

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

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

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 MEDIC ALLY PVT LTD.(PROCUREMENT OF DEEP BRAIN STIMULATION SYSTEM AT MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL: The firm submitted the grievance that the firm participated in an above-mentioned tender and after technical evaluation firm has been declared non-responsive in this tender. The firm claimed that it quoted the equipment as per tender required specifications;

S #	Objection	Firm's Stance
1)	Valid Drug Registration Certificate / Drug Enlistment Certificate whichever applicable as per Medical Devices Rules 2017 of the quoted issued by DRAP Pakistan. (In case renewal is applied, its documentary evidence of timely submission of renewal application in relevant regulatory body shall be provided).	As per your requirement for the DRAP Enlistment Certificate for the Sterilized Micro Recording Array Electrode, Electrode Insertion Tube, and Lead Insertion Tube, we are pleased to submit the relevant certificate for these items. We kindly request your consideration under this clause.
2)	In case of manufacturer / subsidiary of foreign manufacturer / sole agent / importer of foreign manufacturer, the bidder must submit the valid sole Agency Agreement / relevant certificate issued by the foreign principals (Translated in English).	As per your requirement authorization for the Sterilized Micro Recording Array Electrode, Electrode Insertion Tube, and Lead Insertion Tube, we are pleased to submit the authorization from M/s Vertex Medical, the sole distributor of M/s Inomed in Pakistan, for participation in this tender. We respectfully

Office of Chairman Grievances Committee, Mayo Hospital Lahore

28-07-2025

MINUTES OF GRIEVANCES MEETING



MAYO HOSPITAL LAHORE

		request your consideration under the relevant clause.
3)	Valid quality certification of CE/UNFPA/IpMHLW/US FDA approval certification or prequalification by WHO (except for Medical Devices enlisted in Class A by DRAP). Certificates provided by the firm on its own letter head are not acceptable, CE marked by conformity assessment bodies (CABs) notified in NANDO database under the relevant European directive for medical devices of European Union will be accepted only. Extension /confirmation letter for already issued CE certificate by the notified NANDO bodies under the European MDR is also acceptable.	As per your requirement for the CE/MDR certification of the Sterilized Micro Recording Array Electrode, Electrode Insertion Tube, and Lead Insertion Tube, we are pleased to submit the CE certificate and relevant documents for these items from M/s Inomed for your review. We kindly request you to evaluate our submission under the applicable clause.
4)	Valid Free Sale Certificate, issued by relevant authority of the country of origin, indicating that the quoted brand is freely available in the country of origin. The Free Sale Certificate may be Apostille attested or for countries, which are not member of Apostille Convention may require to submit this certificate duly legalized/ notarized by embassy of Pakistan (for Sole agents only).	As per your requirement for an Embassy-attested Free Sale Certificate for the Sterilized Micro Recording Array Electrode, Electrode Insertion Tube, and Lead Insertion Tube, we are pleased to submit the Free Sale Certificate of M/s Inomed Germany, duly attested by the Embassy of Pakistan, for your consideration. We kindly request you to evaluate our submission under the relevant clause.

Finally, the firm requested to accept its technical bid fully compatible to the requirements of the Institutional specification.

Decision: Mr. Zohaib, Senior Sales Engineer of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified bid due to failure in clause (iii) with the reason that sterilized micro recording array electrode, electrode insertion tube and lead insertion tube advertised/ offered specs were not mentioned, (vi), (viii) and (ix) of compulsory parameters. The firm provided annexure -A of Certificate of Enlistment/ Registration of Medical Device for Import bearing License No. ELI-00150, where Inomed MER Electrodes & Guide Tubes was also mentioned. The committee declared bid responsive in clause (iii) of


Office of Chairman Grievances Committee, Mayo Hospital Lahore

28-07-2025

Page 2 of 3



MINUTES OF GRIEVANCES MEETING



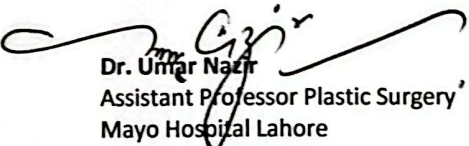
MAYO HOSPITAL LAHORE

compulsory parameters. The firm stated that it has attached the authority letter of M/S Vertex Medical as it is not the direct importer of Inomed and has to purchase these items from Vertex Medical (Pvt) Ltd which is the sole distributor of Inomed. The TEC decision in clause (vi) remains unchanged. The firm then presented Notified body confirmation letter issued by DQS medizinprodukte GmbH issued on 17.05.2024. The committee declared bid responsive in clause (viii) of compulsory parameters. Finally, the firm provided Free Sale Certificate attested by Consulate General of Pakistan Frankfurt that was accepted and the firm stands responsive in clause (ix) of compulsory parameters. In conclusion, Item No. 5, 6 and 7 remained non-responsive in clause (vi) of compulsory parameters.

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


Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore


MS. Kanwal Javed
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Umar Nazir
Assistant Professor Plastic Surgery
Mayo Hospital Lahore

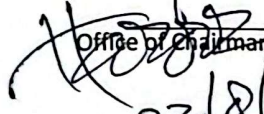

Dr. Rabia Rathore
Associate Professor
of Medicine/Head of WMW
Mayo Hospital Lahore


Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

COO: Please process as per the minutes of Grievance committee

CEO: Upload as per Rules

 22/08/2025


Office of Chairman Grievances Committee, Mayo Hospital Lahore
28-07-2025

22/8/23

Page 3 of 3

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