 69, 70, 73 and 74 (D/Syringes 10ml, 20ml, 3ml and 5 ml respectively)</p> <p>Firm is stating that they have applied in DRAP for the registration of their products having T.E No. 69, 70, 73 and 74. Moreover, the FSC of above said items are without brand name.</p> <p>Firm is requesting to consider their request regarding the applications of registrations and brand names on FSC.</p> <p>M/s UsmanCo International submitted its 2nd grievance bearing diary No. 1230/LGH, Dated 04.02.2021 against the non-responsiveness of their products having T.E No. 84 and 85.</p> <p>Firm want to reconsider their products having T.E</p> | <p>In bidding document, it was clearly mentioned in specifications of these products that their Origin must be USA/EU/ or japan. So, the origin was not as per requirement.</p> | <p>After hearing the firm’s representative, the committee unanimously decided to turn down the grievance.</p> |

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| | No. 84 and 85 were rejected as the samples were out of specification | | |
| 27. | M/s Wasiq Enterprises is non-responsiveness against their products having T.E No 53, 81, 82 and 83. The firm has submitted its grievance bearing diary No. 1280/LGH, Dated 06.02.2021 and stated that their said items are not registered by DRAP as these are general items and are used in different hospitals since last ten years. Firm is requesting to consider their products. | Products were non responsive due to lack of registration by DRAP | After hearing the firm's representative, the committee unanimously decided to turn down the grievance. |
| 28. | M/s Noble Pak is non-responsiveness against their products having T.E No.2, 65, 66, 67, 68, 92, 167, 192, 201, 213, 215, 222 and 229. The firm has submitted its grievance bearing diary No. 1239/LGH, Dated 04.02.2021 and stated that their items are locally manufactured by the firm, hence are not registered by DRAP. Therefore, Firm is requesting to consider their products. | Bid was re-evaluated and found no manufacturing license attached with the bid. | After hearing the firm's representative, the committee unanimously decided to turn down the grievance. |
| 29. | M/s Intra Health submitted its grievance bearing diary No.1240 /LGH, Dated 04.02.202. Firm is aggrieved against the responsiveness of M/S Kaumedex against the T.E No.209 and is requesting to declare M/S Kaumedex as non-responsive on the following basis: 1) FSC of High Max is not valid and is not notarized by the relevant authority of manufacturing country. 2) Regarding past performance of the firm in LGH, where the supplies are still pending. | | The committee pending the case. |
| 30. | M/s Hakimsons (Pvt) Ltd is non-responsiveness against their products having T.E No. 130, 140, 136, 137, 138, 143, 144 156, 157, 223, and 225. For the said items the firm has submitted its grievance bearing diary No. 1238/LGH, Dated 04.02.2021 and stated that the firm has provided the documents of FSC and applications for registrations in DRAP. Firm is requesting to accept the provided documents now. | The firm is non-responsive for all the said products. | The committee decided that the documents can't be accepted at this stage therefore, the committee unanimously turned down the grievance. |

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| 31. | M/s Medi Serve is non-responsiveness against their products having T.E No. 09, 17, 49, 65, 66, 67, 105, 106, 132, 142, 211, 216, 218 and 229. The firm has submitted its grievance bearing diary No. 1236/LGH, Dated 04.02.2021 and has claimed that their items are in category A so there is no need of registration of medical devices so firm is requesting to consider their items. | Items were non responsive due to lack of Registration of medical devices Quality Certificate, Free Sale Certificates & Authority letters of some items | The committee after hearing the firm's representative unanimously decided to turn down the grievance. |
| 32. | M/s Essity is non-responsiveness against their products having T.E No. 15, 30 and 34. The firm has submitted its grievance bearing diary No. 1235/LGH, Dated 04.02.2021 and has stated that 1) For T.E No. 15 the registration of DRAP was received on 28.10.2020 2) For T.E No. 30 the sample was rejected by enduser 3) For T.E No. 34 FSC is missing Firm is requesting to accept the provided documents now. | The provided documents can't be accepted at this stage therefore, the firm is non-responsive for all the said products. | The committee after hearing the firm's representative unanimously decided to turn down the grievance. |
| 33. | M/s AG & C (Ali Gohar & company (Pvt) Ltd) is non-responsiveness against their products having T.E No. 26, 96, 194 and 203. The firm has submitted its grievance bearing diary No. 1234/LGH, Dated 04.02.2021 and has stated that 1) For T.E No. 26, 96,194 and 203 they have provided the documents of FSC and applications for registrations in DRAP. Firm is requesting to accept the provided documents now. 2) For T. E No. 203, firm states that the same product quoted by M/S B Braun is not of the long length. The firm claims that they are the only manufacturer of long length spinal needle. | The provided documents can't be accepted at this stage | The committee refer the product of B.Braun for re-evaluation. After reevaluation the item T.E No.203 of B.Braun rejected by end user. So the item T.E No.203 of B.Braun found non responsive by the Grievance Committee. |
| 34. | M/s Sindh Medical Store submitted its grievance bearing diary No. 1233/LGH, Dated 04.02.2021 against the non-responsiveness of their products having T.E No. 172, 173, 174, 175, 178, 179, 180, 181, 182, 183, 185, 186, 187 and 188. Firm is stating that regarding their products they have applied in DRAP for registration. Firm is requesting to consider their products. | the said items are not registered by DRAP. | The committee after hearing the firm's representative unanimously decided to turn down the grievance. |
| 35. | M/s Anwar & Sons submitted its grievance bearing diary No. 1156/LGH, Dated 03.02.2021 against the non-responsiveness of their products having T.E No. 152, 172, 173, 174, 175, 177, 178, 179, 180, 181, 182, 182 and 185. The firm states that "all medical devices previously registered as drug till their registration is valid" as per medical devices rule 2017. Firm is requesting to re-evaluate the decision about their products. | Products were non responsive due to lack of registration by DRAP | The committee after hearing the firm's representative unanimously decided to turn down the grievance. |

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| 36. | M/s Pieces Engineering and General Order Supplier submitted its grievance bearing diary No. 1224/LGH, Dated 04.02.2021 against the non-responsiveness of their products having T.E No. 11, 13, 28, 32, 33, 34, 61, 91, 94, 100, 112, 113, 119, 124, 134, 206 and 223 The firm states that M/s Pieces Engineering is registered with FBR as manufacturer therefore, the firm is requesting to evaluate their samples. | Firm failed to attach their manufacturing license with the bidding documents. So, the grievance is rejected. | The committee after hearing the firm's representative unanimously decided to turn down the grievance. |
| 37. | M/s Lab Link Enterprises submitted its grievance bearing diary No. 1226/LGH, Dated 04.02.2021 against the non-responsiveness of their products T.E No. 123 I.V canula Firm is requesting to consider their product. | Sample not approved by the committee of end users. | The committee after hearing the firm's representative unanimously decided to turn down the grievance. |
| 38. | M/s Shamco submitted its grievance bearing diary No. 1221/LGH, Dated 04.02.2021 against the non-responsiveness of their products T.E No. 286 Catheter Lock Solution. Firm is stating they have attached Registration Certificate, while Free Sale Certificate was not expired which is valid from 19 th May 2020 to five years. | Product was non responsive due to lack of Registration of medical devices while Free Sale Certificate was expired. | The committee after hearing the firm's representative unanimously decided to turn down the grievance. |
| 39. | M/s Unisa Pvt. Ltd submitted its grievance bearing diary No. 1421/LGH, Dated 09.02.2021 against the non-responsiveness of their products T.E Nos. 69 Disposable Syringe 10ml 73 Disposable Syringe 3ml & 74 Disposable Syringe 5ml Firm is requesting to re-evaluate their products. | Samples not approved by the committee | The committee after hearing the firm's representative unanimously decided to turn down the grievance. |
| 40. | M/s Chishti Pharmaceutical Industries submitted its grievance bearing diary No. 1460/LGH, Dated 09.02.2021 against the non-responsiveness of their products T.E Nos. 03 Absorbent Cotton Wool 200gm 50 & 51 Crepe Bandage Firm stated their products have been non responsive while their competitors' products which are responsive have no GMP/ Medical devices registration. | | The committee pending the case. |