Find below notes from our team meeting on Saturday (18 Nov, 2017).

**Attendees:** Ravi, Venkat, Janardhanan, Karthi, Sivaraman, Selvaraj, Dharani, Vimala.

 Responsibilities for team leaders are as follows:

* Sivaraman - Zerodha team (Salem and Coimbatore)
* Karthi Sr - Retail Services - Bunk / UTI Issues resolution
* Selvaraj - PAN Card Operations
* Venkat - Income Tax team
* Vimala - Customer Support

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 Action Items:

**Janardhanan**

* Mr.Janardhanan  follow the Aircel ,Vodafone, BSNL -manage relationship with the networks.
* Meeting with Lorry association members at early morning regarding insurance.
* Collect leads from lorry association members and co-ordinate with Karthi.
* Replacement of banner in new Bus Stand.

**Sivaraman**

* Coimbatore office BSNL Plan was changed.
* Unauthorised trade done in client code - send mail to Bosco, Vinay CC to Ravi Sir.
* FASTAG - Daily report have a track
* FASTAG - Junior Karthi, Susil Ranjan collect leads and have a regular followup.
* FASTAG - Sales - Janardhanan, Karthi, Junior Karthi, Susil Ranjan, Application processing - Ramya, Selvaraj, Backoffice - Sivaraman.
* FASTAG - Check for collapsible banner and resolve this before Wednesday (22-Nov-2017).
* Office Electricity Earthing  line completed succesfully.
* Zerodha Payout issue forward to Hanan and cleared successfully.

**Venkatesh**

* Form 15GH will be received before Monday (20-Nov-2017).
* The Invoice to be received from Alankit should include GST.
* PAN Card acknowledgement is not received properly - coordinate with Selvaraj.

**Vimala**

* JAYGEE Copiers appointment within 2 to 3 days.
* Meeting with JAYGEE copiers – meeting follow up should be done by Karthik, Selvaraj
* Other state Calls training to Anjali.
* Pending  forms list - should be cleared by everyone and must have track on it.
* Biometric device activation details should have a track on it.
* Biometric device registration cost = 600 (including Cost+GST+Payment Gateway charges)
* Aadhar verification Charges – Rs.50+GST+Payment Gateway charges.
* Thumb print attestation charges – Rs.50+GST+Payment Gateway charges.
* Vijaykumar Gupta – Req another new application from the agent for wrong application and process it at free of cost.
* Biometric Registration trial and installation procedures.
* While installing the Biometric device with the customers check with their system whether any other application is not running.
* Sweta Refund
* Tamil Nadu ticket issue should be resolved by PAN Card team members.

**Selvaraj**

* Biometric application have a track on it.
* Thumbprint attestation applications, Affidavit application should have a track on it, update in the daily report.
* Get the attestation, affidavit form attestation depending upon the counts, should not make any delay.
* Cleared upto 20-25 Biometric application in NSDL.
* Have a track of Biometric details in NSDL Cash register and Excel.
* Phone calls should not be missed. The mail should be replied within 15 mins.
* Follow up the agents regarding old PAN card application, Should fix a time limit for the application to clear it otherwise the form will be destroyed. Pending forms to be cleared.
* Withheld forms to be cleared through biometric co-ordinate with Karthi.

**Karthi**

* + - * UTI withheld application have been cleared 25 nos.
      * 5 Roads applications 15 withheld cleared - 2 through Biometric, 13 through Additional documents.
      * PAN Card issues should be handed over to Selvaraj before December’17.
      * Preform entry demo to our team using Mantra device.
      * PAN Card issue cleared for 5 roads Bunk owner, Ramakrishnan
      * Fast tag follow the leads with regular followup.
      * Insurance auto renewal reminder will be done in future.

**Dharani**

* Preparing for Road Map
* Testing for Payment Gateway
* Swetha - Payment Refund
* Fastag Application