



Dated: April 02, 2018

## **MINUTES OF MEETING OF GRIEVANCE COMMITTEE** **COCHLEAR IMPLANT**

In accordance to the Letter No. P.C. / 17068-70 / CH&ICH, dated March 29, 2018, a meeting of Hospital Grievance Committee was held at Conference Room, Admin Block on April 02, 2018.

i. Following Officers attended the meeting:

1. **Dr. Aizza Zafar**  
Prof. of Microbiology
2. **Dr. Naveed Aslam**  
Prof. of ENT  
Sheikh Zaid Hospital, Lahore
3. **Dr. Fozia Saeed**  
Clinical Audiologist  
Ittefaq Hospital, Lahore
4. **Dr. Edrees Anwar Shiekh**  
AMS (Admin)
5. **Dr. Nasreen Manzoor**  
AMS (Store)
6. **Dr. Imran Saeed**  
Associate Prof. of Paeds ENT / End-user
7. **Muhammad Hafeez**  
Deputy Drug Controller / Purchase Officer  
Co-opted Member

ii. **Agenda of Meeting**

- 1) Addressal Grievance submitted by M/s Heartech.

iii. The meeting started at 11:00 am with the name of Allah.

iv. The Grievance Committee (GC) reviewed Technical Scrutiny Committee (TSC) decision of Cochlear Implant and found that the grounds on which the decision made was inappropriate.

v. As per the recommendations of GC, the advertised specifications of Cochlear Implant were not providing the fair chances to the other bidders. Keeping in the mind of Public Interest, the GC members suggested few conditions to be followed by the Griever Firm

and the Responsive Firm to remain in the Bidding Process. These are as under and needs to be submitted on the Official Letter Head within next 03 days.

**Undertaking to be Submitted by the Firms**

**1. Warranty:**

Internal Unit including processor = 10 Years

External Unit = 03 Years

Clearly mentioning that all the items are covered in this warranty.

**2. Implantation Assistance**

Company will be bound to provide implantation assistance to the Surgeon in the Hospital.

**3. Training**

Comprehensive Training will be provided to the Surgeon and Audiologist.

**4. Mapping Software**

Mapping Software will be provided to the Hospital and assistance in mapping will be provided by the company on free of cost basis.

**5. Back up Services**

Proper backup staff and services should be maintained by the company covering warranty clauses.

**6. Battery**

03 Years free of cost battery solution should be provided to the patients by the company.

vi. The meeting ended at 12:30 pm with the vote of thanks from Prof. Aizza.

**Muhammad Hafeez**  
Deputy Drug Controller / Purchase  
Officer  
Co-opted Member

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**Dr. Aizza Zafar**  
Prof. of Microbiology