



1. I, Poonam Kapoor, Executive Director, Driver and Vehicle Services, delegate of the CEO 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 –<br>Regulatory power | Column 2 –<br>Records<br>required to<br>be kept   | Column 3 –<br>Record<br>description              | Column 4 – Manner and form                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|---------------------------------------------------|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Regulation 13(2)               | 13(1)(a)-(c),<br>(d)(i), (d)(iii),<br>(f) and (g) | General records                                  | a) In English; and<br>b) In a legible, clear and accurate form; and<br>c) In document form or a form that can easily be converted into a document form; and<br>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<br>b) In a legible, clear and accurate form; and<br>c) In document form or a form that can easily be converted into a document form; and<br>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<br>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<br>b) In a legible, clear and accurate form; and<br>c) In document form or a form that can easily be converted into a document form; and<br>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<br>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<br>b) In a legible, clear and accurate form; and<br>c) In document form or a form that can easily be converted into a document form; and<br>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<br>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;<br>b) In a form that is exportable in a common digital format; and<br>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-2026-208825** and has effect on the date it is signed.

4. This instrument revokes and replaces instrument **TSR-2026-208697** dated 29 July 2026.

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

18 / 08 / 2026