

LCB Finance PLC  
No.76, S.De.S Jayasinghe Mawatha  
T.P.No : 0112825404 /

## Purchase Order

Order No: LCB/PO/2024/05/28		Date : 28 <sup>th</sup> May 2024	
All invoices for goods or services supplied on this purchase order should be sent in duplicate direct to the Head of Finance, LCB Finance PLC , No 76 S.De.S Jayasinghe Mawatha			
To	Gayan Anuradha –senior Software Engineer NO 392/8 Waragoda Road , Kelaniya	For Office Use	
		Procurement Approval	
		Date	
Please supply the under mentioned goods/ services together with your advice to LCB Finance PLC This order has reference to your response for our quotation dated: 2024-05-10			
Item No	Description	Units	Total Price (Rs)
	Development of a software solution for centralized complaint Management system  Scope of work User Interface (UI) Development Complaint submission Functionality Complaint Tracking System Complaint Classification & prioritization Complaint Assignment & Escalation Communication Channels Reporting and Analysis Customer Feedback & satisfaction Measurement Continuous Improvement	01	Rs 70,000.00
TOTAL COST			Rs 70,000.00

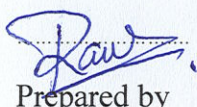
### Payment System

40% at the time of award  
30% at the time of SW delivery  
30% After UAT & go Live

### Conditions

A user guide is required for complete payment to be released  
Source code to be handed over to LCB while code should have descriptive explanations for easy reference by another support person (in case you are not available for support and upgrade)

Ramila Bandara



Prepared by

Lanka Credit and Business Finance PLC  
No. 76, S. De. S. Jayasinghe Mawatha,  
Kohuwala, Nugegoda.

On behalf of LCB Finance PLC