



1. I, Poonam Kapoor, Executive Director, Driver and Vehicle Services, delegate of the Chief Executive Officer of the Department of Transport and Major Infrastructure (DTMI) under the *Towing Services Act 2024* (the *Act*), pursuant to the power specified under the Towing Services Regulations 2025 in column 1 of the following table, require a person who is the towing service provider, to keep records required under the subregulation listed in column 2 in the manner and form listed in column 4.

Column 1 – Regulatory power	Column 2 – Records required to be kept	Column 3 – Record description	Column 4 – Manner and form
Regulation 13(2)	13(1)(a)-(c), (d)(i), (d)(iii), (f) and (g)	General records	a) In English; and b) In a legible, clear and accurate form; and c) In document form or a form that can easily be converted into a document form; and d) In a collated form or a form that can easily be converted into a collated form so that all required records can be viewed together upon request.
Regulation 16(2)	16(1)	Complaint records	a) In English; and b) In a legible, clear and accurate form; and c) In document form or a form that can easily be converted into a document form; and d) a collated form or a form that can easily be converted into a collated form so that all required records can be viewed together upon request; and e) In hard copy or in an electronic form that can be readily accessed and viewed at the storage yard on request.
Regulation 13(2)	13(1)(d)(ii)	Storage yard register	a) In English; and b) In a legible, clear and accurate form; and c) In document form or a form that can easily be converted into a document form; and d) a collated form or a form that can easily be converted into a collated form so that all required records can be viewed together upon request; and e) In hard copy or in an electronic form that can be readily accessed and viewed at the storage yard on request.
Regulation 13(2)	13(1)(e)	Towing service provider copy of Authority To Tow	a) In English; and b) In a legible, clear and accurate form; and c) In document form or a form that can easily be converted into a document form; and d) In a collated form or a form that can easily be converted into a collated form so that all required records can be viewed together upon request; and e) In hard copy and retained at the storage yard to which the vehicle is towed or at another storage yard of the towing service provider.
Regulation 13(2)	13(1)(h)-(j)	Photograph and visual recording records	a) Is legible and clear; b) In a form that is exportable in a common digital format; and c) In a collated form or a form that can easily be converted into a collated form so that all required records can be viewed together upon request.

2. Column 3 of the Table is provided for ease of reference and does not form part of this approval.

3. This instrument is to be known as **TSR – 2026 – 208697** and has effect on 1 July 2026.


Poonam Kapoor
Executive Director, Driver and Vehicle Services
Department of Transport and Major Infrastructure (DTMI)

29/07/2026