

MINUTES OF GRIEVANCE COMMITTEE MEETING HELD ON 14-12-2020 TO ADDRESS THE PENDING GRIEVANCES RECEIVED IN BULK PURCHASE OF MEDICINES FOR THE YEAR 2020-21.

A meeting of Grievance Committee to address the Grievances received in Bulk Purchase of Medicines for the year 2020-21 was held on 14-12-2020 in the Pharmacist Office, Ward No.06 of Lahore General Hospital Lahore.

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

1. Prof. Dr. Hanif Mian. Prof. of Orthopedic	Chairman
2. Dr. Asifa Hussain	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.

4. The committee reviewed the pending cases and after briefed discussion and hearing the firm's representatives, the committee unanimously decided all the cases as under.

S.No	Grievance submitted by	Description	Decision By Grievance Committee
1.	M/s Abbott Laboratories (Pakistan) Ltd. submitted its grievance bearing diary No. 11550/LGH, Dated 11-11-2020 against the non responsiveness of their product(s) T.E 146 Vancomycin 500mg The firm is stating that their injectable Lyophilized products contain sterile water for injection manufactured by Surge Laboratories. They are requesting to consider their products alongwith water for injection mfg. by Surge Lab.	The firm quoted water for injection of other firm (Surge). While as per bidding document WFI should be from the same manufacturer.	Grievance accepted
2.	M/s Unisa Pvt Ltd. submitted its grievance bearing diary No. 11697/LGH, Dated 14-11-2020 against the non responsiveness of their item(s) T.E No. 284 Disposable infusion set Y-Port. Firm stated that their product has been non responsive due to less amount of CDR attached. Firm stated that the annual qty of this product was mistakenly written as 10000000 instead of 1000000 which was corrected vide corrigendum. The firm is requesting to accept their grievance and consider their product.	Sample rejected by the End User.	The committee referred the case to the end user. The committee of end users after re-evaluation, rejected the sample T.E No. 284 Disposable infusion set Y-Port with the reason that the flow meter does not work properly, infusion set has poor function of roller flow controller clamp and connector Luer lock (leakage). Hence the Grievance rejected.

3.	<p>M/s Martin Dow submitted its grievance bearing diary No. 11700/LGH, Dated 14-11-2020 against the responsiveness of their competitor's item(s) T.E No. 108 Inj. Midazolam.</p> <p>Firm claims that their product is a quality based product with EUDRA GMP certified while their competitors product have not sufficient experience along with manufacturing quota of the said product to cater the need in different Govt. institutes.</p>	Both the firms responsive for this product.	<p>Grievance accepted. The bid of M/s Indus Pharma was reevaluated and it was found that the experience and the performance of the quoted product is less which do not fulfill the bidding documents requirement.</p> <p>The committee unanimously rejected T.E No, 108 Inj, Midazolam of Indus Pharma.</p>
4.	<p>M/s Brookes Pharma submitted its grievance bearing diary No. 11701/LGH, Dated 14-11-2020 against the responsiveness of their competitors item(s) T.E 282 Povidone Iodine solution.</p> <p>Firm stated that their competitors Glitz Pharma, Kohinoor & Pharmawise also participated in the same generic which are technically eligible without keeping the following deficiencies;</p> <p>Non availability of standard analytical reports, less past experience, not freely available in the market & the stated firms are not prequalified in any Govt. institutes.</p> <p>The firm is requesting to only qualify them.</p>	The product of M/s Brookes Pharma and their competitors's products (Glitz Pharma, Kohinoor & Pharmawise) are responsive.	<p>The committee referred the case to the end user. The committee of end users after re-evaluation, rejected the samples T.E No. 282 Povidone Iodine of Glitz Pharma, Kohinoor & Pharmawise due to poor consistency and appearance, While the sample of M/s Brookes accepted by the committee on the basis of better consistency and appearance, moreover this product is time tested.</p> <p>Hence the Grievance accepted.</p>

Meeting ended with the vote of thanks to the chair.