

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. Qazi Mumtaz ahmad	Member
Assistant Professor of Pediatric Medicine (unit-I) Mayo Hospital Lahore	
4. Mr. Muhammad Ilfzan	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 AL HARS SECURITY SERVICES PVT. LTD. (TENDER FOR OUTSOURING OF SECURITY SERVICES, IN MAYO HOSPITAL LAHORE F.Y. 2026-27)

GRIEVANCE DETAIL:

With due respect, we are writing to submit our grievance regarding the points raised in the Technical Evaluation Report related to our bid submission. We would like to provide the following clarifications for your kind consideration:

Kindly refer to uploading of technical evaluation reports on EPADs PPRA website dated 29.06.2026. We take this opportunity and intend to submit that M/s. Al Hars security Services Pvt. Ltd. Attached PTA License No. W6-23/2023 dated 04.07.2023 issued from PRA (HQs) Islamabad for Walkie Talkie valid upto 03.07.2028 sets as well as relevant Authority/ Agency i.e. Jaz Telecommunication agreement with technical bid on 20.05.2026 to meet the knock down criteria of technical evaluation criteria of tender documents. But honorable technical committee of the hospital has declared M/s. Hars security

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services Pvt. Ltd. Non- responsive on the plea of know down criteria of evaluation criteria.

Decision:

The Grievance Redressal Committee (GRC) thoroughly reviewed the grievance and re-examined the technical bid along with the supporting documents submitted by the firm. The Committee also cross-verified the status of the PTA Radio Based Station (RBS) Licence from the official PTA website by referring to the latest "List of RBS Licences" updated on 31.03.2026. During verification, the licence claimed by M/s Al Hars Security Services (Pvt.) Ltd. was not found in the updated official list.

In view of the above, the Committee unanimously concluded that the firm had failed to fulfill the mandatory knockdown criterion (Part-A) of the bidding documents. Accordingly, the grievance was rejected, and the technical bid submitted by M/s Al Hars Security Services (Pvt.) Ltd. was declared technically disqualified.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S REAL PROTECT SECURITY SERVICES PVT. LTD. (TENDER FOR OUTSOURING OF SECURITY SERVICES, IN MAYO HOSPITAL LAHORE F.Y. 2026-27)

GRIEVANCE DETAIL:

Grievance against M/s. Al-Hars Security Services Pvt. Ltd.

Grievance on PTA license of M/s. Al- Hars security services Pvt. Ltd.
Dear Sir, further to the technical evaluation report regarding tender for contract of security services in mayo hospital Lahore for the F.Y. 2026-27. we have been informed that M/.s Al Hars security services has submitted a grievance for rejection of its PTA license by the competent authority for Not- verified online of RBS Licenses updated

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list 31.03.2026. It is pertinent to mention that 1. PTA license of M/s. Al Hars security services Pvt. Ltd. is not valid date, which is already verified by the TEC committee of Mayo Hospital Lahore

2. License from relevant authority /agency has been disposed off by the Honorable Lahore High Court Lahore (Judicial Department) W.P. 59081/2025 M/s. Scramble Security Services Pvt. Ltd. Vs Govt. of the Punjab and 05 other dated 28.01.2026 (copy attached). In light of said judgment Walkie Talkie sets acquired by PMCL are GSM based not frequency based. Only PTA is the authority to assign frequency to valid License holder.

Decision:

The Grievance Redressal Committee (GRC) thoroughly reviewed the grievance, examined the relevant documents, and considered the judgment of the Honorable Lahore High Court, Lahore, in Writ Petition No. 59081/2025. The Committee also considered its findings regarding the verification of the PTA Radio Based Station (RBS) Licence submitted by M/s Al Hars Security Services (Pvt.) Ltd.

After detailed deliberation, the Committee found merit in the grievance submitted by M/s Real Protect Security Services (Pvt.) Ltd. and unanimously decided to uphold the decision of the Technical Evaluation Committee. Accordingly, the technical bid submitted by M/s Al Hars Security Services (Pvt.) Ltd. was declared technically disqualified for non-compliance with the mandatory knockdown criteria of the bidding documents.

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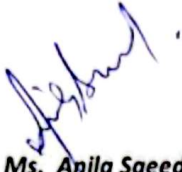
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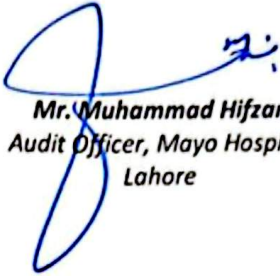
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The meeting ended with vote of thanks to and by the Chair.

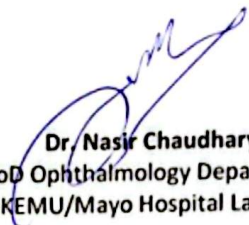

Ms. Anila Saeed
Deputy Drugs Controller
Mayo Hospital Lahore

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Mr. Muhammad Hifzan
Audit Officer, Mayo Hospital
Lahore


Dr. Qazi Mumtaz Ahmad
Assistant Professor of Pediatric
Medicine (unit-I) Mayo Hospital
Lahore


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


Dr. Nasir Chaudhary
HoD Ophthalmology Department
KEMU/Mayo Hospital Lahore

*Present as Per Law
Forwarded to
CEO & S*

Nadeem
All attached documents
Checked & Verified by above
members as per rules.

CEO

*AS per Rules only
13/7/2026*