

MINUTES OF THE GRIEVANCE COMMITTEE MEETING HELD ON 02-09-2026 AT 11:00 A.M AT THE CONFERENCEE ROOM OF THE ADMIN BLOCK, THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCES, LAHORE REGARDING FRAMEWORK CONTRACT FOR PROCUREMENT OF MEDICINE ITEMS FOR THE YEAR 2026-27

Incompliance to letter No. P.C /40994-95/CH&UCHS dated 01-09-2026, Grievance Redressal Committee (GRC) Meeting was held on 02-09-2026 at 11:00 a.m. under the Chairmanship of Dr. Saima Farhan, Prof. of Pead Hematology in the conference room of the Admin Block, The Children's Hospital & University of Child Health Sciences, Lahore regarding the Framework Contract for Procurement of Medicine Items for the Year 2026-2027.

The Following Officers attended the meeting.

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| 1. | Dr. Saima Farhan
Prof. of Pead Hematology | Chairperson |
| 2. | Dr. Ayesha Ashraf
Assistant Professor Orthodontics | Member |
| 3. | Dr Omer Javed
AMS (General) | Member |
| 4. | Dr. Muhammad Azeem Ashfaq
Assistant Prof. of Paediatric Neurology | Member |
| 5. | Dr. Anila Jamil
Assistant Prof. MICU | Member |

PROCEEDING

Meeting started with the name of Almighty Allah the Most Gracious, the Most Merciful.

The representatives of the Firms were heard in person. The Firm's representatives were given full chance and liberty to justify their Grievances.

The Committee discussed the Grievances submitted by the Firm's in detail and made the following decisions.



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Sr. No.	Grievance by the Firm	Reason of Rejection		Decision by GRC
1.	M/s Medipak Limited 29-08-2026 at 12:39 PM Respected Sir, we have participated in Annual Tender 2026-27 of Medicine items No. 196, 198, 200, 204, 205, 208 & 209. The institution shows us non responsive. According to missing criteria we had already submitted missing documents. We are again submitting these documents at time of grievance meeting please consider us as qualified / technically passed because we meet all the requirement and compulsory documents. Thanks & regards for Medipak Limited.	Item No. 196, Balanced Electrolyte Solution for Eye (B.E.S). Bag / bottle of 500ml Item No. 198, Dextrose Solution 5% (500ml) Item No. 200, Hemodialysis Bicarbonate Solution (AC+BC) Item No. 204, Normal Saline 0.9% (100ml) Item No. 205, Ringer Lactate (500ml) Item No. 208, Sodium Chloride Solution (0.9% bag / bottle of 500ml) Item No. 209, Sodium Chloride Solution (0.9% bag / bottle of 1000ml)	The Pharmacy & Therapeutic Committee (P&TC) declared the firm non-responsive for the following items: - Item No. 196: Failed Compulsory Parameter Clause-V by offering a 250ml specification instead of the required 500ml. - Item Nos. 198, 200, 204, 205, 208, & 209: Failed to achieve the required score under the bidding documents' evaluation criteria.	Mr. Irshad, representative of M/s Medipak, Ltd, attended the meeting and presented the firm's grievance to the Grievance Redressal Committee (GRC). GRC scrutinize the bid of the firm and after due deliberation, the GRC upheld the decision of the P&TC / Technical Evaluation Committee.
2.	M/s Enzon Pharma Labs (Pvt) 29-08-2026 at 03:33 PM. Respected Sir, we M/s Enzon Pharma Labs (Pvt) Ltd would like to draw your kind attention for consideration of our grievance by your respected committee against the tender of Drug & Medicines for the year 2026-27. Item # 208 infusion sodium chloride 0.9% 500ml marking criteria grievance remarks private sector sales. Your advertised quantity is 180,000 bottles in bidding documents whereas our private sector sale approximately 3423729, kindly re-value the document and grant us the additional 05 marks against he said criteria. Public sector sales your advertised quantity i.e. 180,000 bottles in bidding our public sector sale approximately 177,300 which is 98% of the advertised quantity against that we have been granted 5 marks, kindly re-value the document and grant us the additional 05 marks against the said criteria stability studies.	Item No. 208, Sodium Chloride Solution (0.9% bag / bottle of 500ml)	The Pharmacy & Therapeutic Committee (P&TC) declared the firm non-responsive for the Item No. 208 as the firm failed to achieve the required score under the bidding documents' evaluation criteria.	Mr. Imran Asghar, representative of M/s Enzon Pharma Labs (Pvt) Ltd, attended the meeting and briefed the Grievance Redressal Committee (GRC) on their grievance. GRC scrutinize the bid of the firm and after due deliberation, the GRC upheld the decision of the P&TC / Technical Evaluation Committee.





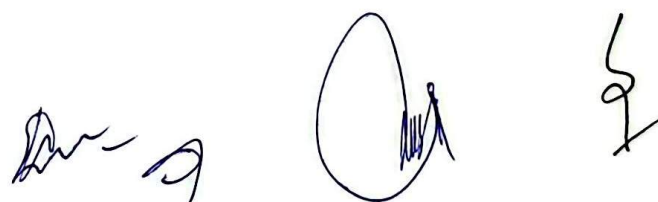
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Sr. No.	Grievance by the Firm	Reason of Rejection		Decision by GRC
3.	M/s Biogen Life Sciences 29-08-2026 08:43 AM Respected Sir/Madam, it is respectfully stated that, upon reviewing the evaluation of our technical bidding documents, we observed that certain documents duly submitted with our bid appear not to have been considered during the technical evaluation. It is therefore requested that the following documents may kindly be reviewed and the corresponding marks may please be awarded as per the evaluation criteria: Water Layout System-3 Marks the Water Layout System is duly attached at Page No. 42-56 of our submitted technical bidding documents. We kindly request that 3 marks may be awarded against this criterion. Technical Staff List - 5 Marks the Technical Staff List is attached at Page No. 56-78. The submitted list includes 10 Pharmacists, including 3 M. Phil qualified Pharmacists. We therefore request that 5 marks may kindly be awarded against this criterion. ISO 14001 Certificate 3 Marks. Our valid ISO 14001 Certificate is attached at Page No. 26 of the submitted technical bidding documents.	Item No. 4, Cefoperazone / Salbactum Vial of 500mg+500mg	The Pharmacy & Therapeutic Committee (P&TC) declared the firm non-responsive for the Item No. 4 as the firm failed to achieve the required score under the bidding documents' evaluation criteria.	Mr. Adeel Mumtaz representative of M/s Biogen Life Sciences, attended the meeting and briefed the Grievance Redressal Committee (GRC) about their grievance. The GRC's reviewed the bid and found an expired ISO 14001 certificate and missing technical staff details. Additionally, 3 marks have already been allocated to the firm for the water layout system. After due deliberation, the GRC upheld the decision of the P&TC/Technical Evaluation Committee.

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Sr. No.	Grievance by the Firm	Reason of Rejection		Decision by GRC
4.	M/s Macter International Limited 27/08/2026 03:03 PM The Medical Director The Children's Hospital-University of Child Health & Sciences Lahore. Subject: Grievance Letter Dear Sir, with reference to your Tender of Medicine in Bulk Item for the period 2026-2027, we have quoted our different products for the tender but the technical evaluation committee declared us as "non-responsive" (Specially item no. 16 Etanercept-25mg) for due deficiency of documents in technical BID. Sir we have already submit all required documents and upload accordingly Via E-PAD, we would like to draw an attention on these 02 points 1. Our total Marks awarded by your esteem committee is 42, but actual as per exact counting it is 47 marks- (please allot us the correct marks). 2. We have provided/uploaded the Technical Staff list (Page 364-373), with all required technical/educational mandatory qualifications. So, it is requested that please consider again our quoted products/company in your esteem Institute for the period 2026-27 sympathetically. Thanks	Item No. 16 Etanercept (25mg)	The Pharmacy & Therapeutic Committee (P&TC) declared the firm non-responsive for the Item No. 16 as the firm failed to achieve the required score under the bidding documents' evaluation criteria.	Mr. Kashif Sattar, representative of M/s Macter International Limited, attended the meeting and briefed the Grievance Redressal Committee (GRC) on their grievance. The Grievance Redressal Committee (GRC) scrutinized the firm's bid and verified their claim regarding a typographical error in the recorded marks; the firm's actual score was corrected from 42 to 47. Additionally, while the firm had included its technical staff list in the e-bid, the corresponding supporting documents were missing. The firm's representative subsequently submitted the documents to the GRC, Committee reviewed them and found them to be satisfactory. The GRC modify the decision of P&TC / Technical Evaluation Committee and declared the firm responsive in item No. 16.



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<u>Sr. No.</u>	<u>Grievance by the Firm</u>	<u>Reason of Rejection</u>	<u>Decision by GRC</u>
5.	<u>M/s Safe Pharmaceutical (Pvt) Ltd 27/08/2026 10:23 AM</u> To, The Medical Director Children Hospital, Lahore Subject: Request for Consideration and Opportunity to Supply Quoted Products Respected Sir, with due respect, we would like to submit that our firm is participating in the tender process of your esteemed hospital for the first time. We have quoted our products in accordance with the requirements of the tender and are keen to provide quality products and reliable services to your hospital. We understand that previous experience is an important consideration in the tender process. However, as a new participant in government hospital procurement, we humbly submit that a firm can only gain such experience when it is given an opportunity to perform and demonstrate its capabilities. Our firm is fully committed to maintaining the required quality standards, ensuring timely delivery, and complying with all applicable terms, conditions, specifications, and procedures of the hospital. We assure you that, if given an opportunity, we will fulfil.	Item No. 4, Cefoperazone / Salbactam Vial of 500mg+500mg Item No. 40, Levetiracetam 500mg/5ml in 5ml ampoule Item No. 80, Ondansetron Ampoule of 8 mg / 4 ml in 4ml Item No. 130, Ondansetron Tab. of 8mg Item No. 142, Spiranolactone + Frusemide Tab. of 20 mg Item No. 226, Metronidazole 90ml susp of 200mg/5ml	The Pharmacy & Therapeutic Committee (P&TC) declared the firm non-responsive in Item Nos. 4, 40, 80, 130, 142, & 226 as the firm failed to achieve the required score under the bidding documents' evaluation criteria. Mr. Asif Minhas, representative of M/s Safe Pharmaceutical (Pvt) Ltd, attended the meeting and briefed the Grievance Redressal Committee (GRC) on their grievance. The GRC reviewed the bid and noted that the firm failed to attach documents proving experience of their quoted brands. After due deliberation GRC upheld the decision of P&TC / Technical evaluation committee.

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Sr. No.	Grievance by the Firm	Reason of Rejection		Decision by GRC
6.	<u>M/s Swiss Pharmaceutical (Pvt) Ltd Manufacturer of medicines 26/08/2026 03:59 PM</u> S. No. 4: INJ. CEFOPERAZONE / SALBACTUM 1 GRAM Quoted Brand: LINTASUL INJ. 1 gm (i) Samples: Enclosed. (ii) Source of API (Marks Claimed:10): Our quoted API Source i.e. Qilu Antibiotics Pharmaceutical Co., China is FDA-approved (certificate attached). It has been overlooked by the Committee. Bosch Pharmaceuticals, quoting the same source, was awarded 10 marks; it is requested that the same 10 marks be awarded. (iii) Financial Soundness (Marks Claimed: 10): Our Net Revenue for FY 2025, at Page 47 of the Bid, is Rs. 1,224.73 million, exceeding the prescribed threshold of Rs. 1,000 million. Only 7 of the 10 marks were awarded despite this. It is requested that the full 10 marks be awarded. (iv) Experience in Private Sector (Marks Claimed: 10): As per IQVIA data (Page 475 of Bid): 32,559 units sold (Jan 2025-Mar 2026), exceeding the 20,000-unit threshold; not considered while marking. Undertaking for the same effect is also attached. It is requested to award 10 marks. Request: Kindly review. S. No. 17: INJ. KETOROLAC 30 mg/ml Quoted Brand: LACTORO INJECTION 30 mg/ml (i) Financial Soundness (Marks Claimed:10): Our Net Revenue	Item No. 4, Cefoperazone / Salbactum Vial of 500 mg + 500mg Item No. 17: Inj. Ketorolac 30 mg/ml Item No. 216: Susp. Domperidone 5 mg/5ml, 120 ml	The Pharmacy & Therapeutic Committee (P&TC) declared the firm non-responsive in following items Item No. 4: as the firm failed in Compulsory Parameter Clause-v Sample brand not match with technical offer Item Nos. 17 & 216 Failed to achieve the required score under the bidding documents' evaluation criteria.	Mr. Adeel Mumtaz, representative of M/s Swiss Pharmaceutical (Pvt) Ltd, attended the meeting and briefed the Grievance Redressal Committee (GRC) on their grievance. The representative of the firm stated that the sample submitted by the firm at the time of bid opening is differed from the brand quoted by the firm in their technical offer. He submitted that the brand name for the same generic is changed and already approved from DRAP. The representative has now petitioned the Grievance Redressal Committee (GRC) to accept the sample of their quoted brand for inclusion in the technical evaluation. Furthermore, the representative stated that due to unavoidable circumstances, the firm failed to upload the affidavit regarding the product's sales summary in their original e-bid, and presented it directly to the GRC. Upon scrutiny, the GRC verified that the affidavit's issuance date preceded the tender's bid opening date. After due deliberation, the GRC upheld decision of P&TC / Technical Evaluation Committee in item No. 4, Whereas, GRC modify the decision of P&TC / Technical Evaluation Committee and declared the firm Responsive in Item No. 17 & 216.

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Sr. No.	Grievance by the Firm	Reason of Rejection		Decision by GRC
	for FY 2025, as per Page 47 of the Bid, is Rs. 1,224.73 million, exceeding the prescribed threshold of Rs. 1,000 million. Only 7 of the 10 marks were awarded despite this. It is requested that the full 10 marks be awarded. (ii) Experience in Private Sector (10 marks): As per IQVIA data (Page 475 of Bid): 135,109 units sold (Jan 2025-Mar 2026), exceeding the 7,000-unit threshold; not considered while marking. Undertaking for the same is also attached. It is requested to award 10 marks. Request: Kindly re-evaluate our bid and award the marks claimed above. S. No. 216: SUSP. DOMPERIDONE 5 mg/5ml, 120 ml Quoted Brand: DOLIUM SUSPENSION (i) Source of API (10 marks): Our quoted API Source i.e. Vashuda Pharma Chem Ltd., India, is FDA-approved (certificate attached), overlooked by the Committee. It is requested to award 10 marks. (ii) Financial Soundness (10 marks): our Net Revenue for FY 2025, as per Page 47 of the Bid, is Rs. 1,224.73 million, exceeding the prescribed threshold of Rs. 1,000 million. Only 7 of the 10 marks were awarded despite this. It is requested that the full 10 marks be awarded. (iii) Experience in Private Sector (10 marks): As per IQVIA data (Page 482 of Bid): 31,799 units sold (Jan 2025-			

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Sr. No.	Grievance by the Firm	Reason of Rejection		Decision by GRC
	Mar 2026), exceeding the 12,000-unit threshold; not considered while marking. Undertaking for the same is also attached. It is requested to award 10 marks. Request: Kindly re-evaluate our bid and award the marks claimed above. No. SWISS / Punjab / Institution / CHL/2026-1 August 25th, 2026 To, The Medical Director The Children's Hospital, University of Child Health Sciences, Lahore Subject: request for revalidation / redressal of grievance against minutes of hospital pharmacy & therapeutic committee meeting regarding the framework for bulk purchase of medicines items held on 12-08-2026 at 10:30 am. for the year 2026-2027 1. It is respectfully submitted that M/s Swiss Pharmaceuticals Ltd. participated in the Framework for bulk purchase of medicines for the financial year 2026-27, by offering seven Medicines /Drugs. 2. We are pleased to enclose the following documentation / information for review by the Grievance Redressal Committee.			

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Sr. No.	Grievance by the Firm	Reason of Rejection		Decision by GRC
7.	M/s Roche Pakistan Limited 25/08/2026 07:13 PM Roche Pakistan Limited has filed a formal technical grievance challenging the procurement status of M/S CCL Pharmaceuticals for Inj. Rituximab 100mg (Brand: Zytux) at Children Hospital & UCHS Lahore, stating that the product is imported from Iran and fails Compulsory Parameter #VII due to a lack of mandatory international regulatory approvals from the WHO, EMA, JPMHLW, or US FDA, thereby requiring its evaluation status to be overturned from "Technically Responsive" to "Technically Non-Responsive."	Item No. 88, Rituximab Inj. of 100mg	The Pharmacy & Therapeutic Committee (P&TC) declared M/s CCL Pharmaceuticals (Pvt) Ltd Responsive in item No.88.	Mr. Shakir Khan, representative of M/s Roche Pakistan Limited attended the meeting and briefed the Grievance Redressal Committee (GRC) on their grievance. The GRC granted Mr. Arif Ali, representing the respondent M/s CCL Pharmaceutical (Pvt) Ltd, a full opportunity to address the committee regarding the grievance. However, he failed to provide any documentary evidence or online verification to support his case. GRC scrutinized the bid of the firm and after due deliberation, the GRC set aside the decision of P&TC / Technical Evaluation Committee and declared M/s CCL Pharmaceutical (Pvt) Ltd non-responsive in Item No. 88.

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<u>Sr. No.</u>	<u>Grievance by the Firm</u>	<u>Reason of Rejection</u>		<u>Decision by GRC</u>
8.	<u>M/s Lucky Core Industries Limited 25/08/2026 04:42 PM</u> The Medical Director Children's Hospital & UCHS Lahore SUBJECT: grievance against technical evaluation report of tender for the purchase of drugs medicines for the year 2026-2027 Dear Sir, Reference to the Technical Evaluation Report against the tender for the purchase of Drugs & Medicines for the year 2026-2027, due on 02nd June 2026. It is to inform you that we participated in the tender for Etipro Insta 20mg Sachet (Omeprazole 20mg) against TE No. 248. As per the Technical Evaluation Report, the above-mentioned product has been declared non-responsive on the grounds that the Drug Registration Number of the product mentioned in the Bid Cover Sheet does not match with the Drug Registration Number of the reference tender sample submitted along with the tender. In this regard, we would like to clarify that the discrepancy in the Drug Registration Number was purely due to a typographical/clerical error in the Bid Cover Sheet submitted with our bid. The reference tender sample submitted.	Item No. 248, Omeprazole Sachet of 20 mg	The Pharmacy & Therapeutic Committee (P&TC) declared the firm non-responsive in Item No. 196: as the firm Failed in Compulsory Parameter Clause-v i.e. Drug Registration Certificate (DRC) Number in Technical. Offer not matched with DRC & Sample.	Mr. M. Sher Dogar, representative of M/s Luck Core Industries Limited attended the meeting and briefed the Grievance Redressal Committee (GRC) on their grievance. The representative acknowledged that due to typographical / clerical error the Drug Registration No. is not correct in their bid cover sheet, He further submitted that Drug Registration Certificate (DRC) in their e-bid issued by DRAP matches with the already submitted samples of the quoted brand. The GRC scrutinized the bid and also verified Drug Registration No. from already submitted samples of the quoted item/brand. After due deliberation the GRC modify the decision of P&TC/ Technical Evaluation Committee and declared the firm responsive in item No. 196.

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Sr. No.	Grievance by the Firm	Reason of Rejection		Decision by GRC
9.	<u>OBS Pharma Private Limited 25/08/2026 04:39 PM</u> In view of the above, we humbly request the Procurement Committee to kindly consider the submitted documents during the grievance / re-evaluation process, award the applicable marks against the relevant parameters, and qualify our quoted item(s) for the next stage of the tender process. We further request that our Financial Bid may kindly be opened after considering the submitted documents and the revised technical evaluation. We shall be highly obliged for your kind consideration and a fair and merit-based decision. Regards, For: OBS Pharma (Pvt.) Ltd. 2. Non-Submission of Supporting Documents Regarding the following parameters, our tender team inadvertently could not attach the required supporting documents at the time of submission due to workload and an unintentional oversight: Sr. No. 4-Experience in Quoted Product in Public Sector Sr. No. 5-Credibility & Certificate of Manufacturer Sr. No. 7-Number of Functional Stability Chambers Sr. No. 8-Stability Studies Sr. No. 9-Primary Reference Standard with Shelf Life Used for Quality Control Testing/Analysis of Quoted	Item No. 94, Isoconazole Nitrate + Diflucortolone Valerate Cream (10 Gm) Cream of 1% Item No. 96, Methyl Prednisolone Aceponate Cream (10 Gm) Item No. 97, Methyl Prednisolone Aceponate Ointment (10 Gm) Item No. 111, Ciprofloxacin Tab. of 250mg	The Pharmacy & Therapeutic Committee (P&TC) declared the firm non-responsive in Item Nos. 94, 96, 97 & 111 as the firm failed to achieve the required score under the bidding documents' evaluation criteria.	Mr. Rana Sajid representative of M/s OBS Pharma Private Limited attended the meeting and briefed the Grievance Redressal Committee (GRC) on their grievance. Furthermore, the representative stated that due to unavoidable circumstances, the firm failed to upload the relevant documents related to the experience of their quoted brands in original e-bid, and presented it directly to the GRC. GRC upon scrutiny verified the supporting documents and found them satisfactory. After due deliberation the GRC modify the decision of P&TC / Technical Evaluation Committee and declared the firm responsive in item No. 94, 96, 97 & 111.

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Sr. No.	Grievance by the Firm	Reason of Rejection		Decision by GRC
	Item Sr. No. 10-Technical Staff of Manufacturing Unit We respectfully submit that all the above-mentioned documents are available with us and were not omitted intentionally. We are now submitting the complete supporting documents in hard copy for your kind consideration and verification. In view of the above, we humbly request the Procurement Committee to kindly consider the submitted documents during the grievance/re-evaluation process, award the company has also been associated with innovative products in various therapeutic areas, including antifungal therapy and the management of skin rashes. and related dermatological conditions. Our established brands, including Travocort Cream, Advantan Cream, and Advantan Ointment, have been marketed and used in Pakistan for many years. Furthermore, as per the latest available IQVIA product ranking, OBS Pharma Pvt. Ltd. stands at No. 1 in the relevant product ranking, which demonstrates our strong market presence, product acceptance, and established position in the pharmaceutical market. 1. Ordinary Parameters - Sr. No. 1: Sources of API of Quoted item We have provided international API sources			

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	for the quoted item; however, only 5 marks have been awarded to us. As we have provided an international API source, we respectfully request that the full 10 marks may kindly be awarded. against this parameter in accordance with the applicable evaluation criteria. 2. Non-Submission of Supporting Documents. Medical Director Children Hospital & Date: 25-08-2026. University of Child Health, Lahore Subject: Grievance/Request Regarding Technically Non-Responsive in marking Criteria - Framework Contract for the Procurement of Medicines 2026/27 Dear Sir, we have participated in the above-mentioned tender and qualified in all compulsory parameters. However, unfortunately and unintentionally, some documents required under the Marking Criteria were not attached with our bid. Due to this reason, OBS Pharma was technically rejected. With due respect, OBS Pharma Pvt. Ltd. would like to submit the following grievance regarding the technical evaluation of our quoted items under the Framework Contract for the Procurement of Medicines 2026/27 at Children Hospital Lahore. OBS Pharma Pvt. Ltd. has been marketing legacy products in Pakistan for more than 60 years, with a strong and established presence in the pharmaceutical sector. The company has also been associated with innovative products.			



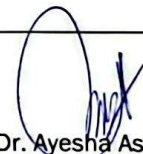
Dr. Anila Jamil
Assistant Prof. MICU
(Member)



Dr. Muhammad Azeem Ashfaq
Assistant Prof. of Paediatric
Neurology (Member)



Dr Omer Javed
AMS (General)
Member



Dr. Ayesha Ashraf
Assistant Professor Orthodontics
Member



Dr. Saima Farhan
Prof. of Paeds Hematology
(Chairperson)