



14470

GOVERNMENT OF KERALA
Labour and Skills (D) Department

No.16347/D2/2015/LBR

Thiruvananthapuram,
Dated: 12-5-2016.

CIRCULAR

- Ref:- 1) Circular No. 16347/D2/2015/LBR dated 28-11-2015.
2) Minutes of the meeting on 17-12-2015.
3) Letter dated, 25-1-16 from the Zonal Manager, Hewlett-Packard India Sales Private Limited, Bengaluru.

Labour and Skills Department, Government of Kerala purchased an HP laser jet wifi printer through Indicom Systems, Thiruvananthapuram and installed in the camp office of Additional Chief Secretary, Labour & Skills. When the printer went out of order, the department contacted suppliers for rectification of the defect. But even after online complaint registration and repeated requests through email, the company did not respond properly. Due to this undue delay in attending to a complaint and non response from M/s HP Limited, Government decided not to purchase or place order for any new product of HP, either from the company directly or from its distributors or agents vide Circular No. 16347/D2/2015/LBR dated, 28-11-2015.

Soon the company represented against the Circular. Thereafter, a meeting of the company officials and department personnel were held on 17-12-2015 to sort out the issue. Zonal Manager of HP and other service officers attended in the meeting and apologized for the mistakes from their part. In the meeting, they agreed to take corrective measures in a time-bound manner by conducting internal training to service staff of the company to improve behaviour towards customers and action for speedy settlement of complaints from government departments. They also provided contact numbers of service technicians and senior officials for effective co-ordination and offered service camps for HP products supplied to Labour Department.

As per the decisions taken in the meeting, the company conducted training to their staff at Trivandrum and Cochin and informed Government that they have taken all corrective measures for better customer support and after sales service to the department. They also requested Government to withdraw the circular issued against the company.

Government have considered the request of the company and find that the existing complaint has already been rectified and after sales service to Government has improved. The assurance given to Government in the meeting held on 17-12-2015 has been complied with. On the basis of these findings the circular directing not to purchase products from HP issued vide reference 1st cited stands cancelled.

Tom Jose,
Additional Chief Secretary to Government.

To

The Labour Commissioner, Thiruvananthapuram.
 ✓ The Director of Training, Thiruvananthapuram.
 The Director of Employment, Thiruvananthapuram.
 The Director of Insurance Medical Services, Thiruvananthapuram.
 The Director, Factories & Boilers, Thiruvananthapuram.,
 All Sections in Labour & Skills Department.
 Stock File/Office Copy.

Forwarded/by Order

Sreelatha

Section Officer

Endorsement No:E1/14470/16 L.dis dated 10/06/16

Copy communicated to all Principal of ITIs/AVTS/BTC, Training Officer of RI Centre for information through on department website.

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For Director of Training

Copy to :

CA to DT, CA to ADT, Special Officer STI Kazhakootam.
 ASPD/SPIU/CA to JDT/JDT, RDT Kannur, All ITI Principal, JAA(C) to publish in website, TA, JAA(T), All Section, Stock File E1