

Dear Sirs/Colleagues,

Already 566 **Laptops** to different field offices and 140 **Desktops** computers to all RTC have been supplied from Procurement Unit under PPRP (II) project. We expect all are enjoying the devices in enhancing the e-GP implementation in and outside LGED.

These devices have “3 (Three) year’s minimum full replacement warranty including battery with parts and services” for the computers and have “2 (Two) year’s minimum full warranty with parts and services” for the UPS according to the agreement with the supplier.

So, if any defect is observed, please contact to the respective service center of the supplier. The list of the service centers are attached herewith.

If you have any complain against the service centers, please let us know.

List of Service Center (Smart Technology Ltd.)

S/L	DISTRICT	REGION	ADDRESS	Contact Person	POC CONTACT 2	SUPPORT EMAIL
1	Dhaka	Kalabagan Service Center	Yakub South Center, 156 Mirpur Road (2nd Floor), Lake Circus, Kalabagan, Dhaka-1205.	Mr. Munna	8801928285722	support@smart-bd.com
		Tejgaon Service Center (MSC)	271/A, Tejgaon Industrial Area, Dhaka-1208.	Mr. Fakhruul Hasan	8801730354846	support@smart-bd.com
		Taltola Service Center	Lake View Plaza (2nd Floor), Begum Rokeya Sharoni, Dhaka-1207.	Mr. Ambar	8801730317790	support@smart-bd.com
		IDB Service Center	Shop # 312/2 (Level-4), BCS Computer City, IDB Bhaban, Agargaon, Dhaka-1207.	Mr. Abu Shaiham	8801777734217	support@smart-bd.com
		Multiplan Service Center	Shop # 1006 – 1007, Level – 10, Multiplan Center, New Elephant Road, Dhaka-1205.	Mr. Jawel	8801755606296	support@smart-bd.com
		Elephant Road Service Center	City Super Market (3rd Floor), 95, Kudrat-E-Khoda Road, New Elephant Road, Dhaka-1205.	Mr. Ziaul Hoque	8801730701971	support@smart-bd.com
		Jamuna Future Park Service Center	Shop # 20-21 (Level-4), Block-B, Jamuna Future Park, Dhaka.	Mr. Mahfuzul	8801777734206	support@smart-bd.com
		Motijheel Service Center	Gause Pak Bironi Bitan (2nd Floor),	Mr. Mostak	8801755606306	support@smart-bd.com
			Shop # 209-210, 224-225, 28/G/1, Toyenbee Circular Road, Motijheel C/A, Dhaka-1000,			
		Motijheel Corporate Service Center	104 Globe Chamber (1st Floor) Motijheel C/A, Dhaka-1000,	Mr. Shamsul Islam	8801730354852	support@smart-bd.com
		Eastern Plus Service Center, Paltan	Eastern Plus, House No: 45, Level: 4, 145 Shanti Nagar, Dhaka.	Mr. Ahsan	8801783818430	support@smart-bd.com
		Uttara Service Center	34-H.M Plaza, Suit # 23, 24, 25 (2nd Floor), Road # 2, Sector # 3, Uttara Model Town, Dhaka-1230.	Mr. Anwar Hossain	8801755606302	support@smart-bd.com
		Gulshan Service Center	House # 53, Road # 6, Block – c, 4th floor Nikaton, Gulshan-I, Dhaka-1230.	Miss. Rose	8801777734173	support@smart-bd.com
2	Chittagong	Chittagong Corporate Service Center	JB Complex (2nd & 3rd Floor), 805 CDA Avenue, GEC Circle, Chittagong.	Mr. Rizvy	8801730317754	support@smart-bd.com
3	Comilla	Comilla Service Center	1st Floor, Rokeya Tower, Race Course, Comilla.	Mr. Raihan	8801730354881	support@smart-bd.com
4	Rajshahi	Rajshahi Service Center	77 Alpona Plaza (1st Floor), Alokbar More, Rani Bazar, Rajshahi-6100.	Mr. Nayon	8801730701968	support@smart-bd.com
5	Bogra	Bogra Service Center	Amin Plaza, (2nd Floor) Romena Afaz Road, Jaleswari Tola, Bogra - 5800.	Mr. Mahmudul Haque	8801730354890	support@smart-bd.com
6	Khulna	Khulna Service Center	4/7, 8, 9, 10-10.5 Jalil Tower, Khan-A-Sabur Road, Khulna-9100	Mr. Abdul Qadir	8801755606390	support@smart-bd.com
7	Jessore	Jessore Service Center	Jessore Computer City, Shop #618, Jess Tower, 5th Floor, M.K Road, Jessore.	Mr. Safiqul	8801777734235	support@smart-bd.com
8	Sylhet	Sylhet Service Center	Kashana Complex (2nd Floor), Nayasarak, Sylhet - 3100	Mr. Tamim	8801730701935	support@smart-bd.com
9	Barisal	Barisal Service Center	Fakir Complex (Fakir Mohol), 112, Bir Shresto Captain Mohiuddin Road (Sadar Road), Barisal.-8200.	Mr. Mamun	8801730354877	support@smart-bd.com
10	Rangpur	Rangpur Service Center	Mazeda Complex (1st Floor), Station Road, Rangpur	Mr. Al Amin	8801755606316	support@smart-bd.com

Support Hotline	
Md. Fakhruul Hasan :	8801730354846
Md. Hasan Uddin :	8801624174869
Rony Chandro Saha :	8801686052507