

MINUTES OF GRIEVANCE COMMITTEE MEETING REGARDING THE FOLLOWING  
FRAMEWORK CONTRACTS IN THE CHILDREN'S HOSPITAL & THE INSTITUTE OF  
CHILD HEALTH, LAHORE FOR THE YEAR 2020-2021

1. Framework Contract for Purchase of Medical Gases.
2. Framework Contract for Purchase of Digital X-Ray Films.
3. Framework Contract for Purchase of General Store Items.

The meeting starts with the recitation of Holy Quran under the Chairmanship Prof. Dr. Farhana Muzaffar and following members all members name is given below.

1. Dr. Edrees Anwar Sheikh  
AMS (Admin)
2. Dr. Qamar Iqbal  
AMS (Indoor)
3. Dr. Muhammad Sarwar  
Assistant Prof. Pead Medicine
4. Ali Natiq Zaidi  
Biomedical Engineer  
Lahore General Hospital, Lahore

**1. MEDICAL GASES**

Both aggrieved firms M/s Ghani Gases & Pakistan Oxygen Limited were present and gave them fair chance to explain their view points to committee.

a) **M/s Pakistan Oxygen Limited submitted its grievance against M/s Ghani Gases on following points:-**

1. That M/s Ghani Gases participated in the bidding process of Ganga Ram Hospital where they represent incorrect information which was against the tender clause 19 sub clause C and took a Plea to impose penalty on M/s Ghani Gases.

**DECISION**

The grievance committee is of the opinion that there is no violation occur this matter. Hence the grievance committee rejected that point.

2. That Ghani Gasses Submitted SGS certificate for medical gasses certificate not conformity certificate from regulatory body.

The confirmation analysis certificates submitted by M/s Ghani gasses was issued by SGS is a well renowned company and quality of the gasses are as per EU pharmacopeia

**DECISION**

Grievance committee unanimously decided that gasses parameters are up to the mark, hence 2<sup>nd</sup> point is rejected

3. That pharmacovigilance mechanism devices to control record and storage and monitoring of batch is not possible. M/s Ghani Gases chemical briefed the working mechanism of their pharmacovigilance which is satisfactory and fulfilling the requirement.

**DECISION**

Committee unanimously rejected this point.

4. That fully digital /computerized data base surveillance system for monitoring and rescheduling is not as per definition.

M/s Ghani Gases chemical briefed that they offered telemetry services based on SMS with the set interval of time.

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**DECISION**

Committee is of view that the system offered by M/s Ghani gases is not fully digital / computerized, and grievance accepted.

**B) Grievance submitted by M/s Ghani Gases against M/s Pakistan Oxygen Limited are**

1. M/s Ghani Gases raised the point that emergency response mechanism of M/s Pakistan Oxygen Limited that M/s Pakistan Oxygen Limited has under capacity plant as compare to their consumption whereas there is no design mechanism to transport oxygen from their Karachi and Multan production units and this is extremely risky for patient life in Covid situation. They further referred the case of KTH where M/s Pakistan Oxygen Limited remain failed to meet the requirement of hospital and handle the emergency.

Grievance committee gave a chance to representative of M/s Pakistan Oxygen Limited to clear this point. Mr. Jawad Shah he briefed to grievance committee that they are supplying oxygen to The Children Hospital Lahore for last 12 years and such type of incident were never happened. Furthermore to balance their demand & supply M/s Pakistan Oxygen Limited import oxygen from Dubai & complete transportation mechanism is available to transport oxygen from Karachi to Lahore and from Multan as well. Schedule may be provided if committee desired. They further added that at Mughalpura they have a storage facility of 200000M<sup>3</sup> which is sufficient for Lahore region with 1000 backup cylinder. On the point relating to KTH raised by M/s Ghani Gases Chemical Mr. Jawad Shah presented decision of KTH committee inquiry report is attached as (**Annexure A**)

**DECISION**

After due deliberation grievance committee rejected the point.

- 2) That the hardware installation which says that fully digital /computerized system for monitoring of liquid oxygen tank with the data transmission capability to the firms computerized data base surveillance system for scheduling purpose but M/s Pakistan Oxygen Limited system was failed to transmit the actual status of VIE tank and they remained fail to schedule supply at time.

M/s Pakistan Oxygen Limited representative state that in KTH telemetric facility was not included in their tender so M/s Pakistan Oxygen Limited was not bounded to provide this service. Whereas alarm system is available and in inquiry report clearly mentioned that alarm works, sand said system is installed in Children's Hospital, Lahore and is working condition as per system design.

**DECISION**

After due deliberation grievance committee rejected this point.

- 3) That in VIE system installation the firm is bound to install system to qualified authorized person as per HTM standard M/s Ghani Gases has a stance that M/s Pakistan Oxygen Limited do not have any third party authorization.

They simply submitted a certificate relating to awareness session on HTM standard. Furthermore Mr. Jawad Shah who hold this certificate is Regional Sales Manager and he is not performing activities relating to VIE installation. In response to this Mr. Jawad Shah explained that he carries professional degree of two years from UK as a authorized person. Furthermore their company having other technical members which are authorized person as per HTM standard. The further elaborate that authorized persons are there for, monitoring the execution and installation of VIE as a supervisor ensure that work is executed as per HTM standard they are not supposed to work as a labor.

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**DECISION**

After due deliberation grievance committee rejected the point as M/s POL fulfils the criteria.

- 4) That CO<sub>2</sub> production of M/s Pakistan Oxygen Limited is suspended since 2010. M/s Pakistan Oxygen Ltd, showed document that CO<sub>2</sub> plant is functional which was against the rule.

M/s Pakistan Oxygen Limited explained that for few time they purchased gas but now facility is producing CO<sub>2</sub> and inspection of SGS was attached.

**DECISION**

After due deliberation grievance committee reject this point

- 5) That M/s Pakistan Oxygen Limited submitted conditional bid which is totally in conflict to Children Hospital bidding documents. M/s Pakistan Oxygen Limited claim that the term force majeure use in the factor beyond human control like earthquake, flooding, etc. The further claim that we are providing gases to the Children Hospital Lahore for more than 10 year and this type of violation were never happened.

**DECISION**

After due deliberation committee reject the point as M/s POL fulfill the criteria.

The decision of the technical committee is sustained by the grievance committee.

**2) Framework Contract for Purchase of Digital X-Ray Films.**

Three firms were requested for practical demo of their CR Systems and film printer.

- AGFA provided X-ray printer (Single Tray) without CR system (Digitizer) Single tray film printer is not sufficient for the work load of the hospital. CR system (digitizer) demo cannot be commented due to its non-availability.
- Care stream only participating in CT/MRI films, they provided film printer and found to be satisfactory. As the firm is not participating for conventional X-ray films, so they will not be suitable for the hospital to manage films availability particularly in plain X-ray usage.
- FUJI films are already being used in the hospital. They have provided 04 CR systems, 08 film printers and 70 X-ray cassettes. This firm fulfills the need of the hospital and already working satisfactorily. All CR systems are working with separate UPS of 5 KV with provision of window AC in Emergency X-ray room.
- Hence the said grievance by M/s Agfa Health Care, M/s Radiant Medical (Pvt) Ltd & M/s Medical Equipment & Systems is rejected and technical committee decision is sustained by the grievance committee.

**3) Framework Contract for Purchase of General Store Items.**

M/s ARK Tech submitted its grievance vide letter No. 550 dated 08-01-2021 the company was disqualified technically due to non compliance of compulsory parameters No. 3,8,9 10 & 11.

Parameter No. 3 & 11

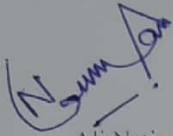
Company did not submit original readable CDR (2% of the total estimated cost of the quoted items). Bids security @ 2% of the estimated cost of total bid value in the shape irrevocable bank guarantee/ deposit at call (CDR from any schedule bank is required to be furnished with the technical bid otherwise the bid is straight away rejected). The firm submitted unreadable photocopy of CDR in its technical bid. Further, company did not indicate the number date & name of issuance authority of CDR.

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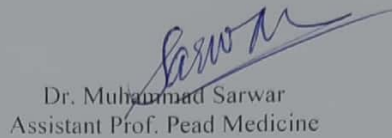
ii) Parameter No. 8,9 & 10

The companies claim regarding mentioning of all clauses on single stamp paper is false. It is clearly evident from the evaluation criteria check list published in the bidding documents that undertakings are required to be submitted on separate stamp paper amounting Rs. 100 each.

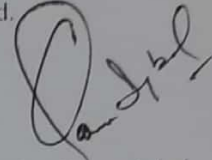
Keeping in view the compulsory parameters for bid evaluation and documentary evidence available in the technical bid submitted by the firm, the committee reviewed and discussed the grievance in detail. The firm's claim is proven to be false. Hence, the said grievance is rejected.



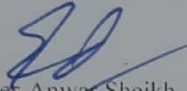
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Dr. Muhammad Sarwar  
Assistant Prof. Pead Medicine



Dr. Qamar Iqbal  
AMS (Indoor)



Dr. Edrees Anwar Sheikh  
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Dr. Farhana Muzaffar  
Prof. of Pead Dermatology

Submitted for approval please.

Medical Director

