

**National Institute of Oceanography**  
**Customer Engagement Form I**  
(To be filled by the client)

Sr. No: \_\_\_\_\_ Date: \_\_\_\_\_

Client Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Nature / Area of service (check the appropriate box):

- Coastal hydraulic & Seabed Survey
- Oceanographic Survey
- Marine pollution survey
- Environmental Survey
- Feasibility studies
- Shrimp Hatchery and Farming
- Training offered
- Oceanographic Data Services
- Coastal Hazard assessment

Specification and description of Survey Area & Service required by Client:

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(Please mention the quantity required and attach all technical documents containing details and specification of required product/service with this form)

I acknowledge that I have read and agree to the Terms of Engagement, mentioned overleaf, set by the National Institute of Oceanography.

Name of Client's Representative: \_\_\_\_\_

Designation: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

**Customer Engagement Form II**  
(To be filled by authorized officer of NIO)

Sr. No: \_\_\_\_\_ Date: \_\_\_\_\_

Name and Designation: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Service Provided: \_\_\_\_\_

Name of Client: \_\_\_\_\_

Name of Client's focal person \_\_\_\_\_

Details of the Services required by Client:

\_\_\_\_\_  
\_\_\_\_\_

Estimated Duration: \_\_\_\_\_

Tentative Date of Delivery: \_\_\_\_\_

Estimated Charges: \_\_\_\_\_ PKR (per unit)

\_\_\_\_\_ PKR (total)

Advance if any: \_\_\_\_\_ PKR

Sample or any other details / documents provided by Client:

Yes \_\_\_\_\_

No

Mode of Payment (in case of pay order, cheque etc. mention number and amount below and attach of copy of the same):

Cheque  Pay Order

Demand Draft  Cash

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature and stamp of the authorized Officer of NIO

## **TERMS OF ENGAGEMENT TO BE ABIDE / FOLLOWED BY NIO / CLIENT**

1. Client will provide complete specifications and details of the service/product required, and will provide survey areas quadrates.
2. NIO will assess the technical specifications and requirements and will provide a tentative timeline and quotation to the customer/client.
3. The quotation will include complete charges of required services including any duties and taxes levied by the Government.
4. NIO will not charge anything at the planning stage; however charges for the development of prototype shall be borne by the client.
5. Intellectual property rights of the data shall remain with NIO.
6. Information about the delay will be communicated to the Client, timely, maximum efforts shall be made to meet the deadlines and discourage delays.
7. Focal person for the company/client will have to fill the Customer Engagement Form I and will answer any queries and provide any additional information about the project that NIO may require.
8. Similarly focal person of NIO will keep the client informed about the progress of the project.

**Contact**  
**Administrative officer**  
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