

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

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| 1. Prof. Dr. Nasir Chaudhary
Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | Chairman |
| 2. Dr. Rabia Rathore
Associate Professor of Medicine/Head of WMW Mayo Hospital Lahore | Member |
| 3. Dr. Umer Nazir
Assistant Professor of Plastic Surgery Mayo Hospital Lahore | Member |
| 4. Ms. Kanwal Javed
Deputy Drugs Controller Mayo Hospital Lahore | Secretary |
| 5. Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller Mayo Hospital Lahore | Member |

Proceedings:

Meeting started with the recitation from the Holy Quran. The Chairman, Grievances Committee Mayo Hospital Lahore welcomed all the participants.

ITEM NO. 01:

**GRIEVANCE SUBMITTED BY M/S AYYAN MOLECULAR PRODUCTS
(TENDER FOR PROCUREMENT OF LAB KITS A05 B 2025-26 MAYO
HOSPITAL, LAHORE)**

GRIEVANCE DETAIL:

This is with reference to the subject tender; our bid has been declared non-responsive against some quoted products, and we would like to submit our grievance along with documents. Please find enclosed below detailed documents duly signed and stamped:

T.E No.	Product & Parameter	Grievance
Part A – Compulsory Parameters: Product Registration Certificate issued by DRAP not provided against following products:		
	4.1 (A) Real Time PCR Machine: DRAP Registration not attached. Valid Manufacturer's Authorization letter is not attached. Free Sale Certificate is not attached.	The procuring agency is not purchasing this product & also not paying. This is a supportive product for consumption of the Actual products that will be purchased by procuring agency. DRAP Registration is not applicable as it falls under the "Research Product Category". Authorization letter is attached to the bid, and a copy is also attached with this letter. Free Sale Certificate letter is attached to the bid, and a copy is also attached with this letter.
	4.1 (B) Automated DNA/RNA	DRAP Registration is not applicable as it falls under the "Research Product Category"

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	Extractor.	Also, the procuring agency is not purchasing this product & also not paying for this product. This is a supportive product for consumption of the Actual products that will be purchased by procuring agency.
4.1 (1)	HCV PCR Reagents DRAP Registration not attached. Valid Quality Certificate USFDA/ JpMHLW/ MDD/ CE/ WHO Prequalification/ DRAP approved of the quoted product.	Will be provided soon as received from DRAP. Application for Registration is under process from the date: 24-07-2025. Screenshot of the application is attached. CE Certificate of the products is attached in the bid and copy is attached to this letter. DRAP approval is in process and will be provided when received from DRAP.
4.1 (1)	HCV PCR Reagents	Will be provided soon as received from DRAP. Application for Registration is under process from the date: 24-07-2025. Screenshot of the application is attached. CE Certificate of the products is attached in the bid and copy is attached to this letter. DRAP approval is in process and will be provided when received from DRAP.
PART B – Technical Evaluation Parameters:		
4.1 (1 & 2)	HCV & HBV PCR Reagents	
3	Credibility & Certification of Manufacturer	ISO & CE Certificates are attached in the bid and copy is attached with this letter for quick reference.
6	Technical Staff	Technical staff details are provided in the bid against which we are awarded 10 marks for item T.E. 3.2 (Fully Automated ESR Analyzer). Technical Staff is never product specific so same is for Item No. 4.1 (1&2).

We request you to kindly consider our grievance and verify documentation for acceptance of our bid. We hope you will find this satisfactory.

Decision:

Mr. Naseem Qadri, Sales Manager of the firm presented the grievance before Grievance Redressal Committee. The firm claimed that the institution has advertised tender for procurement of Tests/ Reagents with equipment Free of Cost on placement. The firm added that the hospital is purchasing kits for which DRAP registration is required and the said condition does not apply on the Equipment that has to be placed Free of Cost and which will be returned to the firm after completion of the contract period. The committee found the firm's viewpoint tenable and **declares condition of compulsory parameters 'Not Applicable' except section (4) for the equipment that has**

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to be placed Free of Cost. Technical Evaluation Committee disqualified T.E. 4.1(1), 4.1(2) due to failure in clause (1) & clause (4) of compulsory parameters. T.E. 4.1(1), 4.1(2) also failed due to less marks in marking criteria. The firm admitted that the DRAP registration is in process and Letter of registration/ enlistment has not been issued so far due to which the committee upheld the decision of TEC for T.E. 4.1(1), 4.1(2). T.E. 4.1(A) also remained non-responsive due to failure in section (4) of compulsory parameters.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S NEXTEK HEALTHCARE (TENDER FOR PROCUREMENT OF LAB KITS A05 B 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

With due respect reference to the mentioned subject we M/s NexTek Health Care who is the sole distributor of Beckman Coulter for Hematology analyzers in Pakistan has some reservations against the above captioned subjected tender for the purchase of 6-Part Hematology Analyzer. Below are the couple of reservations points regarding technical evaluation report which should be discussed and consider.

Valid Product Registration certificate/valid product Enlistment certificate issued by DRAP (Where Applicable)

We would like to explain you here that Based on the Technical evaluation Report provided by the hospital, in which we have been rejected technically on the basis of this single point issued by the authority. As per the 81st registration board meeting of DRAP which was held on 6-3-2025, subjected products were approved, and DRAP officials assured issuance of the certificate within a couple of months. For your reference, minutes of the meeting and the related current correspondence with DRAP related to subject products are attached here with for your ready reference.

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For further we would like to assure you that as per the DRAP the certificate will be issued in a month so we can be able to provide you on immediate basis as per your requirements.

Kindly go through all the above mentioned reservations against this tender and we would request you to please consider the above justifications to have a smooth working ahead.

Decision:

Mr. Naveed, Institutional Sales Manager of the firm presented the grievance before Grievance Redressal Committee. The firm stated that the case for registration of its reagents was approved in 81st Meeting of DRAP held on 06.03.2025. Subsequently, DRAP issued enlistment/registration letter No. ELI-00619 dated 30.10.2025 in favor of M/S Nextek healthcare for M/S Beckman Coulter Inc. USA. The committee discussed the matter with Dr. Hassan Incharge Pathology Lab who endorsed that the advertised reagents have been registered by DRAP. **The committee declared T.E. 1.1-1, 1.1-2 responsive in section (1) of compulsory parameters.**

The firm added that the hospital is purchasing reagents for which DRAP registration is required and the said condition does not apply on the Equipment that has to be placed Free of Cost and which will be returned to the firm after completion of the contract period. The committee found the firm's viewpoint tenable and **declares section (1) of compulsory parameters 'Not Applicable' for T.E. 1.2.**

In conclusion the bid stands responsive for T.E. 1.1(1), 1.1(2) & 1.2.

ITEM NO. 03:

GRIEVANCE SUBMITTED BY M/SPAKISTAN MICROBIOLOGICAL ASSOCIATION(TENDER FOR PROCUREMENT OF LAB KITS A05 B 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

Reference to the technical evaluation report of the tender, we have attached the relevant DRAP registration, CE Marked certificates and other credibility documents as well as manufacturers authorization letter.

However, our firm has been rejected from the tender.

Please review the documents and reconsider your decision.

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Decision:

The firm's representative was absent. The firm did not provide any documentation to challenge the decision of Technical Evaluation Committee. The committee upheld the decision of Technical Evaluation Committee.

ITEM NO. 04:

GRIEVANCE SUBMITTED BY M/S HOORA PHARMA (TENDER FOR PROCUREMENT OF LAB KITS A05 B 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

With reference to the Technical Evaluation Report uploaded on EPADS portal regarding the mentioned tender we hereby submit our grievance:

PART A- Compulsory Parameters:

Your Objection	Our Grievances
<p>Product Registration certificate:</p> <p>Valid Product Registration/Valid Product enlistment certificate issued by DRAP</p>	<p>We respectfully clarify that the Drug Registration Certificate was already attached with our bid.</p> <p>Reference to DRAP Circular (F. No. 6-2/2025-MD, dated 18th July, 2025):</p> <p>We also wish to draw your kind attention to the recent circular issued by the Drug Regulatory Authority of Pakistan (DRAP), Division of MD&MC, regarding the "Disposal of Submitted Applications of Medical Devices".</p> <p>The circular emphasizes DRAP's policy of transparency, compliance with regulatory requirements, and proper registration through the Licensing & Product Registration Portal. Importantly, it directs all stakeholders to ensure that entities involved in medical devices and related services are duly registered, with verifiable proof of submission and compliance with SECP, NTN, GST, and other regulatory obligations.</p> <p>In this regard, we would like to highlight that Hoora Pharma Pvt. Ltd. has already submitted the required application to DRAP, and the enlistment process is currently under review at DRAP's end. This demonstrates our commitment to fulfilling all regulatory obligations in line with the latest DRAP directives.</p>

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We remain committed to full compliance with the rules and procedures, and we trust that our grievances will be addressed in the spirit of fairness and justice.

Decision:

Mr. Bilal, Sales Manager he firm presented the grievance before Grievance Redressal Committee. The firm provide DRAP Enlistment/ Registration for T.E. 5.1(7) through License No. ELI-00037 dated 12.07.2019. The firm also provided application for renewal. The firm did not providedocument required under clause (7.ii) of compulsory parametersThe committee upheld the decision of Technical Evaluation Committee.

ITEM NO. 05:

GRIEVANCE SUBMITTED BY M/SBIOMEDICS(TENDER FOR PROCUREMENT OF LAB KITS A05 B 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

It is respectfully submitted that during the submission of documents, due to a clerical mistake from our side, the throughput of our offered machine was mentioned incorrectly. The actual throughput of the machine fully complies with the required specifications and fulfills the tender criteria.

We would also like to highlight that DRAP registration process for this equipment has already been initiated; the notarized Letter of authorization, Affidavit & CE is available to submit in grievance Redressal.

In view of the above clarification, we humbly request that our bid may kindly be reconsidered, and we may be declared technically qualified.

We remain grateful for your kind understanding and cooperation.

Decision:

Mr. Ahmad of the firm presented the grievance before Grievance Redressal Committee. The committee observed that the firm does not have DRAP Enlistment/ registration of quoted products and same has not been provided to the Grievance Redressal Committee.The committee upheld the decision of Technical Evaluation Committee.

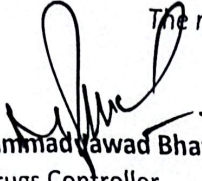
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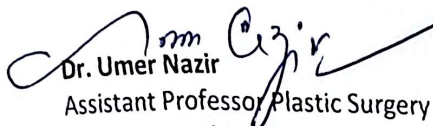
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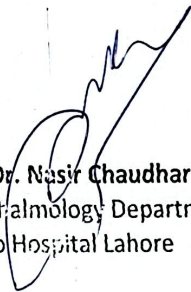
The meeting ended with vote of thanks to and by the Chair.


Mr. Muhammad Nawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore


MS. Kanwal Javed
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Umer Nazir
Assistant Professor Plastic Surgery
Mayo Hospital Lahore


Dr. Rabia Rathore
Associate Professor
of Medicine/Head of WMW
Mayo Hospital Lahore


Prof. Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

COO:  02/01/2026.

CEO:  02/01/2026