



GOVERNMENT OF KERALA
Labour and Skills (D) Department

32331

No.16347/D2/2015/LBR

Thiruvananthapuram,
Dated: 05-10-2015.

CIRCULAR

Labour & Skills Department, Government of Kerala purchased an HP wifi printer for the use of Principal Secretary to Government. This was purchased through Indicom Systems, Thiruvananthapuram. The HP laser jet printer CPI025 went out of order; the supplier Indicom Systems was contacted by the department on 07-07-2015 and requested rectification. The department officials also contacted HP several times for rectifying the complaint. Even though the complaint was registered with ID 5347567, both HP as well as Indicom systems failed to attend to the complaint on time. Instead of attending to the complaint, different persons from HP and Indicom Systems kept on calling asking for technical details at odd times.

Even though the complaint was finally rectified after several requests, it is assessed that it was not done in a professional way befitting the position and status of the department. This matter of non rectification to the satisfaction of the department was taken up with HP and Indicom Systems. However, they have not even bothered to acknowledge the department's complaint in this regard. Hence the Government finds the after-sales service of HP and Indicom Systems of abysmally poor standard, and absolutely unsatisfactory.

Under the circumstances, for the financial year 2015-16, no directorate under the Labour & Skills Department shall purchase or place under any new product of HP, either from the company directly or from its purchase or place under for distributors or agents, until this issue is resolved to the satisfaction of the Government.

Tom Jose,
Principal 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 of Factories & Boilers, Thiruvananthapuram.
All Sections in Labour & Skills Dept.
Stock File/ Office Copy.

Forwarded/by Order

Sreedh
Section Officer

Endt.on E1/32331/2015. L.Dis.

Directorate of Training,
KSHB, 4th Floor,
Santhi Nagar,
Thiruvananthapuram-01,
Dated: 20.11.2015

Copy communicated to all Principals of ITIs /AVTS /BTC, Training
Officers of RI Centres for information through on department website.


for DIRECTOR OF TRAINING

SKS

Copy to :

CA to DT/ CA to ADT/ Special Officer, STI Kazhakootam/ ASPD SPIO/
CA to JDT /JDT, RDT Kannur/ TA, All ITI Principal.
JAA (C) - To Publish in the website
Stock file- E1.