

Delhi Transport Corporation
IT Department, I.P. Estate
New Delhi-110002

No.: ITD-HQ/433F/2019/159

Dated: 14.11.2019

Circular

The Work Order no. ITD-HQ/433F/POS/2019/74/dycgmit/175 dated 03.09.2019 was issued to HDFC Bank for installation of PoS machines in all DTC Pass Sections.

2. As per T&C of the Work Order, HDFC Bank has installed Android based PoS machines in all Pass Section and system is in use since 7th October, 2019. HDFC Bank imparted training to all Pass Section incharges on 14.10.2019 at DTC Conference Room, HQ.

3. Following instructions for all Pass Section operators for using PoS machines have been sent by HDFC Bank:-

Instructions for using POS machines

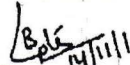
- Everyday concerned operator is to settle the batch for all the transactions after completion of duty.
- Do not insert or plug in any socket in the machine unnecessarily.
- Do not put the charger in the machine while doing any transaction.
- Try to charge the battery 100% at least once in a day, preferably in Switch off mode.
- Avoid the touch screen of the machine from oily food.
- Paper roll should be inserted in such a way that the paper is little out of the machine a little bit. When the Paper roll stock is about to finish, then raise demand in HDFC bank timely.
- Keep the brightness of the screen low while not making any transaction to save battery for longer use.
- In case of any problem, please contact on HDFC Customer Care ID: plutus.support@pinelabs.com along with TID details.

PoS मशीन उपयोग करने के दिशानिर्देश

- PoS मशीन ऑपरेटर आखिरी इयूटी के बाद बैच सेटलमेंट (For all transactions) कर के इयूटी खत्म कर के जायेगा।
- मशीन में किसी भी सॉकेट को अनावश्यक रूप से ना लगाएं या मशीन को प्लग इन न करें।
- ट्रांजैक्शन (Transaction) करते समय चार्जर को मशीन में न लगायें।
- बैटरी को दिन में कम से कम एक बार 100% चार्ज करने की कोशिश करें, अगर स्विच ऑफ मोड में करेंगे तो ज्यादा जल्दी चार्ज होगी।
- मशीन की टच स्क्रीन पर कोई भी ऑयली फूड या गंदे हाथ न लगाएं।
- पेपर रोल को इस तरह से डाला जाना चाहिए कि पेपर मशीन से थोड़ा बाहर हो। जब पेपर रोल स्टॉक खत्म होने वाला हो, तो एचडीएफसी बैंक में समय पर requirement भेजें।
- बैटरी को बचाने के लिए transaction न करते वक़्त स्क्रीन की brightness कम रखें।
- किसी भी समस्या के मामले में, एचडीएफसी कस्टमर केयर ID: plutus.support@pinelabs.com पर अपनी TID के साथ संपर्क करें।

4. Therefore, all Depot Managers / Concerned Officers are requested to circulate these instructions to all Pass Sections & Paste one copy in all Pass Sections and issue directions to adhere to these instructions.

This issues with the approval of competent authority.


(Bhoomika)
Sr. Manager(IT)

All RMs/DMs

Dy. CGM (Traffic)

Dy. Manager (A/Cs)-CS-II

- CC to:
- CGM(IT)
 - Dy. CGM (O)
 - Dy. CGM (IT-II)
 - OSD to MD
 - Addl. CAO