

MINUTES OF MEETING COMPLAINT REDRESSAL COMMITTEE (CRC) FOR THE REDRESSAL OF GRIEVANCES OF APPLICANTS AGAINST THE TENDER FOR ESTABLISHMENT OF NEW DOW COLLECTION LABS, INSIDE & OUTSIDE KARACHI DUHS, Ref No: DUHS/W&S-NIT/177, EPADS ID # S-250311780 NIT No: DUHS/W&S/2025/1440, Dated: 06th March, 2025

A meeting of the Complaint Redressal Committee (CRC) was held under the chairpersonship of Prof. Jahan Ara Hasan, Vice Chancellor, Dow University of Health Sciences (DUHS), Karachi on 16th June 2025 at 10:00 a.m. at VC Board room, 4th Floor. Administrative Block Dow Medical College Campus of DUHS for Establishment of New Dow Collection Labs, Inside & Outside Karachi DUHS, Ref No: DUHS/W&S-NIT/177, EPADS ID # S-250311780 NIT NO: DUHS/W&S/2025/1440, Dated: 06th March, 2025

2. As per Rule 31 of SPPRA 2010 (amended up to date), the Complaint Redressal Committee formally examined the grievance/complaint raised by the bidder, M/s. Rockwell Enterprises Pvt Ltd, on EPADS SPPRA dated 11th June 2025 (attached as Annexure-A)

3 The Committee composition is under:

- | | |
|--|-----------------|
| I. Prof. Jahan Ara Hasan
Vice Chancellor,
Dow University of Health Sciences, Karachi. | Chairperson |
| II. Engr. Asif Ahmed
Executive Engineer Civil,
Planning & Development Department
Jinnah Sindh Medical University, Karachi
(Independent Professional) | External Member |
| III. Mr. Guljee
Accounts Officer Accountant General Sindh
(Representative of AG Sindh) | External Member |

Director Planning & Development DUHS, Representatives from M/s Rehman Construction Company Mr. Atif Hussain and Engr. Abdul Rahim Khan, Director Works & Services, also attended the said meeting. (A copy of the attendance sheet is attached)

The meeting started with a recitation from the Holy QURAN. The chair welcomed the participants and then commenced the proceedings.

4 The Director of Planning & Development apprised the participants that all relevant Procedures, including the advertisement and opening of bids, have been executed in total compliance with SPPRA Rules. The Notice Inviting Tender No: DUHS/W&S/2025/1440, Dated: 06th March, 2025, Ref No: DUHS/W&S-NIT/177, was hoisted on the SPPRA website

ENGR. ASIF AHMED
Executive Engineer (Civil)
Planning & Development Department
Jinnah Sindh Medical University

GULJEE
Accounts Officer
O/o Accountant General Sindh
Karachi

VIC CHANCELLOR
Dow University of Health Sciences
Karachi-Pakistan

<https://sindh.eprocure.gov.pk/> EPADS ID # S- S-250311780, DUHS website and the same was published in 04 widely circulated leading daily newspaper of English, Urdu and Sindhi languages viz. Dawn, Daily Jang, Daily Awami Awaz and Daily Express as on 08th March, 2025. The online receipt of bids was closed at 10:00 a.m. on 25th March, 2025 as per scheduled date and time.

5. The evaluation of the Mandatory eligibility criteria of participating bidders was conducted by the procurement committee based on the documents submitted on EPADS by the bidders. The Technical Evaluation Report has been uploaded on SPPRA EPADS dated 04 June 2025.

6. In view of the foregoing, Dow University of Health Sciences received grievances from the applicant, M/s. Rockwell Enterprises Pvt Ltd, on EPADS, against the technically qualified bidder, and the technical evaluation report in which its bid was considered technically disqualified. (A copy of the complaint is attached at Annexure-A)

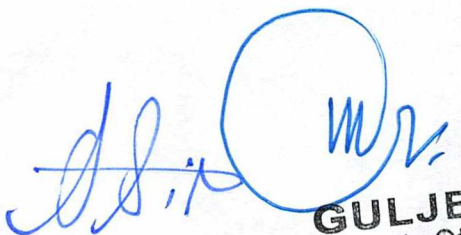
7. In accordance with Rule 31(3) Sindh Public Procurement Rules 2010 (amended up to date). Grievance Committee, after examination of grievances, scrutiny of record, hearing the representative of the aggrieved applicant/firm, due deliberation and discussion, decided upon the grievances of the bidder. The detail of the grievances, deliberations & decisions of the Complaint Redressal Committee is given below.

Deliberation & Decision of the Grievance Redressal Committee.

After reviewing the complaint, the Chairperson informed the bidder that it was clearly stated in the requirements that the submission of certain mandatory documents, including a completion certificate was necessary for compliance regarding the clause of the completed project. However, since the complainant failed to attach the completion certificate, the procurement committee disqualified them.

The external member and the AG representative further emphasized that without the submission of the completion certificate, the committee could not properly evaluate the documents.

The Chairperson also informed the forum that the other technically qualified bidder had submitted its bid security on the EPAD portal before the bid submission deadline


GULJEE
Accounts Officer
O/o Accountant General Sindh
Karachi

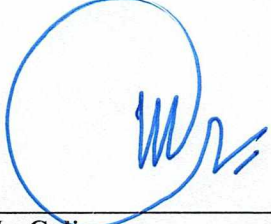
ENGR. ASIF AHMED
Executive Engineer (Civil)
Planning & Development Department
Jinnah Sindh Medical University


VICE CHANCELLOR
Dow University of Health Sciences,
Karachi-Pakistan


CONCLUSION / DECISION

1. The CRC examined all the points of the letter from M/s. Rockwell Enterprises Pvt Ltd and concluded that the Procurement mechanism as prescribed by the SPPRA Rules has been obeyed accordingly the evaluations have been done without any bias or subjectivity and it's based on Merit.
2. The Complaint Redressal Committee unanimously decides that there is not any apparent violation of Rule(s) as alleged by the Complainant. Hence, the Complaint Redressal Committee unanimously decided to reject the Complaint of the Aggrieved Bidder and upheld the decision of the Procurement Committee. Further, the Procuring Agency shall continue the subject tender process as per guidelines provided in SPPRA Rules 31(5), (6) & (7)


COMPLAINT REDRESSAL COMMITTEE (CRC)


Mr. Guljee
(External Member)
Accounts Officer
Representative of
Accountant General (AG) Sindh

GULJEE
Accounts Officer
O/o Accountant General Sindh
Karachi


ENGR. ASIF AHMED
• Executive Engineer (Civil)
Planning & Development Department
Jinnah Sindh Medical University

Engr. Asif Ahmed
(External Member)
Independent professional
Executive Engineer Civil,
Planning & Development Department,
Jinnah Sindh Medical University (JSMU)


Prof. JAHAN ARA HASAN
VICE CHANCELLOR
Dow University of Health Sciences.

GRC/CRC (After Advertisement)

Action	GRC/CRC v	Supplier Grievance Date v	PA Grievance Decision Date v	Channel v	Supplier's Type v	Supplier v	Attachment v
⊗ ⊗	<p>Subject: Grievance on Technical Disqualification & Acceptance of Late Bid – DUHS/W&S-NIT/177 To: Complaint Redressal Committee, Dow University of Health Sciences (DUHS), Karachi</p> <p>Respected Members, We, Rockwell Enterprises (Pvt.) Ltd., were disqualified on grounds of missing Work Completion Certificates, despite submitting all Documents. Additionally, M/s Noor Muhammad & Sons' bid was accepted despite being submitted after the 10:00 AM deadline. Their representative, Mr. Shams, signed the attendance sheet at 10:20 AM, which can be verified. We request a re-evaluation of our documents and an inquiry into the acceptance of the late bid in line with DUHS and SPPRA rules. We trust the committee will ensure fairness and transparency. Sincerely, Rockwell Enterprises (Pvt.) Ltd.</p>	11/06/2025 12:18 AM		System Generated	Registered	Rockwell Enterprises (Pvt.) Ltd.	



DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI
ATTENDANCE SHEET
MEETING OF COMPLAINT REDRESSAL COMMITTEE (CRC)
DATED 16-JUNE-2025 AT 10:00 A.M

ESTABLISHMENT OF NEW DOW COLLECTION LABS, INSIDE & OUTSIDE KARACHI DUHS

Ref No: DUHS/W&S-NIT/177, EPADS ID # S-250311780 NIT No: DUHS/W&S/2025/1440, Dated: 06th March, 2025

S. NO	NAME OF MEMBERS	DESIGNATION	SIGNATURE
1	Prof. Jahan Ara Hasan (Chairperson)	Vice Chancellor, Dow University of Health Sciences	
2	Mr. Guljee (External Member)	Accounts Officer Accountant General Sindh Representative of Accountant General (AG) Sindh	
3	Engr. Asif Ahmed (External Member) Independent professional	Executive Engineer Civil, Planning & Development Department, Jinnah Sindh Medical University (JSMU)	
4	Adv. Faizul & Ussan	Legal Advisor Rockwell Enterprises Pvt Ltd.	
5	Pir Muzaffar	Dir (PSD)	
6	Abdul Rabin Khan.	Dir - W&S -	
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