

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

TO BE FILLED IN BY ALL PROCURING AGENCIES FOR PUBLIC CONTRACTS OF WORKS, SERVICES & GOODS

- 1) NAME OF THE ORGANIZATION / DEPTT. Sindh Bank Ltd/Administration
- 2) PROVINCIAL / LOCAL GOVT./ OTHER Scheduled Bank
- 3) TITLE OF CONTRACT Supply of Floor Standing 2 Ton AC inverters
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/1470/2025
- 5) BRIEF DESCRIPTION OF CONTRACT Supply of Floor Standing 2 Ton AC inverters
- 6) FORUM THAT APPROVED THE SCHEME Competent Authority
- 7) TENDER ESTIMATED VALUE Rs.1,659,908/-
- 8) ENGINEER'S ESTIMATE
(For civil works only)
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 1 Years
- 10) TENDER OPENED ON (DATE & TIME) 18.08.2025 at 1100 Hrs
- 11) NUMBER OF TENDER DOCUMENTS SOLD FOC(1)
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 1
- 14) BID EVALUATION REPORT 04.09.2025
(Enclose a copy)
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s.Shaheer Traders 4K.Pecits KARACHI
- 16) CONTRACT AWARD PRICE Rs.1,250,400/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID). 1. s.Shaheer Traders

18) METHOD OF PROCUREMENT USED : - (Tick one)

- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE ☒ Domestic/ Local
- b) SINGLE STAGE – TWO ENVELOPE PROCEDURE ☐
- c) TWO STAGE BIDDING PROCEDURE ☐
- d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE ☐

PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED i.e.
EMERGENCY, DIRECT CONTRACTING ETC. WITH BRIEF REASONS:

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT _____
Competent Authority

20) WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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21) ADVERTISEMENT :

i) SPPRA Website
(If yes, give date and SPPRA Identification No.)

Yes	EPADS S - <u>250303555</u> <u>2.8.2025</u>
No	

ii) News Papers
(If yes, give names of newspapers and dates)

Yes	Express Tribune, Daily Express & Jeejal <u>2.8.2025</u>
No	

22) NATURE OF CONTRACT

Domestic/ Local	<input checked="" type="checkbox"/>	Int.	<input type="checkbox"/>
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23) WHETHER QUALIFICATION CRITERIA
WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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24) WHETHER BID EVALUATION CRITERIA
WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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25) WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A
METHOD OTHER THAN OPEN COMPETITIVE BIDDING?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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26) WAS BID SECURITY OBTAINED FROM ALL THE BIDDERS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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27) WHETHER THE SUCCESSFUL BID WAS LOWEST EVALUATED
BID / BEST EVALUATED BID (in case of Consultancies)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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28) WHETHER THE SUCCESSFUL BIDDER WAS TECHNICALLY
COMPLIANT?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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29) WHETHER NAMES OF THE BIDDERS AND THEIR QUOTED PRICES WERE READ OUT AT
THE TIME OF OPENING OF BIDS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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30) WHETHER EVALUATION REPORT GIVEN TO BIDDERS BEFORE THE AWARD OF
CONTRACT?
(Attach copy of the bid evaluation report)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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31) ANY COMPLAINTS RECEIVED
(If yes, result thereof)

Yes	
No	No

32) ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE / DOCUMENTS
(If yes, give details)

Yes	
No	No

33) WAS THE EXTENSION MADE IN RESPONSE TIME?
(If yes, give reasons)

Yes	
No	No

34) DEVIATION FROM QUALIFICATION CRITERIA
(If yes, give detailed reasons.)

Yes	
No	

35) WAS IT ASSURED BY THE PROCURING AGENCY THAT THE SELECTED FIRM IS NOT
BLACK LISTED?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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36) WAS A VISIT MADE BY ANY OFFICER/OFFICIAL OF THE PROCURING AGENCY TO THE
SUPPLIER'S PREMISES IN CONNECTION WITH THE PROCUREMENT? IF SO, DETAILS TO
BE ASCERTAINED REGARDING FINANCING OF VISIT, IF ABROAD:
(If yes, enclose a copy)

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN
THE CONTRACT (BANK GUARANTEE ETC.)?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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38) SPECIAL CONDITIONS, IF ANY
(If yes, give Brief Description)

Yes	
No	No

Signature & Official Stamp of
Authorized Officer

ARSHAD ABBAS SOOMRO
Head of Administration & Security
Administration Division
Sindh Bank Limited
Head Office Karachi

12/9/225

FOR OFFICE USE ONLY

SPPRA, Block. No.8, Sindh Secretariat No.4-A, Court Road, Karachi

Tele: 021-9205356; 021-9205369 & Fax: 021-9206291

Print

Save

Reset



STR. No. 3277-876167-692

NTN No. 5065913-2

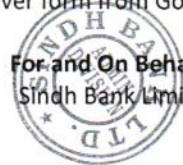
Ref: IG/PK/SBL/STDate: 18/09/2025**INTEGRITY PACT**Contract Number: 1470Contract Value: Rs. 1,254,400/-Contract Title: Supply of Floor Standing 2 Ton Air Conditioners Invertor for Premium Banking Branch at Khalid Bin Waleed Road PECHS Karachi

M/s. Shaheer Traders hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (Gos) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (Gos) through any corrupt business practice.

Without limiting the generality of the foregoing, M/s. Shaheer Traders represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from Gos, except that which has been expressly declared pursuant hereto.

M/s. Shaheer Traders certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with Gos and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty. M/s. Shaheer Traders accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to Gos under any law, contract or other instrument, be voidable at the option of Gos.

Notwithstanding any rights and remedies exercised by Gos in this regard, M/s. Shaheer Traders agrees to indemnify Gos for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Gos in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by , as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from Gos.

For and On Behalf of
Shaheer TradersSignature: Mohsin SaeedName: Mohsin SaeedFor and On Behalf Of
Sindh Bank LimitedSignature: Asad AliName: Asad Ali
Head of Adm. & HR

SNDB/COK/ADMIN/TD/1470/2025

Dated: 18/09/2025

M/s. Shaheer Traders.
Office 5-K, PECHS.
Karachi.

Subject: Contract Award – Supply & Installation of Floor Standing 2 Ton
Invertor AC Units

Dear Sir,


The management of Sindh Bank Limited is pleased to award the subject contract to

M/s. Shaheer Traders in accordance with terms and conditions mentioned in our
tender dated 02.08.2025.

Please acknowledge.

Sincerely,

For & behalf of Sindh Bank Limited,


Arshad Abbas Soomro
Head of Administration & Security Division

Bid Evaluation Report		
Supply of Floor Standing 2 Ton AC Inverters for Premium Banking Branch at Khalid Bin Waleed Road PECHS Karachi		
1	Name of Procuring Agency	Sindh Bank Limited
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1470/2025
3	Tender Description	Supply of Floor Standing 2 Ton AC Inverters for Premium Banking Branch at Khalid Bin Waleed Road PECHS Karachi
4	Method of Procurement	Single Stage One Envelope Bidding Procedure
5	Tender Published & SPPRA S. No.	SPPRA E-PADS –S-250803555 Express Tribune (English) , Daily Express (Urdu), Jeejal (Sindhi) (02/08/2025)
6	Total Bids Received	01
7	Technical / Financial Bid Opening Date & Time	18/08/2025 at 1100 Hrs.
8	No. of bids qualified	01
9	Bid(s) Rejected / Disqualified	00

Details on the above as given below:

S. No	Name of Firm or Bidder	Qualified / Disqualified in Technical / Eligibility Inspection/ Mandatory	Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost (Rs.1,659,908/-) (Unit Cost Rs.414,977/- x Qty 4)	Reasons for acceptance/ rejection	Remarks
1	2	3	4	5	6	7	
1.	M/s. Shaheer Traders	Qualified	Rs.1,254,400/- (Unit Cost Rs.313,600/- x Qty 4)	Only Bidder	Rs.405,508/- Below the Estimated Cost	Accepted as Most Advantageous Bid	Accepted- Award of Contract and Rule 48 has been complied with

Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender document, **M/s. Shaheer Traders** is the most advantageous bid i.e. Rs.1,254,400/- and their bid is also below the estimated cost, hence recommended for award of contract for **Supply of Floor Standing 2 Ton AC Inverters for Premium Banking Branch at Khalid Bin Waleed Road PECHS Karachi** of Sindh Bank Limited.

Members Signature- Procurement Committee

Dilshad Hussain Khan
Chief Financial Officer

Arshad Abbas Soomro
Head of Administration

Parvez Bhutto -Director Works & Services
(SMIU) Karachi

3. SECTION -III TECHNICAL SPECIFICATIONS/SCOPE OF WORK

Sindh Bank Limited (SNDB) requires proposal from the Contractors/Vendors for SUPPLY OF FLOOR STANDING 2.0 TON AC INVERTERS FOR PREMIUM BANKING BRANCH AT KHALID BIN WALEED ROAD for Sindh Bank Ltd Premium Banking Branch at 88/A/2 Khalid Bin Waleed Road PECHS, near Allied Bank/Japan Motors.

Supplies will be required to be given after 10 days of award of contract.

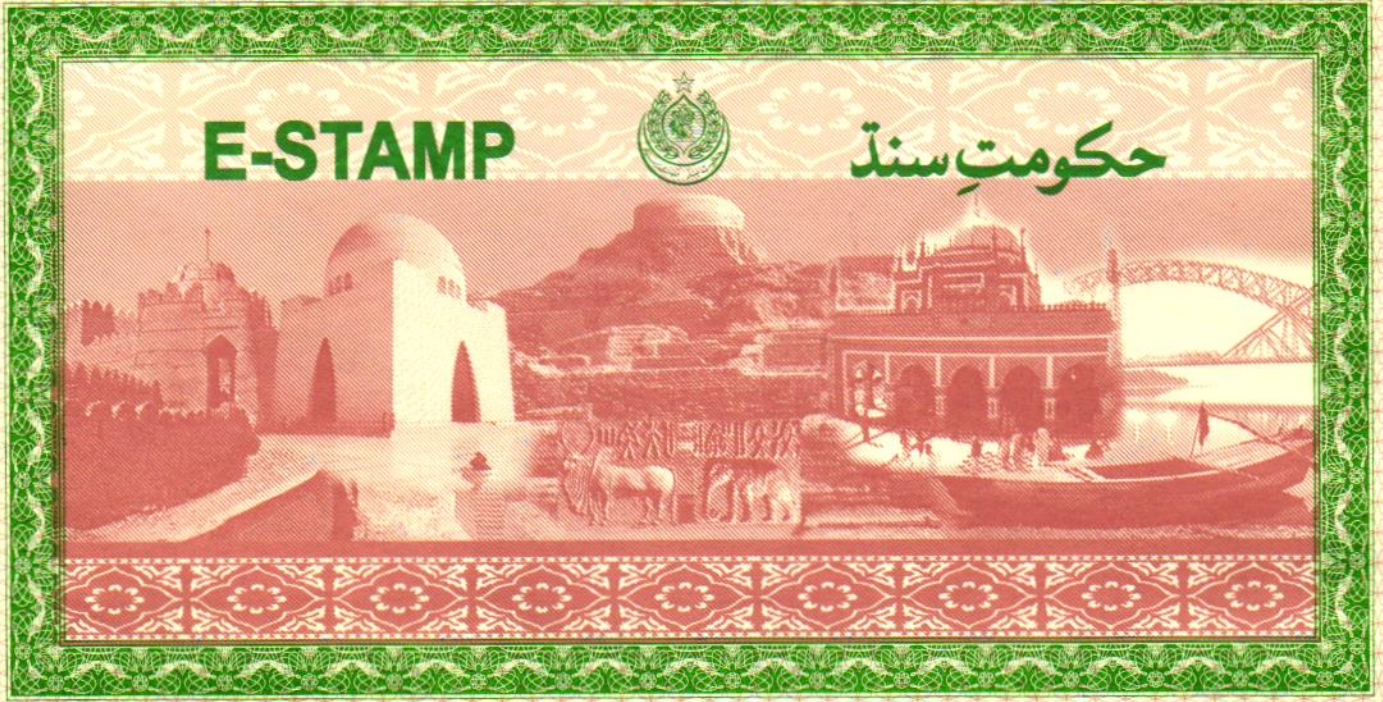
The quoted items must be strictly in compliance of the following technical specifications.

TECHNICAL SPECIFICATION

Power		V-Ph-Hz	220-240V1Ph,501-z
Cooling (Standard conditions)	Capacity	Btu/h	24000
	Input	W	2260
	Current	A	10.0
	EER	W/W	3.11
Heating (Standard conditions)	Capacity	Btu/h	24000
	Input	W	1900
	Current	A	8.4
	COP	WIW	3.70
Rated Power Input		W	4600
Rated Current		A	20
Indoor coil	a.Number of rows		2
	b.Tube pitch(a)x row	mm	21x1 3.37
	c.Fin spacing	mm	1.4
	d.Fin type (code)		Hydrophilic aluminium
	e.Tube outside dia.and	mm	07,Inner groove tube
	f.Coil length x height x	mm	735*405*26.74
	g.Number of circuits		6
Indoor air flow (Hi/Mi/Lo)		m3/h	950/950/800
Indoor noise level		dB(A)	50/0/42
Indoor unit			
	Net/Gross weight	kg	37.1-44.2
	Speed	r/min	830/730/550
Outdoor coil	a.Number of rows		2
	a. Tube pitch(a)x	mm	21x1 3.37
	c.Fin spacing	mm	1.3
	d. Fin type (code)		Hydrophilic aluminium
	e.Tube outside dia.and type	mm	07,1inner groove tube
	f.Coil length x height x	mm	900*44*609
	g.Number of circuits		6
Outdoor air flow		m3/h	3500
Outdoor noise level		dB(A)	63

Outdoor unit			
	Net/Gross weight	kg	44-50
Refrigerant type		kg	R410A
Design pressure		MPa	4.2/1.5
Refrigerant piping	Liquid side/ Gas side	mm(inch)	6.35mm(1/4in)/12.7mm(1/2in)
	Max. refrigerant pipe	m	
	Max. difference in level	m	15
Connection wiring			1.5x4//
Thermostat type			Remote Control)
Operation temperature		°C	17-30
Room temperature	Indoor(cooling)	°C	17'-32/0'-30
	Outdoor(cooling/heatin	°C	0— 50/-15-24
Application area (Cooling Standard)		m ²	32'-47
Qty' per 20 /40' !40HQ			32/71/77

Compressor Type	Twin rotary compressor for better energy efficiency and reliability
Fin Technology	Anti-Corrosion Fin Technology
Invertor Technology	Yes (DC invertor) Variable speed compressor
Warranty	One-year comprehensive – 3 to 10 Years compressor



NBP-0266-2509170009634661

GoS-KHI-394EF5DE4B6ED43A

Non-Judicial**Rs 4,391/-**

Description : Contract - 15(a)
 Principal : Sindh Bank Limited [36540087]
 Contractor : Shaheer Traders [50659132]
 Applicant : Mohsin Saeed [42101-1441797-9]
 Stamp Duty Paid by : Shaheer Traders [50659132]
 Issue Date : 17-Sep-2025, 10:34:50 AM
 Paid Through Challan : 2025A6C9BFD96F89
 Amount in Words : Four Thousand Three Hundred and Ninety One Rupees Only

Please Write Below This Line

You can verify your e-Stamp paper by scanning the QR code or online at www.estamps.gos.pk using the 'Verification Through Web' option.**AGREEMENT**

THIS AGREEMENT is entered into at Karachi on this the 18 day of September, 2025

BETWEEN

M/s.Shaheer Traders, a sole proprietorship concern having its principal place of business at 5K, P.E.C.H.S Karachi (hereinafter referred to as "Supplier", which expression shall be deemed to mean and include its successors-in-interest and assigns) of the First Part;

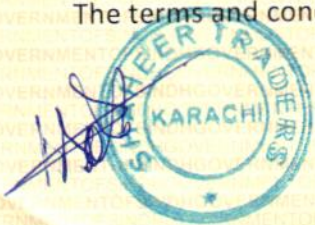
AND

SINDH BANK LIMITED, a banking company incorporated under the laws of Pakistan and having its Head office at 3rd Floor, Federation House, Abdullah Shah Ghazi Road, Clifton, Karachi-75600, Pakistan. (hereinafter referred to as "THE BANK", which expression shall be deemed to mean and include its successors-in-interest and assigns) of the Second Part.

WHEREAS:

"THE BANK" intends to acquire the services of "Supplier" for **Supply of Floor Standing 2 Ton Air Conditioners Invertor for Premium Banking Branch at Khalid Bin Waleed Road PECHS Karachi** in countrywide regions and Supplier agreed to provide the following services to the bank, as per tender opening date **18-08-2025, along with Price Schedule mentioned in Financial Proposal** i.e., **(2 Ton ACs 4 x Rs.313,600/- = Rs.1,254,400/-)**

The terms and conditions are as follows:

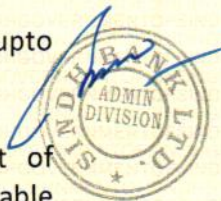




E-STAMP
CONTINUATION SHEET
Government of Sindh

Terms & Conditions:

- 1) All terms and conditions of the tender document will remain part of this agreement.
- 2) A prior notice of 10 days will be given for the supply of requisite supplies and it will be expected after 07 days of issue of the purchase order; the said supplies will be made available at the site.
- 3) A fine of Rs 1,000/- per day will be charged, if after expiry of 10 days' notice, the supplies are not provided, installed and made operational, till the requisite is completed.
- 4) In the event of the default on the part of the Supplier, in the performance of any condition of the contract/tender or delay in supply of the items even after a lapse of 15 days of the issuance of the purchase order, it shall be lawful for the Bank to forfeit the performance security and cancel the whole part of the supply order or cancel the contract. Decision of the Bank will be final and will be legal binding on the Supplier.
- 5) Supplier agrees to maintain adequate inventory of the parts so that the replacement is available within 24 hours, if any fault arises in the goods supplied during the warranty period. In case the effected part is not available, then the Supplier will provide the backup of the same product/item or better till the resolution of the fault is met, without any extra cost to the Bank.
- 6) The Supplier also undertakes to bear all kind of taxes i.e. Stamp duty/ Services Charges/Professional Tax / Sales Tax Invoice, Income Tax, Zila / Octroi Tax (if any) and all other incidental charges etc, up to the place of destination.
- 7) The Bank reserves the right to test/check the goods to ensure that it is provided as per specification in the tender document. For any discrepancies, at the time of supply or later, the Bank reserve the right to forfeit full performance security and cancel the tender and initiate the process for blacklisting of the Supplier. The decision of the Bank shall be final and binding upon the Supplier.
- 8) Delivery will be made by the Supplier for **Premium Banking Branch at Khalid Bin Waleed Road PECHS Karachi** as prescribed by the Bank.
- 9) The cost must include all taxes, installation, labour including delivery charges upto countrywide branches.
- 10) Supplier binds/undertakes that in case of any observation arising in respect of quality/performance of the goods within the warranty period, the supplier will be liable to address it at his own cost within 24 hours. Non-compliance of the same will result into initiation of a case against the supplier company for non-commitment and forfeiting of performance security or any other action as deemed necessary.
- 11) Any notice, request or consent required or permitted to be given or made pursuant to this agreement shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the given address.
- 12) A party may change its address for notice by giving a notice to the other Party in writing of such change.
- 13) The contractor will not assign their job to anyone, except prior written permission of the bank.
- 14) This agreement is valid for a period of one year commencing from 18 September 2025 to 17 Sept 2026 and / or till the supply of tender items.



Warranty

05 Years warranty for compressor and 1-year comprehensive warranty of all parts from the date of delivery.

During warranty period, any complaint forwarded to the company will be rectified within a period for 24 hours in big cities and within 48 hours in small cities.

Payment Schedule:

100 % of the total amount for the **Supply of Floor Standing 2 Ton Air Conditioners Inverter for Premium Banking Branch at Khalid Bin Waleed Road PECHS Karachi** will be paid within one month of invoice submission by the supplier.

If the obligation of warranty period is not met or delayed, the repair etc. requirement on this account will be carried out by the bank & the billed amount will be deducted from the performance security/ upcoming payment due to supplier. Risk & subsequent cost to this effect if any will be liability of the vendor and any subsequent expenses on the equipment will also be borne by the supplier.

Performance Guarantee:

5% of the total tender amount of will be retained by the Bank as "Performance Security" and will be returned to the supplier after 90 days of supply of complete tender items, including satisfactory confirmation by the branch managers, where the items have been supplied.

Before release of performance security, a technical team of the Bank will visit all branches to confirm the specifications of the supplied items as provided in offered product by the supplier. Any variation if found will disqualify the supplier alongwith forfeiting of the performance security and will ultimate recommendations to SPPRA authority for blacklisting of the firm.

Authorized Representative:

Any action required or permitted to be taken, and any document required or permitted to be executed under this agreement by the Bank or the Supplier may be taken or executed by the officials.

Termination of Agreement by the Bank:

- a) If the Supplier, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement.
- b) If, as the result of Force Majeure, the Supplier is unable to perform a material portion of the Services for a period of not less than thirty (30) days; and
- c) If the Bank, in its sole discretion and for any reason whatsoever, decided to terminate this Agreement.
- d) If two (2) unsatisfactory warning letters/emails are issued by the Bank for unsatisfactory performance to the supplier.

Goods Faith:

The Parties undertake to act in goods faith with respect to each other's rights under this agreement and to adopt all reasonable measures to ensure the realization of the objectives of this agreement.

Settlement of Disputes:

- a) The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Agreement and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with the Agreement or its interpretation.

- b) If Parties fail to amicably settle any dispute arising out of or in connection with the Agreement within (10) days of commencement of such informal negotiations, the dispute shall first be referred to the redressal committee of the bank and if parties could not reach an amicable situation, then the matter will be referred to the grievance committee of Bank and if matter could not be resolved the matter will be referred for arbitration of two arbitrators, one to be appointed by each party, in accordance with the Arbitration Act, 1940. Venue of arbitration shall be at Karachi, Pakistan and proceedings of arbitration shall be conducted in English.

Conflict of Interest:

The Supplier shall hold the Bank's interest's paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

Confidentiality:

- a) Except with the prior written consent of the Bank, the supplier and the Personnel shall not at any time communicate to any person or entity and confidential information acquired in the course of the Services, nor shall the supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
- b) This Article shall survive termination of this Agreement.

INDEMNIFICATION.

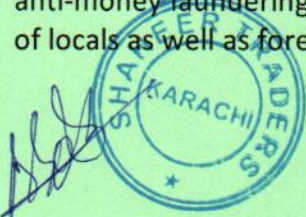
- a) Supplier (the "Indemnifier") agrees that it shall indemnify, defend, and hold harmless the SNDB and its parent, subsidiaries, affiliates, successors, and assigns and their respective directors, officers, employees and agents (collectively, the "Indemnities") from and against any and all liabilities, claims, suits, actions, demands, settlements, losses, judgments, costs, damages and expenses (including, without limitation, reasonable attorneys', accountants' and experts' fees) arising out of or resulting from, in whole or in part: (i) any act, error or omission, whether intentional or unintentional, by the Indemnifier or its officers, directors, employees, or sub-administrators, related to or arising out of the business covered by this Agreement, or (ii) an actual or alleged breach by the Indemnifier of any of its representations, warranties or covenants contained in this Agreement (including, without limitation, any failure of Indemnifier to comply with applicable local, state, provincial or federal regulations concerning Indemnifier's performance under this Agreement).
- b) This Article shall survive after termination of this Agreement.

ACCESS TO REGULATOR.

Supplier and The Bank agree to provide State Bank of Pakistan necessary access to the documentation and accounting records in relation to the **Supply of Floor Standing 2 Ton Air Conditioners Inverter for Premium Banking Branch at Khalid Bin Waleed Road PECHS Karachi** and right to conduct on – site inspection, if required.

Anti – Money Laundering.

"Contractors acknowledge that they do not violate any statutory / prudential requirement on anti-money laundering or record keeping procedure as per existing laws / rules and regulations of locals as well as foreign jurisdiction."



Support Escalation Matrix:

For timely addressing of complaints given support escalation matrix will be utilized/followed:-

LEVEL-1	Name/Designation (support staff)	Jawad Saeed
First complain if the call is not resolved " within specified response time " (48 hours)	Landline Phone	0213-2238594
	Email	shaheertraders.st@gmail.com
	Cell	0333-6696944
LEVEL-2	Name/Designation (Regional Manager/GM)	Mubashir Saeed
Second complain, if the call is attended within " Specified Response Time " and not attended / or the problem still unresolved even after complaining at Level-1 (72 hours)	Landline Phone	0213-2238594
	Email	shaheertraders.st@gmail.com
	Cell	0310-2326161
LEVEL-3	Name/Designation (CEO of the firm)	Mohsin Saeed
Third complain, if the call is attended within " Specified Response Time " and not attended /or the problem still unresolved even after complaining at Level-2	Landline Phone	0213-2238598
	Email	shaheertraders.st@gmail.com
	Cell	0300-1110963
Note: Ensure that no column above is left blank		

In witnesses hereunder both the parties have set their hands on the day and year above first mentioned.

Supplier:

Signature

Name Mohsin SaeedDesignation Proprietor/DirectorCompany Name Shaheer TradersAddress SK P.E.C.H.S Block 2
Karachi**Witness:**

Signature

Name Mubashir SaeedDesignation G. ManagerAddress SE 23/9 NazimabadKarachi**Customer:**

Signature

Name: Abbas Abbas SaeedDesignation: Head of BranchCompany Name Sindh Bank LimitedAddress Federation House, Sindh Bank
Ltd. Head Office Karachi**Witness:**

Signature

Name: Ahmed IqbalDesignation Incharge BranchCompany Name Sindh Bank LimitedAddress Federation House, Sindh Bank
Ltd. Head Office, Karachi