

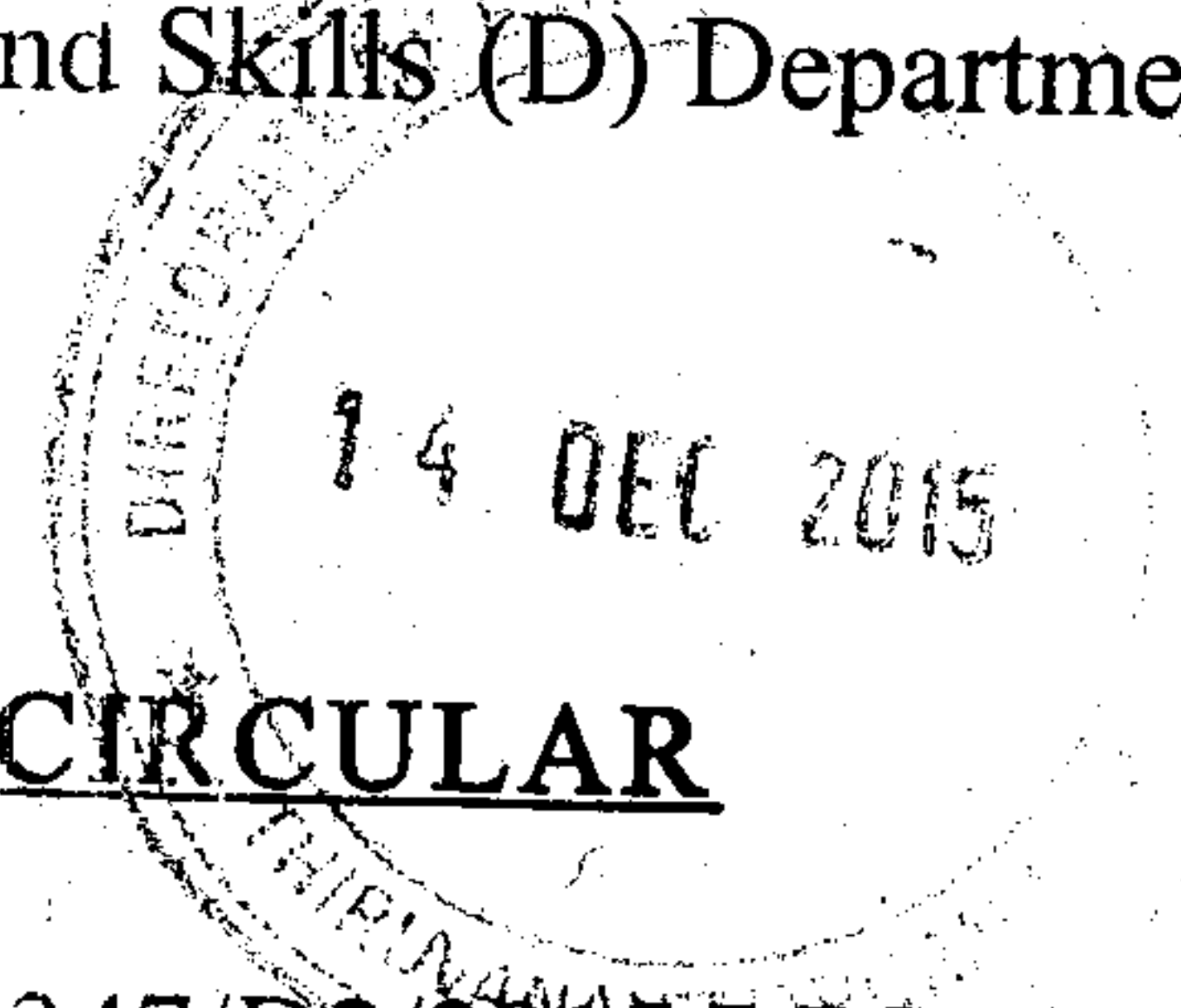


GOVERNMENT OF KERALA  
Labour and Skills (D) Department

36421

No.16347/D2/2015/LBR

Thiruvananthapuram,  
Dated: 28-11-2015



**CIRCULAR**

Ref:-Circular No. 16347/D2/2015/LBR dated, 05-10-2015

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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 CP1025 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.

The complaint was finally rectified after several requests. However, it is found 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. They have not even bothered to acknowledge the department's complaint in this regard. Hence the Government finds that 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 order for any new product of HP, either from the company directly or from its distributors or agents, until this issue is resolved to the satisfaction of the Government. The Circular, dated, 05-10-2015 issued vide reference 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 of Factories & Boilers, Thiruvananthapuram.
- All Sections in Labour & Skills Dept.
- Stock File/ Office Copy.

Forwarded/by Order

*Breundes*  
Section Officer

*urgent*  
*EJ*  
*HP*

*9*  
*4/12/15*

*R*

Endt.on E1/36421/15 L dis Dated: 17.12.2015.

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

  
For Director of Training

Copy to:-

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