

Ref. # IBA-MC/PD/Misc/217/0067/2017-18

November 7, 2017

Manager (Enforcement-II)
Sindh Public Procurement Regulatory Authority
Govt. of Sindh
Block-8, Sindh Secretariat No. 4-A
Court Road
Karachi.

Performance Status for Convocation-2016 vide Tender # MISC/02/16-17

Reference last year tender # MISC/02/16-17 for Decoration & Catering Services, please find the attached letter regarding subject matter to host on SPPRA website.



M. Sohail Khan

Sr. Manager Purchase & Stores

Cc : Chairperson, Procurement Committee – IBA
General Manager Administration - IBA



Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

Handwritten signature and date: 14/4/17

Ref. # IBA-MC/PD/Misc/217/0155/2016-17

April 14, 2017

Mr. Junaid ur Rehman
M/s Darbar Caterers & Decorators
Jamshed Road # 1,
Karachi 5, Near PSO Pump

Performance Status for Convocation-2016 vide Tender # MISC/02/16-17

Dear Mr. Junaid,

This is in reference to the services provided by M/s Darbar Caterers & Decorators (DCD) on the occasion of Convocation-2016. I am directed by the competent authority to inform DCD for substandard facilities, poor quality and deficient quantity of food served contrary to the Work Order # IBA-MC/PD/Misc/208/0028/2016-17 & IBA-MC/PD/Misc/208/0031/2016-17 for "Decoration & Catering Services for Convocation - 2016".

2. We had clearly specified about our requirement for the occasion of Convocation-2016 and during preliminary meeting we had very clearly mentioned the standards required on the occasion. However, it is with deep concern and we are compelled to inform the following poor services and substandard facilities provided by M/s Darbar Caterers & Decorators;

- a. The quantity of cake, samosa were deficient according to the number of guests and of very poor quality & taste.
- b. Many chairs and Tables at VIP enclosure were without cover.
- c. Tea & Coffee were served in drums instead of electric dispenser even insufficient quantity.
- d. Air Conditioners were of lesser quantity, albeit exact quantity and its tonnage were provided in Work Order.
- e. Bearers services were not according to the number of guests and they used to wear poor uniform.

3. It is to be noted that during Convocation-2015, former Dean & Director Dr. Ishrat Husain publicly admonished you for serving poor quality food as was informed by many guests. Further, on the occasion of Farewell Dinner in honor of Dr. Ishrat Husain, DCD served food insufficient quantity e.g., fish and poor quality of Kashmiri Tea. Instead of dry fruits you people used grinded black peas and very low quality powder milk used for Kashmiri Tea.

4. It is to be noted and in line to professional procurement approach, we have on many occasions advised and informed you how to come-up and improve the quality services those met the standards. Now, we are impelled to inform that after so many advices,

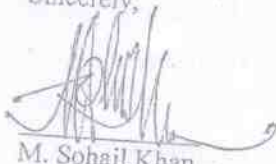
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encouragement and support, DCD could not come-up to the mark of the standards of quality and services.

I am compelled and again request you to improve the above mentioned deficiencies, qualities and standards. We hope that M/s Darbar Caterers & Decorators would consider our advise and suggestion for improvement.

Thanking you in anticipation.

Sincerely,



M. Sohail Khan
Sr. Manager Purchase & Stores

Cc - Dean & Director, IBA Karachi
- Director Finance
- Registrar, IBA
- Chairman, Procurement Committee-A

