



150559-Establishment of 500 IT Labs in Government High & Higher Secondary Schools in Khyber Pakhtunkhwa Project

**Elementary & Secondary Education Department
Government of Khyber Pakhtunkhwa**

Block "A", Opposite MPA's Hostel, Civil Secretariat Peshawar, Phone # 091-9214092, Fax# 091-9211419

No. PM-IT/E&SE/1-2/500 IT Labs/Purchase

Dated: May 08, 2017

To

All District Education Officer (Male/Female),
in Khyber Pakhtunkhwa.

Subject: **Support Services contract of IT equipment supplied /installed by Computer Marketing Company (CMC) Pvt Ltd under the IT Project.**

Please refer to the subject cited above and to state that contract was awarded to M/s Computer Marketing Company (CMC) for establishment of Computer Labs in 500 Government Schools under the IT Project "150559-Establishment of 500 IT Labs in Government High & Higher Secondary Schools in Khyber Pakhtunkhwa". The Computer equipment and other accessories provided by the firm are under warranty for period of 12 months from the date of delivery. Now the warranty/Guaranty period is going to be expired. As per warranty at the schools, covers **breakages, malfunctions and breakdowns due to manufacturing defects**, but does not include physical damages by the End User. The warranty/guarantee will cover all the materials and goods supplied by the Supplier under this contract irrespective of the fact whether these have been manufactured by the Supplier or not.

Therefore, before the expiration of the warranty, it is requested that the Head of concern Schools, where the IT labs have been established under the IT Project "150559-Establishment of 500 IT Labs in Government High & Higher Secondary Schools in Khyber Pakhtunkhwa", may be directed to report warranty claims (if any) to CMC on phone number 051-111-357-357, as well as to this office through email address (salahuddin.emis@gmail.com), before **31st May 2017**, after that the responsibility of repair/replacement of such equipment will fall on the head of the school.

(SALAHUDDIN)
Deputy Director / Project Manager IT

Copy for information and n/a to the:

1. Director, Elementary & Secondary Education with the request to direct all the DEOs for compliance please.
2. PS to Secretary, E&SE Department, Govt. of Khyber Pakhtunkhwa.
3. PS to Special Secretary, E&SE Department, Govt. of Khyber Pakhtunkhwa.
4. PA to Additional Secretary (Dev), E&SE Department, Govt. of Khyber Pakhtunkhwa.

Deputy Director / Project Manager IT

CALL LOGIN PROCEDURE

CSD
Issue-02 (10-2-9)

Dear Customer

Whenever you require help, please provide following information at one of the following addresses related to your regions.

- Equipment Name: _____
- Model #: _____
- Serial #: _____
- Address where equipment installed.
- Contact person Name: _____ Cell #: _____ PTCL#: _____

CUSTOMER COMPLAINT LOG-IN NUMBERS: -

Islamabad: 051-111-357-357 Miss Shabana Munawar

Every CMC Business Partner Deserves the Best: - If any thing falls below your expectation do not hesitate to let us know. Be it our staff member, our product or services. **Call us at: (*Executive Engineer Coordination*) 0333-4264230 - Round the Clock and we'll make it perfect for you immediately.**

Next collect your call "log-in #" and keep it for further reference till the completion of call.

Best regards,

CMC