

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

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| 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. Umer 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 DO-WIDE (TENDER FOR SERVICE & MAINTENANCE OF LAUNDRY PLANT SURGICAL TOWER MAYO HOSPITAL LAHORE 2025-26)

GRIEVANCE DETAIL:

The firm submitted the grievance on Technical Evaluation Report for the tender titled "Annual Services and Maintenance of Laundry Plant – Surgical Tower" for the Financial Year 2025–26, in which our firm has been declared Non-Responsive due to the different reasons i.e. No company experience, No past performance, No human resource and technical personnel and No workshop and list of spare parts. The firm claimed that it has been providing services to Mayo Hospital for the past six years, including work related to laundry plant maintenance. Furthermore, all required documents, including proof of experience, past performance certificates, technical staff details, human resource availability, and a complete list of workshop equipment and spare parts, were duly attached to the bid at the time of submission. It appears that there may have been an oversight or misinterpretation during the evaluation process. The firm requested to re-examine the submitted documents and reconsider the technical evaluation of firm.

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Decision:

Mr. Liaqat Ali & Mr. Aun Shehzad from Electric department of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified bid in marking criteria due to the unavailability of relevant workshop, spare parts and store not present. Furthermore, the HR list could not be verified. The firm stated that it has been providing maintenance services at Mayo Hospital Lahore for years and attached an award of service & maintenance contract of laundry plant at Mayo Hospital Lahore vide Award Letter No. AMS (Laundry) 52034-39/MH dated 11.08.2020 and No. AMS(M&R)78137 dated 12.11.2022, and No.37527/MH dated 11.06.2021 at Mayo Hospital Lahore that were accepted. The firm also attached Purchase order no. PRA,9-12/2023(II)/762 dated 02.04.2024 issued by Government of Punjab, Punjab Revenue Authority for supply & installation of signboards that was irrelevant. As the firm is rendering services in this hospital, the committee awarded 10 marks in section 1 of marking Criteria. The firm also attached different performance certificates issued by DHQ Hospital Kasur for supply of General store items; Government Mozang Teaching Hospital Lahore for supply of General store items, both of which were irrelevant, however, the performance certificate issued by Mayo Hospital Lahore vide Letter No. 3.07.2020, 11.11.2023, 12.05.2025 were accepted and the committee awarded 5 marks in section 3 of marking criteria.

The firm submitted appointment letters including educational certificates & resumes of 4 Service Engineers/ Technicians of Service division namely, Muhammad Shahid (Intermediate with Certificate of competency as Third Class Engineer-Boiler), Hafiz Shakeel (Bachelor of Technology in Electrical technology), Muhammad Ilyas (Diploma of Associate Engineer in Mechanical technology) & Amir Ilyas Anjum (Diploma of Associate Engineer). The PEC certificate of Hafiz Shakeel was also missing. The firm secured 5 marks in section 4.2 of marking criteria.

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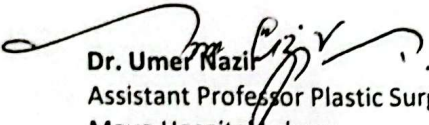
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Finally, the firm claimed the availability of relevant workshop and spare parts which has denied by the inspection committee of Technical Evaluation Committee with comments that the workshop setup was irrelevant to laundry services and no evidence of specialized tools and test equipment was found. The firm's request in the instant clause 5 of marking criteria was regretted. The firm remained non-responsive in marking criteria due to less marks i.e. 35 out of 100.

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. Umer 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 proceed as per minutes of grievance committee.
 24/08/2025.

CEO: Upload as Rules
 22/8/25

AMS(P) —