GRIEVANCE REPORT OF DRUGS MEDICINES (PHASE IV) FOR THE YEAR 2020-21

Type	PQ Inquir	Tender	Firm Name	Generic Name	Status	Reason/Remarks	Grievacne of the firm	Decision
L	85	23	Bayer Pakistan (Pvt) Limited	Clotrimazole Vaginal Cream 10% w/v with applicator	Nonresponsive	GMP Expired. Calibration/validation record of functional stability chamber not attached. Record of Technical staff not attached.	Sir, Thank you for giving us an opportunity to convey our grievances about the technical evaluation results of your tender for year 2020-21, circulated recently. It is submitted that Bayer Pakistan is divesting its manufacturing plant in Karachi to an equally quality conscious multinational company i.e. Novartis Pharma. Please note that all the facilities, processes, machinery, qualified staff and API sources will remain un-changed for production of Bayer products under toll manufacturing agreement between the two companies. As you are aware, this manufacturing site had continuously been GMP compliant and always up-held the strict quality standards, over-seen by parent company Bayer AG Germany, that corresponded to the stringent EU quality standards. However, after the change in ownership, all the regulatory approvals need to be obtained against the new name. The change of name and the management team is already approved by DRAP, see attached letter. Accordingly, the fresh GMP certificate and Toll manufacturing approvals are applied for by Novartis Pharma and are under process with DRAP for issuance, expectedly during next month. We undertake to provide these documents to your kind authority as soon as made available to us. The required technical staff details, qualification degrees as well as employment certificates will also be provided when Tolling permission is obtained. Also, since the equipment and related processes are unchanged, the calibration / validation certificates and plant remain unchanged and valid on this site. Submitted By :Khurram Suhail Khan	Mr. Rana Arsalan Manager from Bayer Pakistan (Pvt) Limited attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report. The committee after due deliberation and discussion, keeping in view the evaluation criteria, decided that: 1. The firm provided document of change of Name/Title and managemnet of M/S bayer to M/S Novatis Pharma Paksitan limited but no valid GMP certificate was submitted. Hence, grievance of the firm was not accepted**,** and status of item Clotrimazole Vaginal Cream 10% w/v with applicator remained "**Nonresponsive".**
L	198	56	Geofman Pharmaceuticals	Oxytocin Injection 5IU/ml (1ml)	Nonresponsive	Did not obtain qualifying marks. (Record of technical staff not attached)	Sir, Reference to technical evaluation report for tender of Drug/Medicine items for year 2020 - 2021 (Phase-04), regarding item no 56, PQ No.198, Oxytocin Injection 5IU/ml (1ml), we already have attached technical staff of manufacturer from page no.241-290, but obtained zero marks. Sir, we are again submitted our technical staff with degrees & appointment letters and salary slips issued by firm to employees. So, we are requested you to please accept our item.	Mr. Muhammad Tayyab Assistant Manager from Geofman Pharmaceuticals attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report. The committee after due deliberation and discussion, keeping in view the required evaluation criteria, decided that: 1. The firm has provided record of technical staff with their salary slips, appointment letters and degrees which was **accepted** and 5 marks were awarded to the quoted item. The total marks of Oxytocin Injection 5IU/ml (1ml) become 45. Therefore, the quoted item score qualifying marks, hence status of the item Oxytocin Injection 5IU/ml (1ml) is changed to "**Responsive"**
L	51	16	GSK Consumer Healthcare Pakistan Limited	Calcium Carbonate Tablets (equalent to 400- 500mg elemental calcium)	Nonresponsive	Did not obtain qualifying marks. (Record of private sale) DRC of quoted item not attached.	Sir, Dear Sir, Kindly refer the subject report published on the website. As per report, our company has not been given responsive marks in subjected technical evaluation report based on certain deficiencies. The reported deficiencies and our submissions point-by-point are as under: Deficiency: Valid DRC (Tender inquiry # 16 calcium carbonate Tablets (Equalent to 400 – 500 mg elemental calcium) Reply: QalSium D is only new brand name of Qalsan D which is upsized in T40's. There is no change in any technical parameters of products. DRAP has issued same Drug Registration Number to QalSium D as that of Qalsan D. (Copy of DRC, approval of change in brand name & pack size is attached). Deficiency: Sales in Private Sector Reply: QalSium D is only new brand name of Qalsan D which is upsized in T40's. There is no change in any technical parameters of products. DRAP has issued same Drug Registration Number to QalSium D as that of Qalsan D. (Copy of DRC, approval of change in brand name & pack size is attached). Hence sales in private sector of Qalsan D & QalSium D should be considered for marking. Please note sales of QalSium D only in private sector is also higher vs the tender required quantity. IQVIA has also updated the change in brand name & now it reports data with brand name QalSium D (IQVIA data attached). We hope all the observation / deficiencies mentioned in the prequalification evaluation report have been addressed and relevant documents have been provided to your satisfaction. You are requested to please consider the attached documents as part of our application and the status of our company may kindly be declared as "Responsive". Thanking you, and assuring you of our best services and cooperation, we remain, Yours truly, Submitted By :Mirza Aamir Baig	Mr. Mazhar Key account executive from GSK Consumer Healthcare Pakistan Limited attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report.The committee after due deliberation and discussion, keeping in view the required evation criteria, decided that: 1. The firm provided valid DRC of quoted item Calcium carbonate (eq to 400-500mg elemental calcium) which was **accepted**. 2. The The firm provided documents of private sale of calcium carbonate which was higher than the quantity advertised which was **accepted** and 10 marks were awarded to the extent of this parameter. The total marks of calcium carbonate tablet becomes 46. Hence, the grievance of M/s GSK Consumer Healthcare Pakistan Limited was accepted and status of Calcium Carbonate Tablets (equivalent to 400-500mg elemental calcium)changed to "**Responsive".**

L	200	57	Lisko Pakistan (Pvt) Ltd	Paracetamol Syrup 120 mg or above /5 ml	Nonresponsive	Quoted volume not prequalified.	Sir, letter no# LSK/GRV/114/2021 Date: 25.2.2021 Subject: GRIEVANCE AGAINST TECHNICAL EVALUATION REPORT OF RFP PHASE IV FOR QUOTED PQ NO# 200 "PARAPOL SUSP 120mg/5ml" Dear Sir, We would like to inform you that we, M/S Lisko Pakistan (Pvt) Ltd, participated in the tender (RFP – Phase 1) for the purchase of medicines for 2020-21 by your department and by the grace of Almighty, we have been declared responsive in 120ml pack after decision of grievance committee and subsequently declared 1st lowest among all participants. We have been awarded AAT by your department for same products "Parapol Susp 120mg/5ml" in 120ml Pack for 10,001,500 Bottles for the financial year 2020-21 (AAT attached). Similarly, we participated in Phase IV tender in 120ml pack but our firm has been declared non- responsive in PQ item no# 200 "Paracetamol susp" as the technical evaluation committee once again	Mr. Javed Iqbal from Lisko Pakistan (Pvt.) Ltd. attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report. The committee after due deliberation and discussion, keeping in view the evaluation criteria, decided that decision of the Committee in the previous minutes of meeting held on 22-01- 2021 shall up-held which is reproduced as: "The Committee reviewed notification of prequalification of drugs/medicines 2020-21 vide no. 11492-11502 dated: 27-11-2020 wherein, in instructions No.4 at page No. 100 of the notification clearly mentioned as "This
L	271	75	Lisko Pakistan (Pvt) Ltd	Zinc Sulphate Syrup 20mg/5ml	Nonresponsive	Quoted volume not prequalified.	assumes that we cannot quote 120ml pack as quoted volume is not prequalified by DGHS. In this regard, we would like to highlight decision of grievance of redressal committee of DGHS 2020-21 (Phase 1) in which grievance committee after thorough evaluation of submitted evidences and personal hearing declared our item "Responsive" in 120ml pack and they agreed the fact that prequalified firm can quote their prequalified item in any pack size for which they must have DRAP approval. It was no where mentioned at any stage of prequalification or bidding that firm should only quote in pack size notified in prequalification notification. Since, we submitted DRAP approval of 120ml pack and all other relevant documents required to defend our case, our item "Parapol susp" was declared responsive in 120ml volume (Copy of minutes of grievance of redressal committee by DGHS 2020-21 attached). We would like to bring few facts once again in your kind knowledge that in pre-qualification documents, it was clearly mentioned that item specification will be advertised at the time of bidding /RFP and it was also mentioned that if one strength of item is prequalified than its other strength will also be considered as prequalified provision of compliance of all compulsory parameters of other strength of same brand (copy of application for prequalification with these points highlighted attached for your consideration)and more importantly it was also mentioned in notification of prequalification of drugs / medicine 2020-21 (Page no# 100, point no# 4 of INSTRUCTIONS) that the list includes DRUGS/MEDICINES with generalized specifications prequalified by Directorate General Health Services, Punjab. Detailed Specifications will be advertised at the time of issuance of Request for Proposals (RFPs) by respective procuring agencies (copy of notification of prequalification of drugs / medicine 2020-21 with these points highlighted attached for your consideration). It is also to be noted that at any stage of prequalification process (application for prequalification, online uploading of items for prequalification or notification of prequalification by DGHS) and at any stage of bidding (RFP documents issued by DGHS or online uploading), it was no where mentioned as instruction / criteria for firms that prequalified firms should quote their prequalified items in a pack notified in notification of prequalification by DGHS. Secondly, at time of online submission of pre-qualification application, only one pack size was allowed to upload against each PQ item and because detailed specification of any item was not mentioned at that stage of prequalification, it was not possible for us or for any firm to predict that what specification / strength / pack size will be demanded latter on at the time of RFP so when RFP for DGHS tender 2020-21 (Phase IV) issued by the department and knowing the fact that department has already declared our item responsive in 120ml Pack, we quoted our pre-qualified item "Parapol susp" in 120ml volume for which we have also submitted approval from DRAP for 120ml along with our bidding documents. We participated in DGHS tender and all tenders of districts of Punjab for the year 2020-21 in 120ml pack and by the grace of Almighty, our item "Parapol susp" have been declared responsive technically in 120ml volume in almost all districts of Punjab for the year 2020-21) and ALHUMDULILLAH, we have been awarded same item by DGHS and by many districts of Punjab due to best economical offered rates. We would also like to highlight our past performance of last two years of this quoted item "Parapol susp" that we have supplied more than 85 lac bottles of Parapol susp during last 2 years in same strength of 120ml on same criteria of RFP and under the same kind of prequalification process by DGHS and against these supplies more than 100 batches of Parapol Susp were declared of standard quality by DTLs of Punjab in last 2 years and not even a	list includes DRUGS/MEDICINES with generalized specifications prequalified by Directorate General health Services, Punjab. Detailed Specifications will be advertised at the time of issuance of Request for Perposal (RFP) by respective procuring agencies" . pack size/volume of prequalified items based on Drug registration certificate/approval of pack size granted by Drugs Regulatory Authority of Pakistan (DRAP). Hence, the approval of pack size of 120ml of parapol suspension (Paracetamole) from DRAP appoved on 11the November 2020, before the meeting of grievance redressal committee held on 18th November 2020 and the grievance committee keep the status of M/s Lisko as prequalified." Hence the grievance of the firm was accepted and status of Paracetamol Syrup 120 mg and Zinc Sulphate Syrup 20mg/5ml changed to "**Responsive**". In regards to grievance of M/s Lisko Pakistan against M/s Wilshire Labs, the committee after due deliberation and discussion, decided that item (Zinc Sulphate Syrup 20mg/5ml) shall be readvertised with revised specifications.

							single batch of Parapol Susp has been declared sub-standard in last 10 years. ALHAMDULILLAH it is our honor that we have supplied this item in almost every district of Punjab during last two years in same	
L	16	4	Martin Dow Marker Ltd	Amlodipine Tablets 5 mg	Nonresponsive	Did not apply online	Sir, To, Director General Health Services, Punjab, 24-Cooper Road, Lahore. SUBJECT: GRIEVANCE AGAINST TECHNICAL EVALUATION REPORT FOR DECLARED NONRESPONSIVE Respected Sir, With reference to the technical evaluation report of Phase-IV for Drugs/Medicine for the FY 2020-21 published on February 18, 2021. It is submitted that our all quoted products were declared "Responsive" except Tablet Amlodopine (Lodopin) on the basis of clause no. 6 of the compulsory parameter "The firm must submit RFP documents along with all relevant documents on online portal (PQOD) of P&SHD". It is stated that we applied in five items in Phase-IV of Medicines/Drugs and we submitted all documents in hard copy as well online portal (PQOD) respectively. All items have been declared responsive except the Tablet Amlodopine which also was uploaded on online portal as per requirements. (Screen shot attached) Martin Dow Marker Limited is a quality conscious company and we request to reconsider the decision and qualify our product i.e. Tablet Amlodopine for financial opening for a healthy competition. Thanking in anticipation. For Martin Dow Marker Limited Riaz Mehmood Head of Sales | BU: Consumer Health & MDML Institution Business Submitted By :Shahab Alam Khan	Mr. Farruk javed IRM from Martin Dow Marker Ltd attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report. The committee after due deliberation and discussion, keeping in view the required evaluation criteria, decided that: 1. The firm's grievance regarding online submission of relevant documents for quoted item amlodipine was not accepted as the submitted document was not verified when checked online. Hence, grievance of the firm was **not accepted.** Therefore, the quoted item Amlodipine did not comply with compulsory parameter and hence status of the item amlodipine tablet remained as "**Non-responsive**"

L	270	74	Nabiqasim Industries (Private) Limited	Zinc Sulphate Dispersible Tablet 20 mg	Nonrespon sive	Quoted pack size not prequalified.	Please refer to the subject cited above. It is intimated for your kind information that we have participated in the subject Tender and offered our products. It has come to our notice through Technical Evaluation report displayed on Health Department website on dated 20-2-2021 that our above mentioned products are not given desire API makrs and further details are as under,T.S. NO. 74 : • We are using API of this item from Dr. Paul Lohmann GmbH & Co. KGaA Hauptstrassee 2,D-31860Emmerthal/Germany. (WHO) • Reference with ministry of healh Islamabad letter dated 1-11-2000 granted for larger desire packing of drugs to be supplied to the Government institutions. T.S. NO.75 : We are also ready to supply this product in 10's pack size. Dr. Paul Lohmann GmbH & Co. KGaA Hauptstrassee 2,D-31860Emmerthal/Germany. (WHO Approved) Please give 5 more marksM/s Wilshire Laboratories quoted this item 75 (Syp Zinc Sulphate Syrup 20mg/5) in powder form which does not match your advertised specification as per binding documents for the year 2020-21, further more your Department already disqualified M/s Wilshire on the ground of difference in specification in DRUGS/MEDICINES (PHASE-II) DURING FINANCIAL YEAR 2020-21 UNDER IRMNCH & NUTRITION PROGRAM PUNJAB In the light of above you are requested to revalidate of above mentioned items, Your cooperation in this regard will be much appreciated. We assure you our best cooperation	Mr. Asim National sales manager from Nabiqasim Industries (Private) Limited attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report. The committee after due deliberation and discussion, keeping in view the required evaluation criteria, decided that: 1. The firm provided documents of API from WHO approved source which was **accepted** and firm was awarded additional 5 marks for quoted item zinc sulphate dispersable tablet and zinc sulphate syrup. 2. The firm quoted pack size of 100 tablet for zinc sulphate dispersible tablet but the prequalified pack size with DGHS was 10. Moreover, approval of additional packs size of 100s by DRAP was not submitted by the firm. Hence, grievance of the firm upto this parameter was **not accepted**. Total marks obtained for item zinc sulphate dispersible tablet becomes 45. Total marks obtained for item zinc sulphate syrup becomes 57. Hence, grievance of the firm was not accepted upto the extent of non compliance of pack size of quoted item Zinc sulphate tablet with the approved pack size from DRAP and status of item zinc sulphate dispersible tablet 20 mg remained, "**Nonresponsive"**. The decision regarding grievance of M/s Nabiqasim against M/s Wilshire Labs can referred to in decision of M/s Lisko Pakistan.
L	227	63	Pfizer Pakistan Limited	Rifampicin+Isoniazid(RH 150+75) Tablets(Bioavailability/ Bioequivalence study conducted by WHO Audited Labs must be attached along with bid and study must be available on WHO Website)	Nonrespon sive	GMP Expired. Calibration/valid ation record of functional stability chamber not attached. Record of Technical staff not attached. Bioequivalence study conducted by WHO Audited Labs not attached. Study not available on WHO Website.	Sir, Reference the received Technical Evaluation Report from DGHS Punjab against the Phase-IV Tender 20-21, where our products on Serial# 123 – Tender Enquiry# 63 (Rin 150mg Tab) and Serial# 124 – Tender Enquiry# 64 (Myrin P Forte Tablet) have become Non-Responsive due to non-attachment of some of the documents (As per TER). In this regard, kindly find below response our against each of your query: 1. Response for Query# 1: GMP is Expired (for TE# 63 & TE# 64); "As per Compulsory Parameter of Technical Evaluation Criteria in Bidding Document 20-21, point# VI (The bidder must possess valid Good Manufacturing Certificate (GMP) issued by DRAP)". It is most respectfully submitted that we have submitted the application for the renewal of GMP which has been received by DRAP dated 04-11-2020, along with deposit slip & last expired GMP of ICI Pakistan Limited (as manufacturer) as well as we have submitted the application for the renewal of GMP which has been received by DRAP dated 19-11-20, along with deposit slip & last expired GMP of Pfizer Pakistan Limited. We are also now submitting those copies again through online portal as well as dispatching hard copies. We trust that the above adequately addresses the above requirement. (P# 3 to 8) 2. Response for Query# 2: Non-Provision of Calibration & Validation Record of Stability Chambers (for TE# 63 & TE# 64); "As per Ordinary Parameter of Technical Evaluation Criteria in Bidding Document 20-21, point# 6 (NUMBER OF FUNCTIONAL STABILITY CHAMBER) It is most respectfully submitted that we have provided the Functional Stability Chamber's Calibration & Validation Record of ICI Pakistan Limited (as manufacturer) as well as the Calibration & Validation Record of Pfizer Pakistan Limited, and now we are also uploading the same in online portal for your kind consideration. (P# 9 to 15 Calibration/Validation Record of ICI and P# 16 to 65 Calibration/Validation Record of Pfizer) 3. Response for Query# 3: Record of Technical Staff not attached (for TE# 63 & TE# 64); "As per Ordinary Parameter of Technical Evaluation Criteria in Bidding Document 20-21, point# 9 (TECHNICAL STAFF OF MANUFACTURER) It is most respectfully submitted that have provided the Technical Staff	Mr. Atif Rana Institutional manager Pfizer Pakistan Limited attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report. The committee after due deliberation and discussion, keeping in view the required evaluation criteria, decided that: 1. The firm provided statisfactory GMP inspection report which was **accepted**. 2. The firm provided calibration and validation record of 3 stability chambers which was **accepted** and 3 marks were awarded to the quoted items. 3. The firm provided waste water treatment plant layout which was **accepted** and 2 marks were awarded to the quoted items. 4. The firm provided bioequvalience study/data of quoted items which was **accepted**. 5. The firm provided clarification of WHO on bioequivalence study of quoted item on WHO website which was **accepted**. 6. The firm provided real time stability study of Rin and Mrin P forte. Hence, 01 mark was awarded to each item. 7. The firm provided Public sale record of quoted items. Tablet RIN was awarded 07 marks and Tablet Myrin P forte was awarded 3 marks. 8. The firm provided accelerated time study of quoted item Rin wich was accepted and 01 mark was awarded to the quoted item.

L	229	64	Pfizer Pakistan Limited	Rifampicin+Isoniazid+Pyrazinamide+Ethambu tol (RHZE 150+75+400+275) tablets (Bioavailability/ Bioequivalence study conducted by WHO Audited Labs must be attached along with bid and study must be available on WHO Website)	Nonresponsive	GMP Expired. Calibration/validation record of functional stability chamber not attached. Record of Technical staff not attached.	List along with Degrees, Appointment Letters & Salary Slips for Pfizer Pakistan Limited along with list of Technical Staff of ICI Pakistan Limited as manufacturer. We are now also providing copies of the Degrees, Appointment Letters & Salary Slips of Technical Staff of ICI Pakistan Limited (as manufacturer) and we are also uploading these documents in online portal again for your kind consideration. (P# 66 to 154 Staff Detail of ICI and P# 155 to 219 Staff Detail of Pfizer) 4. Response for Query# 4: Bioequivalence study conducted by WHO Audited Labs not attached (for TE# 63) It is most respectfully submitted that we have uploaded the BA/BE Studies conducted by WHO Audited Labs, now the same are also being uploaded & dispatched for you kind consideration, (P# 220 to 226 Rin Tab BA/BE Study & P# 227 to 233 Myrin P Forte Tab BA/BE Study) 5. Response for Query# 5: Study not available on WHO Website (for TE# 63) It is most respectfully submitted that we are providing the link of WHO Web Site where the studies are available. Currently link is down due to which the site cannot be accessed. We have also sent an email to concern authorities regarding the page issue and subsequently we have received email response as well from concern authority (Email enclosed) (P# 234 to 239) We trust that the above adequately addresses the queries raised by you. We look forward to your favorable response. Submitted By :Ubaid Hanif	The total marks of quoted item quoted item Rin become 42. The total marks of quoted item Myrin P becomes 47. Therefore, the quoted item score qualifying marks, hence status of the item Rin and Myrin P is changed to "**Responsive**"
L	170	48	Sanofi-aventis pakistan limited	Metronidazole (Benzoate) Syrup 200 mg / 5ml	Nonresponsive	Did not comply with advertised specifications.	Sir, refer to your evaluation report dated:18/2/2021 that our two products status are not clear because one is due to typographical mistake and other our brand flagyl suspension is not as per advertised specification.We are surprised that flagyl suspension is a brand of SANOFI AVENTIS ,all the specification made through our products for purchase in all institution and susprisingly in your esteem department,we are out of specification.Kindly review and resume our status as responsive.Sir, we participated in both Drotaverine 40mg/2 mlnjection & 40 mg tablet (item 31&32) and your evaluation team mistakenly mix the result in evaluation report,kindly correct and oblige	Mr. Mohsin Hassam Business partner from Sanofi -Aventis Pakistan Limited attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report.The committee after due deliberation and discussion, keeping in view the evaluation criteria, decided that: 1. The firm provided document regarding the specification of quoted item Flagyl suspension which was **accepted**. Hence, quoted item complied with advertised specification. 2. The firm grievance against drotaverine injection and tablet was declined by the firm as drotaverine injection(quoted as sole agent) and drotaverine tablet were already responsive in the notification. Hence, grievance of the firm was accepted and status of quoted item Flagyl suspension is changed to **"Responsive**".
L	16	4	Scotmann Pharmaceuticals	Amlodipine Tablets 5 mg	Nonresponsive	DRAP approval of quoted pack not attached.	Sir, Date:25.02.2021 To, Director General Health Department Punjab Lahore Subject: Grievances with Respect to Technical Report Phase-IV of Medicines/Drugs 2020-2021 Dear Sir, Kindly refer to the subject mentioned above, it is submitted in this regard that according to the Technical Evaluation Report, it has come to our knowledge that the products applied for Tender in your esteemed Department by Scotmann Pharmaceuticals have not been Approved on the basis of certain observations available in Technical Report. Sir, we would like to submit that observations as mentioned in the Technical Report seem to be a result of miscommunication/Misunderstanding. Remark and documentation with respect to observation in submitted here under. S.N Objections Remarks 1 Valid	Mr. Yasir Ali Regional manager from Scotmann Pharmaceuticals attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report. The committee after due deliberation and discussion, keeping in view the required evaluation criteria, decided that: 1. The firm did not provide valid DRC of amlodipine 5mg and hence grievance of the firm was **not accepted**. 2. The firm provided private sale sector of amlodipine 5mg which was

L	38	15	Scotmann Pharmaceuticals	Atenolol Tablet 50mg	Nonresponsive	Bid security is less than 2% estimated amount.	DRC of Amlodipine 5mg DRC along with brand name change letter and renewal letter were attached. Furthermore, 30's Pack size letter (Additional Pack Size) for DRAP is also attached with receiving. 2 Private Sector Sale We have attached Private Sector Sales for both products on Stamp papers. (Detailed Summary City wise and customer wise was also attached with stamp paper).Registration with IMS is also attached. 3 Valid ISO 14001 Attached 4 Stability Chambers We have attached Undertaking stated that we have 5 Functional Stability chambers along with validation and Calibration reports. 5 Primary Reference Standard Certificates of Working Standards along with bill of lading, commercial invoice and relevant documents were attached. 6 2% Bid Security of Atenolol 50mg Due to typo error submitted bid security was less than required amount. But on acceptance on this Grievances we will submit bid security of remaining amount. Dear Sir, in the light of above submissions and relevant documents attached herewith, it is requested that the decision of not approving our products may please be reversed. Thanking you in anticipation. For and on behalf of Scotmann Pharmaceuticals. Submitted By :Muhammad Irfan	1.7% and scored zero marks. Hence grievance of the firm remained **not accepted**. 3. The firm did not provide private sale sector of atenolol 50mg. Hence grievance of firm was not **accepted.** 4. The firm did not provide valid ISO 14001 . Hence,grievance of the firm was **not accepted**. 5. The firm did not provide serial number on stability chamber. Hence,grievance of the firm was **not accepted**. 6. The firm did not provide Good Declaration certificate for primary reference standard of both quoted tab amlodipine 5mg and tab atenolol 50mg. Hence, greivance of the firm was **not accepted**. 7. The firm did not provide 2% bid security of atenolol 50 mg . Hence, grievance of firm was not accepted. Therefore, the quoted items did not score qualifying marks. Hence, status of the item amlodipine 5mg and atenalol 50mg remained as ,"**Non-responsive**"
L	193	54	Wilshire Labs (Pvt) Ltd.	Omeprazole Capsule 20mg	Nonresponsive	Quoted pack size not prequalified.	Sir, Date:25.02.2021 To, Director General Health Department Punjab Lahore Subject: Grievances with Respect to Technical Report Phase-IV of Medicines/Drugs 2020-2021 Dear Sir, Kindly refer to the subject mentioned above, it is submitted in this regard that according to the Technical Evaluation Report, it has come to our knowledge that the products applied for Tender in your esteemed Department by Scotmann Pharmaceuticals have not been Approved on the basis of certain observations available in Technical Report. Sir, we would like to submit that observations as mentioned in the Technical Report seem to be a result of miscommunication/Misunderstanding. Remark and documentation with respect to observation in submitted here under. S.N Objections Remarks 1 Valid DRC of Amlodipine 5mg DRC along with brand name change letter and renewal letter were attached. Furthermore, 30's Pack size letter (Additional Pack Size) for DRAP is also attached with receiving. 2 Private Sector Sale We have attached Private Sector Sales for both products on Stamp papers. (Detailed Summary City wise and customer wise was also attached with stamp paper).Registration with IMS is also attached. 3 Valid ISO 14001 Attached 4 Stability Chambers We have attached Undertaking stated that we have 5 Functional Stability chambers along with validation and Calibration reports. 5 Primary Reference Standard Certificates of Working Standards along with bill of lading, commercial invoice and relevant documents were attached. 6 2% Bid Security of Atenolol 50mg Due to typo error submitted bid security was less than required amount. But on acceptance on this Grievances we will submit bid security of remaining amount. Dear Sir, in the light of above submissions and relevant documents attached herewith, it is requested that the decision of not approving our products may please be reversed. Thanking you in anticipation. For and on behalf of Scotmann Pharmaceuticals. Submitted By :Muhammad Irfan	Mr.Faisal javed Institutional manager from Wilshire Laboratories (Pvt) Ltd attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report.The committee after due deliberation and discussion, keeping in view the evaluation criteria, decided that: 1.The firm provided degrees ,salary slips and appointment letter of technical staff which was **accepted** and 5marks was awarded to the quoted items.`` 2.The firm provided Good declaration certificate of reference standard of quoted product omperazole which was **accepted**.Hence, 2 marks were awarded to the quoted item.Hence,total marks of item omeprazole becomes 47. The grievance of firm for quoted item (Omepazole and ciprofloxacin) was accepted as per decision of Parapol of M/S Lisko point no 75.Furthermore, for zinc sulphate refer to decision at point No.75.
L	271	75	Wilshire Labs (Pvt) Ltd.	Zinc Sulphate Syrup 20mg/5ml	Nonresponsive	Did not obtain qualifying marks. (Record of technical staff not attached)		
L	76	22	Wilshire Labs (Pvt) Ltd.	Ciprofloxacin (Hydrochloride) Tablets 500 mg	Nonresponsive	Quoted pack size not prequalified.		
SR	1	7	Essity Pakistan Limited	Cotton Crepe Bandage Dozen Pack or less. 7.5 cmx4.5m	Nonresponsive	DML expired.	Sir, 26th Feb 2021 DGSP/FS/sh Director General Health Services, PUNJAB Sub: Grievance Letter for Dressing Item. Reference to the technical evaluation, it is observed that we Essity Pakistan Limited is not responsive due to the DML certificate. We would like to inform you that we had already submitted renewal request to the DRAP on 19th Oct 2020 (copy attached) before of expiry, which can cover our GMP and DML and our DML was expired on 07th Jan 2021. It is requested to you kindly consider our certificate along their renewal letter. Due to COVID-19 it has delayed from DRAP Islamabad. Latest update is that our inspection has done on 24th Feb 2021 and we'll get license or inspection report by	Mr. Javed Iqbal from Essity Pakistan Limited attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report.The committee after due deliberation and discussion, keeping in view the evaluation criteria, decided that: 1. The firm did not provide documents of DML renewal application to DRAP and hence, grievance of the firm was **not accepted.** Hence, grievance of the firm is not accepted and status of its quoted

SR	1	7	Essity Pakistan Limited	Cotton Crepe Bandages , Dozen pack or less. 10cm x 4.5m,	Nonresponsive	DML expired.	update is that our Inspection has done on 24th Feb 2021, and we'll get license or Inspection report by start of March 2021. As we receive from department, we'll submit to you. It is requested to you kindly consider our request and understand the situation as well. Thanks, Yours faithfully, Essity Pakistan Limited	Hence, grievance of the firm is not accepted and status of its quoted items cotton crepe bandage 10cm x 4.5m and 7.5cm x 4.5m remained **Nonresponsive**
SR	3	4	COTTON CRAFT (PVT.) LTD.	Cotton Bandage BPC Dozen Pack. 10cmx6m	Nonresponsive	DRC not attached. Undertaking of "Non-Declaration of any Spurious/Adulterated" as prescribed in RFP document not attached.	Dear Sir, We M/s. Cotton Craft (Pvt.) Ltd. Manufacturers of Surgical Dressings Items (Medical Devices) would like to submit our grievances against the Technical Evaluation Report prepared by the Technical Evaluation Committee. We observed from the Evaluation Report that our Products / Items has been rejected mentioning the reasons in the Column "Reason/Remarks", which is not understandable. In this regard we are submitting here under our grievances / clarifications for the following items for your kind perusal and positive action please. DRC Not Attached:- Here we would like to inform you that we had already submitted documents DRC of the quoted items along with the Technical Proposal vide our Checklist Page No. 51-72. Further we are once again submitting herewith Product Registration Certificates along with an Enlistment Certificate (License to Manufacturer Medical Devices ELM-0015) for your kind perusal and necessary action at your end. Undertaking of "Non-Declaration of any Spurious/Adulterated":- Further it is stated about the above mentioned point that this documents is also has been submitted on Judicial Paper Rs. 100/- duly attested by Notary Public vide our Checklist Page No. 73. Further we are once again submitting herewith "Undertaking on Judicial Paper Rs. 100/- regarding Non-Declaration of Spurious / Adulterated duly attested by Notary Public for your kind perusal and necessary action at your end. Keeping in view we would like to request your kind authority to please look into our submissions merit, revise the decision of the Technical Evaluation Report accordingly and make us responsive in all Items because we are prequalified in the Director General Health Services, Punjab vide Notification No. 236-44 PC dated 13.01.2021 according to the facts states for which we shall be highly obliged. Thanking you. Yours Faithfully, For Cotton Craft (Pvt.) Ltd.	Mr. Salman Director from Cotton Craft (Pvt) Ltd attended the meeting and presented their grievance to the Grievance Redressal Committee. The committee heard the view point of the firm which was examined in the light of Technical Evaluation Report.The committee after due deliberation and discussion, keeping in view the evaluation criteria, decided that: 1.The firm provided declaration of none of the manufactured batch declared spurious/adulterated on notarized stamp paper which was **accepted.** 2.The firm submitted original DRC of cotton crepe bandage 10cm x 4.5m and 7.5cm x 4.5m which was **accepted.** 3.The firm provided SRO (NO.F.6-6/2005-Reg-II) for Cotton bandage 10cm x 6m and 6.5cm x 6m which was **accepted.** Hence, the grievance of M/s Cotton Craft (PVT)Ltd was accepted and status of quoted items cotton crepe bandage 10cm x 4.5m and 7.5cm x 4.5m and cotton bandage 10cm x 6m and 6.5cm x 6m changed to **"Responsive".**
SR	4	6	COTTON CRAFT (PVT.) LTD.	Cotton Bandage BPC. Dozen Pack. 6.5cmx6m	Nonresponsive	DRC not attached. Undertaking of "Non-Declaration of any Spurious/Adulterated" as prescribed in RFP document not attached.		
SR	5	7	COTTON CRAFT (PVT.) LTD.	Cotton Crepe Bandage Dozen Pack or less. 7.5 cmx4.5m	Nonresponsive	DRC not attached. Undertaking of "Non-Declaration of any Spurious/Adulterated" as prescribed in RFP document not attached.		

SR	6	8	COTTON CRAFT (PVT.) LTD.	Cotton Crepe Bandages , Dozen pack or less. 10cm x 4.5m,	Nonresponsive	DRC not attached. Undertaking of "Non-Declaration of any Spurious/Adulterated" as prescribed in RFP document not attached.		