

MIT4-28901/TC/2013

Transport Commissionerate, Kerala,
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Dated: 11.11.2015

From

The Transport Commissioner
Thiruvananthapuram

To

All DTCs/RTOs/Jt RTOs

Sir,

Sub: Motor Vehicles Department – Repair / Additional purchase of ICT
(Information and Communication Technology) equipments – urgent action –
Regarding.

Ref: 1. G.O (Rt) No. 247/2010/Trans dated 24.06.2015
2. G.O (Ms) No. 47/08/Tran dated 04.11.2008
3. Order No. MIT 4/28901/TC/2013 dated 07.12.2013
4. Order No. MIT 4-28901/TC/2013 dated 05.06.2014

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Attention is invited to the subject and references cited.

The department has been providing computerized services to the public for speedy services of the Motor Vehicle Department. It is noticed that most of the offices, computerized services to the public are getting badly affected due to failure of ICT equipments. Although department has already entrusted CDIT to provide facility management service to keep the equipment in running condition, the officers concerned are not initiating any steps to ensure proper working of these equipments.

Hence you are directed to

- a) Lodge the complaint through the EFMS software for ICT equipments so as to rectify the same at the earliest.
- b) If the service provider not solving the issue within stipulated time, take steps to get it repaired locally and deduct the penalty and service cost. Even in case of equipments which do not fall under the maintenance service of CDIT local service may be utilized to rectify the errors and meet the expenses from Other Expenses subject to the delegation of financial powers vide reference 2nd cited.
- c) If irreparable certificate is furnished by the service provider, take necessary steps to replace the equipments (ICT) after following the guidelines issued vide reference 1st cited.
- d) In case additional ICT equipments are necessary DTCs/RTOs/Jt RTOs shall take keen interest to procure such equipments following the Orders referred as 3rd.
- e) The concerned officers shall furnish report of the idle equipments, reason for idling and the action taken to rectify the same by 30/11/2015.

Yours faithfully


Tomin J. Thachankary IPS
Transport Commissioner.