

MINUTES OF GRIEVANCE COMMITTEE MEETING HELD ON 28.03.2026 REGARDING TENDER NO. BMED/01/26/4538 (EPADS NO. P-26013213770) (A) REPAIR / ANNUAL MAINTENANCE SERVICE CONTRACT OF MEDICAL EQUIPMENT (ASSORTED TYPE) ITEM SR. NO. 4,5,6 I.E. ULTRASOUND MACHINES (TOSHIBA / CANNON)

With reference letter No. 17047-51/CH&UCHS dated 24.03.2026. A grievance committee meeting held on 28.03.2026 at 10:00 am in the conference room of admin block regarding the subject mentioned above.

Mr. Gohar Gulzar representative of M/s Medical Equipment & Systems and Mr. Shoaib Furqan representative of M/s Al-Aziz Importex Global attend the meeting regarding tender (A) Repair / Annual Maintenance Service Contract of Medical Equipment (Assorted Type) Item Sr. No. 4,5,6 i.e. Ultrasound Machines (Toshiba / Cannon).

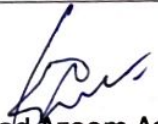
M/s Medical Equipment & Systems submitted its grievance against M/s Al-Aziz Importex Global on EPADS dated 18.03.2026 and submitted the letters vide nos. MES/Engg/SBG/058 dated 18.03.2026, MES/Engg/SBG/059 dated 18.03.2026 & MES/Engg/SBG/060 dated 18.03.2026.


The Grievance Committee listened the point of view of all representative of firms and decided the following decision:


Sr. No.	Name of the Equipment	Aggrieved Firm	Against Firm	Grievance	Decision of Grievance Committee
1.	(A) Repair / Annual Maintenance Service Contract of Medical Equipment (Assorted Type) Item Sr. No. 4,5, 6 i.e. Ultrasound Machines (Toshiba / Canon)	M/s Medical Equipment & Systems	M/s Al-Aziz Importex Global	<p>i. We request you to ask M/S Al-Aziz Importer Global to provide sufficient documentary evidence regarding import of parts for ultrasounds directly from Canon (Toshiba) Factory, and also provide list of brand new / genuine spare parts available in their stock, rather than verbal claims. 3. M/S Al-Aziz Importex Global is not registered on "FIXS" to get any technical advise from Canon (Toshiba) Japan. Therefore, claim of M/S Al Aziz Importex Global for provision of professional services for these ultrasound machine is false and based only on their verbal narrative. M/S Al Aziz Importex Global does not possess the technical capability to maintain a very expensive high end unit installed at Emergency Department of your Hospital. Therefore, we request you to reconsider your decision of their technical acceptance. Please let us know if you have any further question in this regard.</p> <p>ii. We are the distributor of Canon (Toshiba) Factory Japan in Pakistan and can provide you factory assurance for all the above points which are vital for maintenance of this very expensive ultrasound machines. We strongly request you to ask M/S Al-Aziz Importex Global Services to provide Factory support</p>	<p>The Grievance Committee convened to review the appeal submitted by M/s Medical Equipment & Systems against M/s Al-Aziz Importex Global. The Committee thoroughly heard the stance of the aggrieved firm. M/s Al-Aziz Importex Global briefed to the committee that they will use original & new parts after import and import documents will be shown on demand. After detailed examination, the Grievance Committee concluded that the grounds of grievance submitted by M/s Medical Equipment & Systems were not substantiated. Accordingly, the Committee overruled the claims and upheld the decision of the Technical Advisory Committee (TAC) as assertive and final.</p>


				<p>documents for all these points n stead of their verbal claim. We have double checked with Canon Factory for following: 1 M/S Al Aziz Importex Global does not possess authorization certificate from them for services of this unit. 2. M/S All- Aziz Importex Global has never purchased any parts from Canon (Toshiba) Japan.</p> <p>ii. We have come to know that The Hospital has also technically qualified freelancer company M/S Al-Aziz Importex Global. We want to bring in your kind knowledge that only M/S Medical Equipment & Systems can provide following: 1. Genuine / brand new spare parts from factory, 2. Execution of field modification instructions as and when issued by Canon (Toshiba) factory. 3. Factory's Technical Support. 4. List of factory trained engineers, registered with Factory for service of your Ultrasound machines.</p>	
--	--	--	--	---	--


Dr. Anila Jamil
 Assistant Professor of MICU
 (Member)


Dr. Muhammad Azeem Ashfaq
 Assistant Professor of Paeds Neurology
 (Member)


Dr. Umer Javiad
 AMS (General)
 (Member)


Dr. Ayesha Ashraf
 Assistant Professor of Orthodontics
 (Member)


Prof. Dr. Anjum Saeed
 Professor of Paeds Gastroenterology
 (Chairman)

Submitted for Approval Please


 Medical Director