



## MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE



No: RIC/PO/ 261 / 23

Dated: 27/07/2023

A grievance meeting for annual tender of laboratory kits on reagent rental basis for the financial year 2023-24 was held on 07.07.2023 at 10:00 am in the office of the Additional Medical Superintendent (Admin). All members of Grievance Redressal Committee, RIC Rawalpindi have attended the meeting.

Grievances of following firms were presented before the committee.

1. **M/s Ainjee Diagnostics**
2. **M/s Global Clinical Cura**
3. **M/s Hoorra Pharma**

The representatives of above mentioned firms were called one by one & heard in person by the grievance committee and following rejected items were discussed. The proceedings of the grievances committee are recorded as under.

### 1. **M/s Ainjee Diagnostic**

The members of the grievance committee were informed by the end user that the firm was non-responsive on following grounds.

1. Shelf life of diluents received in supply was often very short.
2. The company does not have any warehouse in Rawalpindi/Islamabad. Moreover there is no parallel setup of hematology/analyzer of company.
3. In case of break down, replacement of parts were not possible & delayed.
4. There was frequent troubleshooting because the results in DLC & platelets were found unsatisfactory and did not match with controls, Slide count and parallel hematology analyzer.
5. The rental equipment placed in last tender was claimed a new, but was found refurbished instrument without touch screen LCD.

The representatives of the firm briefed all above points to the committee one by one.

1. The issues of shelf were occurred due to worldwide disturbance of supply chain. However, the firm committed that in future it will supply all the products with stipulated shelf life as prescribed in the bidding documents.
2. The principal has acquired space for establishing local warehouse at Islamabad which will be functional in current financial year. This will improve the supply chain of reagents.

3. The Rep. of firm also briefed that with the help of principal (M/s Abbott Core diagnostics), M/s Ainjee will ensure timely arrangement of spare parts to ensure 95% uptime of the machine.
4. The result variation (DLC/TLC, Platelets) occurred due to multiple factors which include improper daily, weekly and monthly maintenance by operators. M/s Ainjee will ensure to keep machine in good running condition with the help of engineering support and train the staff of RIC to ensure timely maintenance of the machine in order to minimize the result variation.
5. M/s Ainjee had installed new unit of Cell DYN ruby at the time of its first award F.Y 2019-20, when RIC called the firm for backup machine, M/s Ainjee installed a slightly used unit. The firm committed that it will change the said machine when it will be available.

**DECISION:**

After, hearing the representative of M/s Ainjee in detail, the committee discussed the matter with End User and unanimously decided that firm will provide all the commitments on stamp paper & recommended to qualify the firm.

**2. M/s Global Clinical Cura**

The firm was non-responsive due to partial supply of Trop I for the financial year 2022-23. The representative of the firm briefed the committee that the issue of partial supply was occurred due to worldwide disturbance of supply chain and stoppage of LC's from State Bank of Pakistan. The committee inquired about the remaining supplies upon which he has committed to complete the pending supply within a month detail of which is given below.

S#	Name of item	Ordered qty	Qty supplied	Remaining supply
1	Trop I +CKMB 02 in 01 Cartridge / Device Combo	7,000 (Trop I+CKMB)	7,000 only Trop I	7,000 CK MB

**DECISION:**

After detail deliberation and keeping in view the economical position of the country as well as importance of Trop-I kits in cardiac hospital. The committee directed to Mr. Hamza (Representative of firm) to complete the remaining supply of F.Y 2022-23 and submit an undertaking that in future supplies will be completed within stipulated time. The committee has unanimously recommended to qualify **M/s Global Clinical Cura** for the F.Y 2023-24.

## M/s Hoorra Pharma Pvt Ltd.

The representative of the firm heard in person by the committee. The firm was rejected by the TAC Committee on following grounds.

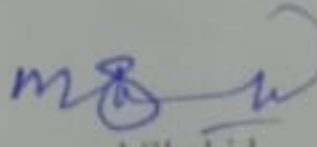
1. The firm did not deliver FOC items, due to which the instruments were stopped.
2. The quality control of tests was compromised due to failure of company to provide appropriate quality control.
3. Firm did not replace near to expiry items
4. The instrument did not run smoothly. Many errors were observed on daily basis e.g temperature bath levels issues, Reagent probe issues and volume check error in immunoass.
5. There was a lot of tests wastage due to test being repeated in dilutions as linearty of test was very low this is difficult to be justified during audit of lab tests.
6. The replacement of near to expiry kits was delayed for month.
7. The firm has replaced a few expired in medical stores which were found tempered and had fake printout and labels both on packing and on reagent bottles with fake barcodes.

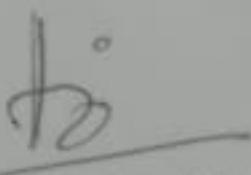
### DECISION:

After, hearing the concerns of Mr. Faisal (Representative of firm) in detail, the record of Technical Advisory Committee was reviewed and it was observed that Technical Advisory Committee has followed all the steps of evaluation of bid according to rules. Therefore, the grievance of M/s Hoorra Pharma is turn down and decision of Technical Advisory Committee remains intact.

Meeting was ended with the vote of thanks.

  
Mr. Sohaib Hassan  
Account Officer  
(Member)

  
Dr. Muhammad Shahid  
AMS (Admin)  
(Chairman)

  
Dr. Hamid Sharif Khan  
Asstt Professor of Cardiology  
(Member)