

**MINUTES OF MEETING**  
**COMPLAINT REDRESSAL COMMITTEE (CRC)**

**Subject:** Redressal of grievance filed M/s. Rehman Construction Company regarding the tender for Procurement of balancing modernization replacement, at Dow Institute of Life Sciences (D.I.L.S) on Turnkey basis

**N.I.T No:** DUHS/W&S/2026/1673

**Reference No:** DUHS/W&S-NIT/197

**EPADS I.D:** S-26020718356

**1. Meeting Details:**

A meeting of the Complaint Redressal Committee (CRC) constituted under Rule 31 of the Sindh Public Procurement Rules, 2010 (amended up to date) was held under the chairpersonship of Prof. Nazli Hossain, Vice Chancellor, Dow University of Health Sciences (DUHS), Karachi, on 30<sup>th</sup> March 2026 at 11:00 Hrs. in the VC Board Room, 4<sup>th</sup> Floor, Administrative Block, Dow Medical College Campus, DUHS Karachi.

The meeting was convened to examine and decide upon the grievance submitted by M/s. Rehman Construction Company, regarding the evaluation of the tender for Procurement of balancing modernization replacement, at Dow Institute of Life Sciences (D.I.L.S) on Turnkey basis.

**2. Complaint Received:**

The Committee took cognizance of the complaint submitted by M/s. Rehman Construction Company lodged complaint on EPADS 18-03-2026, at 06:16 P.M.

In the complaint, the bidder raised concerns regarding the evaluation of the tender, stating that they are declared non responsive affirming that all required documents, including a properly prepared technical proposal on official letterhead with signatures and stamps, were duly submitted and are verifiable within the bid. It further emphasizes that relevant project experience was clearly provided, including work executed at different hospitals, meeting the requirement for medical related projects. The company also rejects the claim regarding the absence of a valid authorization letter from COOLMAX, confirming that a proper authorization document was included. Additionally, it denies any material deviation from tender specifications contrary to the report's findings.

The complainant requested the Committee to review the financial evaluation to ensure feasibility, transparency, and compliance with the tender requirements.

**3. Composition of the Complaint Redressal Committee:**

The meeting was attended by the following members:

- i. Prof. Nazli Hossain (Chairperson)  
Vice Chancellor  
Dow University of Health Sciences, Karachi.
- ii. Mr. Shakeel Ahmed (External Member/ Representative of AG Sindh)  
Accounts Officer  
Accountant General Sindh
- iii. Mr. Syed Khurshid Hyder (External Member/ Representative of Pharmadesigns)  
Pharma Consultant  
Pharma designs

*(Handwritten signatures and stamps)*

**VICE-CHANCELLOR**  
Dow University of Health Sciences  
Karachi-Pakistan

**Shakeel Ahmed Brohi**  
Accounts Officer  
A.G Sindh Karachi

**PHARMADDESIGNS**  
KARACHI

*30/3/26*

*30/3/26*

The following individuals also attended the meeting:

- o Engr. Abdul Rahim Khan, Secretary / Member, Procurement Committee
- o Dr. Izhar Hussain (IBBPS)
- o Mr. Saad Khan (Representative of M/s. Rehman Construction Company)

The attendance sheet of the participants is attached for record (Annexure-B)

**4. Record Examined by the Committee:**

The Committee examined the following documents and records relevant to the procurement process:

- o Complaint submitted by M/s. Rehman Construction Company,
- o Bidding Documents
- o Bid Evaluation Report (BER)
- o Technical and Financial Evaluation Records
- o Relevant provisions of SPPRA Rules, 2010
- o Record relating to the subject tender

The Committee noted that the subject tender was invited through Single Stage - One Envelope Procedure under Rule 46(1) of SPPRA Rules and was duly published on SPPRA EPADS and national newspapers

**5. Hearing of the Complainant:**

The representative of M/s. Rehman Construction Company was invited to present his grievance before the Committee.

The representative submitted that the grievance had been filed primarily which are as follows:

- 1) Past Relevant Experience,
- 2) Authorization letter by COOLMAX International,
- 3) F.B.R/I.T.R v/s Audited Report,

**6. Deliberations of the Committee:**

After hearing the complainant and reviewing the procurement record, the Committee observed the following:

- 1) The tender was floated in accordance with the Sindh Public Procurement Rules, 2010 (amended) using the Single Stage One Envelope Procedure,
- 2) The procurement process, including evaluation (technical and financial) was conducted in accordance with the criteria specified in the bidding documents,
- 3) As per Bid Evaluation Report, the bid submitted by M/s. Gulf Construction Company (Pvt.) limited was qualified as responsive bid.
- 4) The Committee did not find any evidence of:
  - a. Procedural irregularity,
  - b. Violation of SPPRA Rules, or
  - c. Deviation from the evaluation criteria stated in the bidding documents.

*Nase*  
**VICE-CHANCELLOR**  
University of Health Sciences,  
Karachi-Pakistan  
**Shakeel Ahmed Brohi**  
Accounts Officer  
A.G Sindh Karachi  
30/3/26  
PHARMADESIGNS  
KARACHI  
30/3/26

**7. Decision of the Complaint Redressal Committee:**

After detailed examination of the complaint the Complaint Rereferral Committee resolved as follows:

- 1) The Committee finds that there was no relevant Pharmaceutical experience. As the Mandatory requirement of the bidding documents as mentioned BER.
- 2) Letter of authorization replied by COOLMAX International on our query, as per letter attached in BER, they declined to authorize for AHU units.
- 3) As per findings, there is huge difference in between F.B.R documents i.e 153,712,940/- average annual turnover whereas per submitted audit report is showing 3,340,953,025/- which shows great difference.
- 4) Accordingly, the Complaint Redressal Committee unanimously rejects the complaint submitted by M/s. Rehman Construction Company.
- 5) The Committee upholds the recommendations of the Procurement Committee and allows the Procuring Agency to proceed further with the procurement process in accordance with Rule 31 (5), (6) and (7) of the SPPRA Rules.

**COMPLAINT REDRESSAL COMMITTEE (CRC)**



*30/3/26*  
**Mr. Shakeel Ahmed Brohi**  
Representative of A.G Sindh (External Member)  
Accounts Officer  
A.G. Sindh, Karachi  
**Shakeel Ahmed Brohi**  
Accounts Officer  
A.G Sindh Karachi

*30/3/26*  
**Mr. Syed Khurshid Hyder**  
Representative of Pharma designs (External Member)  
Pharma Consultant  
M/s. Pharma designs

*Nazli Hossain*  
**VICE CHANCELLOR**  
Dow University of Health Sciences,  
Karachi-Pakistan  
**Prof. Nazli Hossain**  
Chairperson  
Vice Chancellor  
Dow University of Health Sciences



**DOW UNIVERSITY OF HEALTH SCIENCES**  
**ATTENDANCE SHEET**  
**MEETING OF COMPLAINT REDRESSAL COMMITTEE (CRC)**  
**DATED: 30<sup>TH</sup>-MARCH-2026 AT 11:00 HRS.**

**PROCUREMENT OF BALANCING MODERNIZATION REPLACEMENT, AT DOW INSTITUTE OF LIFE SCIENCES (DILS) ON  
TURNKEY BASIS**

**NIT NO. DUHS/W&S/2026/1673, REF NO: DUHS/W&S-NIT/197, EPADS ID # S-26020718356**

S#	NAME OF MEMBERS	DESIGNATION	SIGNATURE
1.	Prof. Nazli Hossain (Chairperson)	Vice Chancellor, Dow University of Health Sciences	Nazli Hossain
2.	Mr. Shakeel Ahmed Brohi (External Member)	Accounts Officer, Accountant General Sindh Representative of Accountant General (A.G) Sindh	30/3/26
3.	Mr. Syed Khurshid Hyder (External Member)	Pharma Consultant, M/s. Pharmadesigns	30/3/26
4.	Asadul Rehman	Divekhan W&S. DUHS.	
5.	REHMAN CONSTRUCTION COMPANY (Saadichan)	0331-2309495 Company REPRESENTATIVE	
6.	DR. IZHAR HUSSAIN	0308-3777770, ED, IBGPS, DUHS	

GRC/CRC (After Advertisement)

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Action	GRC/CRC	Supplier Grievance Date	PA Grievance Decision Date	Channel	Supplier's Type	Supplier	Attachment	Status
<p>M/s Rehman Construction Company has filed a grievance against its disqualification, stating that the evaluation report contains factual inaccuracies and unjustified conclusions. The company strongly contests being declared non-responsive, affirming that all required documents, including a properly prepared technical proposal on official letterhead with signatures and stamps, were duly submitted and are verifiable within the bid. It further emphasizes that relevant project experience was clearly provided, including work executed at different Hospitals, meeting the requirement for medical-related projects. The company also rejects the claim regarding the absence of a valid authorization letter from Coolmax, confirming that a proper authorization document was included. Additionally, it denies any material deviation from tender specifications contrary to the report's findings. The company requests a fair and transparent re-evaluation based on the actual submitted documents.</p>		18/03/2026 06:16 PM		System Generated	Registered	Rehman construction company		Open