

**MINUTES OF GRIEVANCE COMMITTEE MEETING  
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD**

A meeting of Grievance Committee for re-dressal of grievances against the product of Drug/Medicine, Angiography/angioplasty items and cardiac surgical disposable items for F.Y.2024-25 was held on 27-06-2024 at 11:00 am in the Office of the Medical Superintendent, Faisalabad Institute of Cardiology, Faisalabad.

**1. M/s Ibrahim Enterprises  
Drug/Medicine**

Sr.	Description	Firm Grievance	GC Observation	Remarks/ Decision
1	Grievance against IV Cannulas and sutures	The firm claims that the quoted item no 10, 11, 12, 13 (IV Cannulas) and item no 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 183, 185, 186, 187, 188, 189 (Sutures) has been rejected by TEC due to poor quality	The Grievance committee/ End user re-evaluated the product technically. End user not satisfied	Grievance of M/S Ibrahim Enterprises rejected
		These items have previous experience in your institute without single complain		

**2. M/s Husnain Pharma**

Sr.	Description	Firm Grievance	GC Observation	Remarks/ Decision
1	Grievance against M/S Superior Healthcare International	The firm claims that the IV cannulas brand Welmed quoted by Superior healthcare International have <ul style="list-style-type: none"> <li>• No relevant experience</li> <li>• Poor Quality</li> </ul>	The firm provided relevant documents and end user satisfied	Grievance of M/S Husnain Pharma rejected




Angiography/Angioplasty items

## 1. M/s Friends Enterprises

Sr.	Description	Firm Grievance	GC Observation	Remarks/ Decision
1	Grievance against Tape for skin hypo-allergic transparent 3 inch x 10 Yards	The firm claims that the quoted item no 60 (Transpore tape) has been rejected by TEC due to non-suitability for cath lab dressing  This item had previous experience in your institute without single complain	The Grievance committee/End user re-evaluated the product technically. End user not satisfied	Grievance of M/S Friends Enterprises rejected

## 2. M/s Tech zone

Sr.	Description	Firm Grievance	GC Observation	Remarks/ Decision
1	Grievance against Tape for skin hypo-allergic transparent 3 inch x 10 Yards	The firm claims that item no. 60 (Tape for skin hypoallergic) quoted by M/s Anax associates (3M Pakistan) has closed its medical device section since last two years and is not importer and seller of Transpore tape in Pakistan. M/S Anax associate is under a distribution of 3 M and it has provided bogus embassy attested free sale certificate.	The Grievance committee/ End user re-evaluated the product and documents. They found only 1 experience letter of PIC instead of three. The product also not have experience with this institute. End user not satisfied (poor sticking)	Grievance of M/S Tech zone rejected
1	Grievance against M/S Anax associates	The firm claims that item no. 60 (Tape for skin hypoallergic) quoted by M/s Anax associates (3M Pakistan) has closed its medical device section since last two years and is not importer and seller of Transpore tape in Pakistan. M/S Anax associate is under a distribution of 3 M and it has provided bogus embassy attested free sale certificate.	The Grievance committee/ End user re-evaluated the product documents. M/S Anax associate quoted as Distributor in 3 M products. Now, M/S Anax associate has provided new agency agreement between 3 M, USA and M/S Anax Associate for direct import of 3 M products.	Kept Pending (Re-tender)

OR







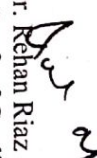
Cardiac surgical disposable items


## 1. M/s Techzone

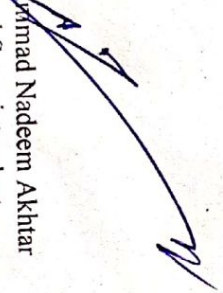
Sr.	Description	Firm Grievance	GC Observation	Remarks/ Decision
1	Grievance against item no 6, 35 & 136	The firm claims that the item no 6 (adhesive wound dressing 10CMx 30CM), item no 35 (chlorhexidine gluconate IV Dressing and item no 136 (surgical drape antimicrobial) have been rejected by GC despite the provision of all required documents	The Grievance committee/ End user re-evaluated the product documents. End user not satisfied and experience of this institute is not attached	Grievance of M/S Tech zone rejected
2	Grievance Against M/s Anax Associate	The firm claims that item no. 35 (Chlorhexidine Gluconate (2 % W/W) Iv Dressing 8.5cm*11.5cm) of M/S Anax associate is a non-bonafided/smuggled product and M/S Anax associate is not authorized dealer of 3M products.	The Grievance committee/ End user re-evaluated the product documents. M/S Anax associate quoted as Distributor in 3 M products. Now, M/S Anax associate has provided new agency agreement between 3 M, USA and M/S Anax Associate for direct import of 3 M products.	Kept Pending (Re-tender)

  
Mrs. Iqra Munnir,  
Pharmacist,  
FIG, Faisalabad.  
(Member)

  
Engr. Sharaz Ali  
Bio Medical Engineer  
FIG, Faisalabad.  
(Member)

  
Dr. Rehan Riaz  
Assistant Prof. of Cardiology,  
FIG, Faisalabad  
(Member)

  
Dr. Shalbak Ahmad Khiliji,  
Prof. of Cardiac Surgery,  
FIG, Faisalabad  
(Member)

  
Dr. Muhammad Nadeem Akhtar  
Medical Superintendent,  
FIG, Faisalabad  
(Member)