

MINUTES OF MEETING COMPLAIN 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 13th June 2025 at 09:30 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. Rehman Construction Company, on EPADS SPPRA dated 04th 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


13/06/25

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

<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 Mandatory 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. Rehman Construction Company, on EPADS against the technically qualified bidder i.e. M/S Noor Muhammad & Sons, in the open competitive bidding process. (A copy of the complaint is attached 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 forum that, as stipulated in the NIT, manual submissions are not accepted. The technically qualified bidder had submitted its bid security and bidding documents on the EPAD portal before the bid submission deadline.

Additionally, it was clarified that the physical submission of bid security is required to cross-verify it with the electronically submitted bid security on the EPAD portal and for authentication purposes through the banks.

The AG representative advised the forum that the NIT should explicitly state that pay orders must be submitted manually solely for verification purposes, ensuring procedural clarity. The Chairperson further stated that future NIT documents would be more comprehensive and would undergo legal department vetting prior to issuance."


GULJEE
Accounts Officer
O/o Accountant General Sindh
Karachi



ENGR. ASIF AHMED
Executive Engineer (Civl)
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. Rehman Construction Company** 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)

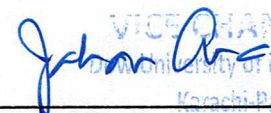
COMPLAINT REDRESSAL COMMITTEE (CRC)


13/06/22
GULJEE
Accounts Officer
O/o Accountant General Sindh
Karachi

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


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

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


VICE CHANCELLOR
Dow University of Health Sciences,
Karachi, Pakistan

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





GRC/CRC (After Advertisement)

X

+ Add GRC/CRC

Clear

Q Search keyword

Action	GRC/CRC	Supplier Grievance Date	PA Grievance Decision Date	Channel	Supplier's Type	Supplier	Attachment
 	Dear Sir, We would like to bring to your attention that Noor Muhammad & Sons has been technically qualified despite our objection regarding the late submission of their bid. As per SPPRA rules, late submissions should not be considered. We kindly request a review of the technical qualification process to ensure compliance with SPPRA regulations. Thank you for your prompt attention to this matter. Sincerely	04/06/2025 07:23 PM		System Generated	Registered	Rehman construction company	
 	Estimated cost does not mention in Bidding Documents	22/03/2025 04:55 PM		System Generated	Registered	Al Kasib & Co	

Close



DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI
ATTENDANCE SHEET
MEETING OF COMPLAINT REDRESSAL COMMITTEE (CRC)
DATED 13-JUNE-2025 AT 09:30 A.M

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

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

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	ATIF HUSSAIN (PROJECT ENGINEER)	REHMAN CONSTRUCTION COMPANY	
5	Abdul Halim Khan.	Director W&S.	
6	Pir Muzaffar	Director (PSD)	
7			