

## MINUTES OF MEETING OF GRIEVANCE COMMITTEE

Reference to letter No.8/26399/LAH dated 01.06.2022 the meeting of Grievance Committee was held on 06.06.2022 at 11:00 A.M in the Conference Room of Lady Aitchison Hospital, Lahore. Following members of Grievance committee attended the meeting as well as following bidders also attended (Copies of both attached).

- 1- Dr. Hina Zafar Senior Registrar Obst & Gynae unit-IV
- 2- Dr. Saleha Ejaz Senior Registrar / SWMO Obst & Gynae unit-IV
- 3- Dr. Mehwish Ayyaz Senior Registrar / SWMO Obst & Gynae unit-V
- 4- Mr. Usman Iftikhar Pharmacist, LAH, Lahore.
- 5- Mrs. Kousar Parveen Nursing Instructor
- 6- Mr. Muhammad Shafique Head clerk.

Grievance committee discuss the matter in detail with firms and decision taken accordingly as mentioned against each firm.

No	Store type	Name of firm	Name of item for grievance	Point of firm for grievance	Decision of grievance committee	Final Decision
1.	Medicine	Popular international	Surgical disposable items (suture)	Firm stated that:- Their items are used in Govt/ private sector with satisfaction report. Firm pointed out that Suture of M/s Bajwa / Akram brother (china made and not registered with DRAP. you are requested to kindly look into the matter and reevaluate our sutures.	After complete discussion of Grievance committee and firm, Grievance of said firm accepted by the committee and ordered to Pharmacist that this issue solve within three days.	M/S Popular International was technically Non-Responsive and was allowed to submit missing Documents which the firm submitted and was declared responsive only for Polypropylene 2/0. Furthermore, the sample of Polypropylene 2/0 was again sent to end User and was not Approved, hence, the firm is non-responsive for quoted items.
2.	Medicine	M/s Stallion	Inj. Meropenem	Inj. Meropenem Firm stated that our said items	After complete discussion of Grievance committee and	The Sample of Said Firm was Accepted by the

				are rejected by end users without mention any reasons. ii. Our product is registered by DRAP. iii. Detail mentioned in letter	firm, Grievance of said firm accepted by the committee.	Committee; Hence the firm is responsive for this item.
3.	Medicine	Wasiq Enterprises	Surgical disposable items	Firm stated that Samples are not provided by the firm due to suddenly pass away Grandmother. Please elevate the items.	Request of firm rejected by the Grievance committee due to non-provision of sample in time.	Rejected
4.	Medicine	General Pharma	Guaze, cotton, bandage	Sample not provided , request for provision of sample and re-evaluate product	Request of firm rejected by the Grievance committee due to non-provision of sample in time.	Rejected
5.	Medicine	Umair enterprises	Surgical disposable items	Sample not provided, request for provision of sample and re-evaluate product.	Request of firm rejected by the Grievance committee due to non-provision of sample in time.	Rejected
6.	Medicine	Umair enterprises	Chemical products.	Sample not provided, request for provision of sample and re-evaluate product.	Request of firm rejected by the Grievance committee due to non-provision of sample in time.	Rejected
7.	Medicine	Allied surgical	Surgical disposable items	Items have been approved but technical non responsive due to documents. Purchase office informed that our relation with the manufacture as sole agent is not satisfied , kindly re- evaluate product	After complete discussion of Grievance committee and firm, Grievance of said firm accepted by the committee with the condition to provide the necessary documents on 07.06.2022.	The firm has provided the necessary documents for item no. 18 only. Hence, firm is responsive only for item No. 18.
8.	Medicine	Safe Health Pakistan Bizcon	Surgical disposable items	1- ETT No.3 technically responsive but the technical committee declared "sample not approved.	The firm remained absent at the time of meeting, grievance of said firm rejected by the committee	Rejected

				<p>ETT No.2.5, same manufacture: technically responsive as well the technical committee declared "sample approved"</p> <p>2- ETT No.3.5 technically responsive but the technical committee declared "sample not approved"</p> <p>ETT No.2.5 technically responsive as well the technical committee declared "sample approved"</p> <p>3- LP needle # 25 , the product is technical non responsive and the technical non responsive and the technical committee declared "sample not approved out of specification, we are submitting samples of not approved product"</p> <p>4- LP needle G-25 for your consideration and approval. We hope committee will consider out request.</p>		
9.	Medicine	Müller & Phips	Bulk purchase of suture.	<ul style="list-style-type: none"> <li>Firm stated that we have quoted FDA approved and WHO recommended vicryle#1 and used in different hospital of Lahore.</li> <li>Bajwa Surgical / KS agencies quoted items drug registration # is mentioned but MDIR # in not mentioned in TAC report of lady Aitchison Hospital, Lahore.</li> </ul>	After complete discussion of Grievance committee and firm, Grievance committee directed the Pharmacist to re-evaluate claims of aggrieved firm within three days.	As per meeting of sample evaluation committee the other brands approved in this hospital were endorsed by committee and end user of this hospital and being used without any complain. The Drug Registration and MDIR No. have been applied by firms in

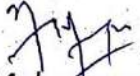
				<ul style="list-style-type: none"> <li>Firm stated that we have quoted FDA approved and world famous brand Prolene 2/0 St. Needle and requested to reject the others as rejected others hospital.</li> <li>Bajwa Surgical / KS agencies quoted items drug registration # is mentioned but MDIR # in not mentioned in TAC report of lady Aitchison Hospital; Lahore.</li> </ul>		<p>question, the applications in this regard were shown to company representative in front of grievance committee. The grievance of said firm stands rejected.</p>
10	Medicine	USMANCO	Surgical disposable items	<ul style="list-style-type: none"> <li>Firm stated that their product NG tube 6 and 8 is not approved with mentioning that technically approved but sample not approved, they supplied their product in many known institute without receiving any single complaint and certified to EN ISO 9001-2015 ISO 14001-2015 EN ISO13485-2016 and CE Marketed</li> <li>ETT 3.5 and 3 above no. is non-responsive. We represent Chilecom medical devices co.ltd China for above mentioned items. We have quoted Endosoft brand. Our principle is certified by EN ISO 13485-2012, CE marked and US FDA approved. Further detail mentioned in letters: We request to look into the matter and base your decision in Public health.</li> </ul>	<p>After complete discussion of Grievance committee and firm, Grievance committee directed the end users to reconsider/ reevaluate the firm grievance of said firm and ordered to Pharmacist that this issue solve within three days..</p>	<p>The samples of M/S Usman Co for NG Tube No. 06 and 08 were sent to end user for Re-evaluation. End-user has not Approved the Samples. So, the grievance of the said firm stand rejected regarding these items. Similarly, Samples of ETT 3.0 and 3.5 were also sent to End-User for reevaluation and Accepted by End-User. Hence, Firm is responsive for ETT 3.0 and 3.5</p>

				<ul style="list-style-type: none"> <li>Firm requested to reconsider out product.</li> </ul>		
11	Medicine	USMANCO	Surgical disposable items	<p>IV cannula 24G</p> <p>Firm stated that your technical assessment report that our products as mentioned in reference are technically rejected due to financial bid may not open. We already supplied subject items 57000pcs during 2017-18 and single complaint received. They supplied their cannula throughout Pakistan in major reputed hospitals such as SHL, SGRH, JHL, 1122Lahore PESSI, Lahore, DGP army Rawalpindi (orders attached) certified according to EN ISO 9001-2015, EN ISO 13485-2016 and the manufacturing are regularly facilities inspected by TUV NORD for compliance with 93/42/ECC and MDD, according to these we sell our product in turkey but also all over the world including Europe, SRA courtiers as well as in Asia and Africa. Additionally our product is made up for third generation FEP Teflon catheter with tried faced needle just like approved bidder and due to FEP it is flexible.</p>	After complete discussion of Grievance committee and firm, Grievance committee directed the end users to reconsider the firm grievance of said firm, and ordered to Pharmacist that this issue solve within three days.	The samples of M/S Usman Co for IV cannula 24G were sent to end user for Re-evaluation. End-user has not Approved the Samples. So, the grievance of the said firm stand rejected regarding this item.
12	Medicine	GLS Ghrasa Lab. Supplies	Pathology items.	Firm stated, came to know that the technical report through	Request of firm rejected by the Grievance committee	Rejected


				office notice and collected the information about the shortage of documents in our technical bid. We attached all documents but some documents missed. We are attaching herewith. Please accept our bid and do need full action.	due to non-provision of sample with in time.	
13	Medicine	SY; AH IMPEX	Disposable syringes	Firm stated that Our products are not being technical approved due to not provision of tender samples. Samples are provided after technical committee meeting. Purchase department advised to appeared in Grievance meeting List attached with grievance letter. Please reevaluate the samples.	Request of firm rejected by the Grievance committee due to non-provision of sample in time.	Rejected
14	Medicine	Care and cure international	Surgical gloves.	Firm stated that Our products are not being technical approved due to not provision of tender samples. Samples are provided after technical committee meeting, Purchase department advised to appear in Grievance meeting. Please reevaluate the samples.	Request of firm rejected by the Grievance committee due to non-provision of sample in time.	Rejected
15	Medicine	Haider Medicine.	Surgical disposable items.	Firm stated that:- We are declare non responsive for non-provision of tender samples in time. Please reevaluate accordingly.	Request of firm rejected by the Grievance committee due to non-provision of sample in time.	Rejected


16	Medicine	Searl company	Surgical disposable items.	Firm stated that:- We are declare non responsive for non-provision of tender samples in time. Please reevaluate accordingly	Request of firm rejected by the Grievance committee due to non-provision of sample in time.	Rejected
17	Medicine	Mian Scientific	Lab. items.	Firm pointed out an objection against M/s Moon Enterprises that the company has not FSC certificate with brand name as well as not any Recognition certificate like WHO/FDA/CE mark hence it should be non-responsive as per criteria set by the bidding documents.	After complete discussion of Grievance committee and firm , Grievance of said firm accepted by the committee with the condition to provide the necessary documents on 07.06.2022	The grievance of the firm was accepted and free sale certificate (FSC) with brand name and Recognition of WHO/FDA/CE mark was evaluated. The Free Sale Certificate (FSC) of Moon Enterprises lack Brand Name as required by Govt. of the Punjab SHC&ME letter no. SO(P-I)H/5-100/2008 dated 03-03-2022. Hence M/S Moon Enterprises stands rejected for item No. 15 and Item No. 16
18	Medicine	KS Agencies	Suture Items	We have supplied best quality sutures in all over Pakistan.(no evidence attached) Please reevaluate our samples.	After complete discussion of Grievance committee and firm, Grievance of said firm accepted by the committee with the condition to provide to end users and ordered to Pharmacist that this issue solve within three days.	The samples of M/S KS Agencies for Polyglactin/ Polyglycolic Acid No 1, and Polypropylene 2/0 were sent to end user for Re-evaluation. End-user has not Approved the Sample of Polypropylene 2/0. While, Polyglactin/ Polyglycolic Acid No 1 is Approved by End User So, the said firm is


						Responsive only for Polyglactin/Polyglycolic Acid No 1.
19	Medicine	JS Enterprises	Lab Items	Technical committee disqualified our company on the reason of missing documents.	The firm remained absent at the time of meeting, grievance of said firm rejected by the committee	Rejected


  
Mr. Muhammad Shafique  
Head clerk

  
Dr. Hina Zafar  
Senior Registrar Obst & Gynae unit-IV

  
Mr. Usman Iftikhar  
Pharmacist LAH

  
Dr. Saleha Ejaz  
Senior Registrar / SWMO  
Obst & Gynae unit-IV

  
Mst. Kousar Parveen  
Nursing instructor

  
Dr. Mehwish Ayyaz  
SWMO  
Obst & Gynae unit-V

  
Dr. Muhammad Iqbal Shahid  
Medical Superintendent, LAH, Lahore