

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 WW Mayo Hospital Lahore	
3. Dr. Qazi Mumtaz ahmad	Member
Assistant Professor of Pediatric Medicine (unit-I) Mayo Hospital Lahore	
4. Mr. Muhammad Hilzan	Member
Audit Officer, Mayo Hospital Lahore	
5. Ms. Kanwal Javed	Secretary
Deputy Drugs Controller, Mayo Hospital Lahore	
6. Ms. Anila Saeed	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 BILAL INTERNATIONAL (TENDER FOR OUTSOURING OF JANITORIAL SERVICES IN MAYO HOSPITAL LAHORE 2026-27)

GRIEVANCE DETAIL:

We believe our proposal was not evaluated in accordance with the published criteria despite submitting six similar projects (pages #113-143) only 20 marks were awarded,. Under financial capabilities (20 marks) we provide three year FBR tax returns (in the name of our CEO) Page No. 219-253). Under human resource management (30 marks), we submitted the project manager's CV lists of supervisors and 449 janitors, along with EOBI and PESSI contribution slips. (103 to 112 # 157-218), we respectfully request a fair re-evaluation full allocation of marks as per the published criteria and recognition of our bid as technically responsive.

Office of Chairman Grievances Committee, Mayo Hospital Lahore, 08-07-2026

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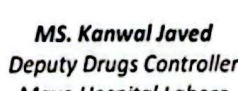
Decision:

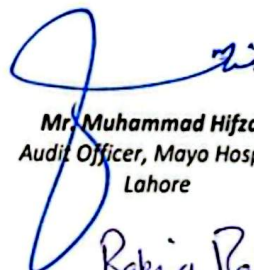
The Grievance Redressal Committee (GRC) thoroughly reviewed the grievance and re-examined the technical bid in detail. Upon scrutiny of the submitted documents, the Committee awarded full 20 marks under Part-B, Sr. No. 02 (Financial Capabilities). Furthermore, under Sr. No. 04 (Human Resource Management), the Committee awarded 15 marks based on the documents submitted by the firm.

Consequently, the total technical score of M/s Bilal International increased to 88 marks. The Committee unanimously resolved to declare the technical bid submitted by M/s Bilal International as technically qualified and responsive.

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

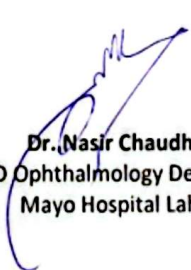

Ms. Anila Saeed
Deputy Drugs Controller
Mayo Hospital Lahore


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


Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

*Proceed as per Law
Forwarded to
CS
All attached documents
Checked & Verified by above
members as per rules.*

Office of Chairman Grievances Committee, Mayo Hospital Lahore, 08-07-2026

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*AS per Rules
only
13/7/2026*

CEO