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MINUTES OF MEETING OF GRIEVANCES REDRESSAL COMMITTEE HELD ON 14.06.2021 AT 01:00 PM REGARDING GRIEVANCES AGAINST TECHNICAL EVALUATION FOR THE PROCUREMENT OF MEDICAL DEVICES (PHASE V) DURING THE FY 2020-21

A meeting of Grievances Redressal Committee was held in the Committee Room of DGHS Punjab to General Health Services, Punjab, to address the grievances of the applicants, as per Rule 67 of Punjab Procurement Rules, 2014 (Amended), for the procurement of Medical Devices (Phase V) Directorate General Health Services Punjab Lahore FY 2020-21. Following members of Committee attended the meeting:

Sr. No.	Participants	
1.	Director Health Services (HQ), DGHS	Chairman/Convener
2.	Director Health Services (CD&EPC), DGHS	Member
3.	Director Pharmacy, DGHS	Member
4.	Additional Director (Medical / Admin), DGHS	Member
5.	Senior law Officer, DGHS	Member

The Chair welcomed all the participants and briefed about agenda of meeting i.e. Grievance Redressal of firms against Technical Evaluation Report for the procurement of Medical Devices (Phase V) Directorate General Health Services Punjab FY 2020-21.

The grievances of firms and decisions of the committee are as follow:

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of the Committee
1	Sy'ah Impex	Autodisable(AD) reuse prevention syringes 2/3 ml with needle individually sterile	<ol style="list-style-type: none">1. The firm did not provide valid free sale certificate.2. The undertaking provided by firm of 'non declaration of any	<p>The firm submitted its grievance that it has attached:</p> <ol style="list-style-type: none">1. Free sale certificate with the technical offer as well as the grievance application2. Undertaking regarding "NonDeclaration of any Spurious/	Mr. Jahangir Ahmad from M/S Sy'ah Impex attended the meeting. The Committee examined the documents submitted by the firm along with its grievance. The Committee after due deliberation & discussion decided that:

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of the Committee
		blister pack, pack of 100 or less	<p>spurious/adulterated' does not comply with advertised clause.</p> <p>3. Not recommended by end user.</p>	<p>Adulterated Batch manufactured" as well as the grievance application</p>	<p>As per Clause J of RFP Technical Evaluation Criteria, valid free sale certificate indicating that the quoted brand is freely available in the country of manufacturer for at least two years. This certificate must be issued by relevant authority of the country of origin duly legalized / notarized by the embassy of Pakistan in country of manufacturer. The Free Sale Certificate submitted by the firm with technical bid and grievance letter was notarized on 31.12.2020 hence it do not indicate the availability of quoted item for last two years in country of manufacture, further no document number and issuance date of FSC was mentioned on the provided FSC.</p> <p>The representative of firm provided copy of free sale certificate which was issued on 25.09.2019. On examination of said certificate it was observed that certificate Number and issuance date was available on said certificate. The two certificates although issued by same authority were entirely different in format and content. Due to which the genuineness of the two certificates cannot be established. Hence, grievance of the firm regarding this clause of FSC was not accepted.</p> <p>The firm submitted undertaking dated 11.06.2020 regarding Non-declaration of any spurious/adulterated batch which was accepted by the committee.</p> <p>After perusal of end user report, it was observed that the samples of A/D Syringe 2/3 ml were sent to 03 end users and 02 out of 03 end users rejected the said samples.</p> <p>Keeping in view of above the committee unanimously decided to reject the</p>

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of the Committee
					grievance of the firm and upheld the decision of Technical Scrutiny Committee.
2	Sy'ah Impex	Autodisable(AD) reuse prevention syringes 5 ml with needle individually sterile blister pack, pack of 100 or less	<ol style="list-style-type: none"> 1. The firm did not provide valid free sale certificate. 2. The undertaking provided by firm of 'non declaration of any spurious/adulterated' does not comply with advertised clause. 3. Not recommended by end user. 	<p>The firm submitted its grievance that it has attached:</p> <ol style="list-style-type: none"> 1. Free sale certificate with the technical offer as well as the grievance application 2. Undertaking regarding "NonDeclaration of any Spurious/ Adulterated Batch manufactured" as well as the grievance application 	<p>Mr. Jahangir Ahmad from M/S Sy'ah Impex attended the meeting. The Committee examined the documents submitted by the firm along with its grievance. The Committee after due deliberation & discussion decided that:</p> <p>As per Clause J of RFP Technical Evaluation Criteria, valid free sale certificate indicating that the quoted brand is freely available in the country of manufacturer for at least two years. This certificate must be issued by relevant authority of the country of origin duly legalized / notarized by the embassy of Pakistan in country of manufacturer. The Free Sale Certificate submitted by the firm with technical bid and grievance letter was notarized on 31.12.2020 hence it do not indicate the availability of quoted item for last two years in country of manufacture, further no document number and issuance date of FSC was mentioned on the provided FSC.</p> <p>The representative of firm provided copy of free sale certificate which was issued on 25.09.2019. On examination of said certificate it was observed that certificate Number and issuance date was available on said certificate. The two certificates although issued by same authority were entirely different in format and content. Due to which the genuineness of the two certificates cannot be established. Hence, grievance of the firm regarding this clause of FSC was not accepted.</p> <p>The firm submitted undertaking dated 11.06.2020 regarding Non-declaration of</p>

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of the Committee
					<p>any spurious/adulterated batch which was accepted by the committee.</p> <p>After perusal of end user report, it was observed that the samples of A/D Syringe 5 ml were rejected by all the 03 end users. Keeping in view of above the committee unanimously decided to reject the grievance of the firm and upheld the decision of Technical Scrutiny Committee.</p>