

CITIZEN'S CHARTER

ETPK-CC-01

Date of Release: 22.05.2010

Rev. No. 0

trivandrum india
technopark
harmony at work

ELECTRONICS TECHNOLOGY PARKS – KERALA
TECHNOPARK CAMPUS, TRIVANDRUM – 695 581

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	Citizen's Charter	ETPK-CC-01	
		Issue No. 1	Rev. No. 0
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I. Our vision

To provide a holistic enabling environment to make knowledge industry intrinsically competitive and world class.

II. Our mission

Planning, establishment and management of Electronics Technology Parks in Kerala so as to create the infrastructure and environment required for setting up software development companies, high technology Electronics manufacturing units and Research, Design, Development, Incubating and Training establishments.

III Citizen/Clients

Citizens mentioned here refer to companies operating from Technopark , employees of the companies, private Parks inside Technopark campus, service providers, commercial operators , contractors, consultants, other clients, outsiders who are using Technopark services and general public who are necessarily connected with our business activities.

IV. About us

ELECTRONICS TECHNOLOGY PARKS – KERALA, popularly known as TECHNOPARK, is an autonomous society of the Government of Kerala, registered under Travancore-Cochin Literary, Scientific and Charitable Societies Act XII of 1955.

The mandate of Technopark is to undertake on a time bound and mission oriented basis, the planning, establishment and management of Technology Parks in the State of Kerala.

The Park is managed by the Governing Council headed by the Hon'ble Chief Minister of Kerala (Minister for Information Technology) and a Project Implementation Board headed by the Principal Secretary (Information Technology), Government of Kerala. The Chief Executive Officer and a team of officials manage the day-to-day functions of Technopark.

The Park set up in Trivandrum near the University of Kerala Campus in 142 acres of land (Phase I) is a most modern one and provides world class infrastructure facilities and support services for Electronics and Information Technology Companies inside the campus. Infrastructure provided include land, built-up space, power, power back-up support, water, convention center facilities, business incubation center, business cubicles, Software Engineering Competency center, project facility center for university students etc. directly and other services like telecom, datacom, restaurants, guest house, security service, house keeping, club, banks, post office, health clinic, travel arrangements, flower shop etc. through other service providers. Technopark has created Technology Business Incubator with funding support from Department of Science & Technology (DST), Government of India for helping innovators and entrepreneurs. Technopark acts as a facilitator for other services through counseling for the new ventures, single window clearance for the new entrepreneurs, Government-Industry-Academia interaction etc.

Currently Technopark houses about 200 companies with more than 25000 IT/ITES professionals and the customers of Technopark include foreign owned 100% Software Export-oriented Companies, NRI groups and Indian Corporates in Information Technology and Electronics businesses. The software and hardware products developed / manufactured by these companies are essentially used by customers located mostly in developed countries and hence there is definite need for the companies in the campus to maintain the international quality standards.

In view of the above, a very stringent Quality System is essential for Technopark to meet the standard of services required by these high profile clients. Hence, Technopark has been certified as ISO 9001:2008 and **CMMI level 4** compliant, and the quality policy and procedures have been evolved taking into account all areas of infrastructure support and all the basic services, business value added services and business enabling services rendered by Technopark.

Technopark is also certified under Environment Management System (ISO 14001:2004) and Safety Management System (OHSAS 18001:2007) for Design, Development, Marketing Services and Overall Maintenance of Infrastructure facilities for IT/ITES companies.

V. Core Group

Core group consists of

Mervin Alexander, Chief Executive officer
K.V.Rajendran, GM (Tech)
K.Ramachandran, DGM (P&A)
K.C.Chandrasekharan Nair, CFO& MR
M.Vasudevan, Sr.Manager (BD)
K.Venu, Manager (Land Acquisition)
Two company representatives (2 company CEOs)

The Core group shall oversee the formulation of Citizen's charter and approve it. The Core group shall monitor its implementation thereafter.

VI Task Force

Task force consists of

Madhavan Praveen, Manager (Projects)
Mahesh Vijayan, Manager (Projects)
Renuka.K, Deputy Finance Officer
Gita Gopalakrishnan, Asst. Manager (Marketing)
Krishnakumar.G, Electrical Engineer
N.Viswanathan, Assistant Finance Officer
Rahul Thampi.R.I, Project Engineer
Annie Moses, Jr. Finance Officer
Reshmi.K.V, Jr. Quality Officer
Sreeji.S.D, Front Office Executive
C.Ravindran Nair, Estate Officer
Assignment Inspector
Two Company Representatives

Duties of task force include identification of all citizens and services, determining standards of services provided by the organization, preparation of draft charter, modification of draft charter on the basis of suggestions and observations, obtaining the approval of the charter and publishing the charter in public domain with the approval of Core group.

VII. List of key services

Leasing of developed land, warm shell & fully furnished plug and play facilities
Water supply (24 hours)
Dedicated Power Distribution System (Distribution license holder)
24/7 Power Back-up support
International Tele Connectivity
High band width and redundant connectivity directly connected to submarine cable landup station
Fire Fighting Network through ring-main power supply system
Front Office facilities
Convention Centre Facilities
Total Operation & Maintenance of Campus
24 hours campus Security Service
Operation & Maintenance of Utilities
Technopark Club
Technomall Business Complex
Cafeteria & Restaurants
Guest House
Customer Counseling for New Project Ventures
Single Window Clearance for New Projects
Campus post office
Comprehensive business facilities
Campus transportation
Technopark ambulance service
Long distance bus service
Technopark Technology Business Incubator
A/C bus service from city through Technopark Office
Banks /ATMs
IT Education & Management Institutions

VIII. Customer Satisfaction

Technopark is a customer-focused organization looking at customer satisfaction as one of the most important objectives. Though the organization is committed to Government and the outside society at large and also to the service providers, suppliers, clients, academia and Industry, it is primarily committed to the Technopark community. Technopark provides high quality of life to the employees of companies and adds intrinsic business value to its customers. Technopark provides world-class business environment and state-of –the-art Infrastructure facilities to the customers who start new business from the campus. Technopark acts as a business facilitator by providing all kinds of basic services, business value added services, business-enabling services and to a certain extent, marketing services to the companies.

Technopark provides counseling service at the early stages, helping the companies through single window clearance of all government registration formalities and providing total support to new start-ups and genuine entrepreneurs. We are at the service of the companies at every stage of business and collecting their suggestions/ complaints, if any, through e-mail response@technopark.org / incubator@technopark.org/ feed back forms/ questionnaires and find out corrective/ preventive actions immediately to satisfy the customer. Customer complaints/ suggestions are registered through well-knit procedures.

IX. Public Information Officer

K. Ramachandran
 Dy. General Manager (Personnel & Admin)
 Technopark, Park Centre,
 Technopark Campus
 Thiruvananthapuram 695 581, Kerala
 Ph: 91 - 471 - 2700222
 Fax: 91-471-2700171
 Email: keyar@technopark.org

X. Date of issue of citizens’ charter:

XI. Our aim is to achieve the following service delivery/quality parameters

Nature of service	Service delivery norms		
	Type of enquiries and suggestions		Minimum time required for response
Infrastructure maintenance	Building maintenance	Minor	24 hours
		Major	2-4 days
	Campus maintenance	Minor	24 hours
		Major	2-4 days
Water supply	Pump breakdown		8 hours
	Pipeline breakdown		6 hours
	Water shortage		3 hours
Power distribution	As mentioned in “CONDITIONS OF SUPPLY OF ELECTRICAL ENERGY” issued by Electronics Technology Parks-Kerala (Technopark)		-----
Parking facility	Parking		1 hour
Security services	Security issues		1 hour
Lift maintenance	Door failure		2days
	Drive failure		2days
	Control circuit board failure		3 days
	Landing call button complaint		24 hrs
A/C maintenance	Chiller pump breakdown		8 hours
	Plant breakdown		8 hours
	AHU failure		24 hrs
	FCU failure		24 hrs
Traffic control	Traffic issues		30 mins
Cafeteria & Restaurants	-----		1 hour
Fire fighting network	System breakdown		24 hrs

Front office facilities	Fixing interviews and other services	1 hour
Convention centre facilities	Booking of facilities	1 hour
Technopark Club	Health club equipment failure	24 hrs
Long distance bus service	Common transportation facilities	15 mins
Technomall Business Complex	---	15 mins
Guest House	Room booking	15 mins
Technopark ambulance service	----	10 mins
Customer counseling for new project ventures(TBI & TUC)	Incubation space enquiries/TePP funding enquiries/MBA, Engineering project enquiries	24 hrs
Single window clearance for new projects	Space allotment enquiries/building approval/power connection approval/water connection approval	7 days
Campus transportation	----	15 mins
Comprehensive business facilities	Allotment for usage	30 mins
Technopark Technology Business Incubator	Incubation space enquiries/TePP funding enquiries/Mentoring	24 hrs
Billing	Meter reading clarification for power/water, A/C or DG bills, Bill amount escalation clarification, Bill not received	2 days
Smart Business Centre	Allotment of space subject to availability	3 days

- Minimum time referred above depends upon various factors such as nature of work, availability of materials and labour, if kept under observation in case of power/water reading etc. Standby equipments are installed for continuous service.

XII. Availability of information

Information can be obtained from our officers listed below:

Information relating to	Name of officer , Designation	e-mail
Leasing of developed land	M.Vasudevan, Sr.Manager (Business Development)	mvdev@technopark.org
Leasing/renting of space, (warmshell, furnished and commercial)	M.Vasudevan, Sr.Manager (Business Development)	mvdev@technopark.org
Infrastructure maintenance	Madhavan Praveen, Project Manager	madhavan_praveen@technopark.org

Water supply	Krishnakumar.G , Electrical Engineer	krishnakumar@technopark.org
Power distribution	K.V.Rajendran, General Manager(Tech)	kvr@technopark.org
Parking facility	K.Ramachandran , Deputy General Manager(P&A)	keyar@technopark.org
Security services	K.Ramachandran , Deputy General Manager(P&A)	keyar@technopark.org
A/C maintenance	Krishnakumar.G , Electrical Engineer	krishnakumar@technopark.org
Lift maintenance	Krishnakumar.G , Electrical Engineer	krishnakumar@technopark.org
Traffic control	K.Ramachandran , Deputy General Manager(P&A)	keyar@technopark.org
Land acquisition	K.Venu , Manager(Land acquisition)	venu@technopark.org
Cafeteria & Restaurants	K.Ramachandran, Deputy General Manager(P&A)	keyar@technopark.org
Fire fighting network	Madhu Janardhanan, Fire & Safety Officer	madhu@technopark.org
Front office facilities	K.Ramachandran , Deputy General Manager(P&A)	keyar@technopark.org
Convention centre facilities	K.Ramachandran , Deputy General Manager(P&A)	frontoffice@technopark.org
Operation & maintenance of the campus	C.Raveendran Nair, Estate officer	crnair@technopark.org
Technopark Club	K.Sasidharan, Club - Administrator	sasidharan@technopark.org
Long distance bus service	S.Antony Pereira/ K.Rajendran Assignment Inspectors	Contact no. 9846241797
Technomall Business Complex	S.Antony Pereira/ K.Rajendran Assignment Inspectors	Contact no. 9846241797
Guest House	K.Ramachandran, Deputy General Manager(P&A)	keyar@technopark.org
Technopark ambulance service	S.Antony Pereira/ K.Rajendran Assignment Inspectors	Contact no. 9846241797
Campus post office	S.Antony Pereira/ K.Rajendran Assignment Inspectors	Contact no. 9846241797
Customer counseling for new project ventures (TBI & TUC)	Surya Thankam Technical Officer(T-TBI)	surya@technopark.org incubator@technopark.org
Single window clearance for new projects	M.Vasudevan, Sr.Manager (Business Development)	mvdev@technopark.org
Campus transportation	C.Raveendran Nair, Estate officer	crnair@technopark.org
Comprehensive business facilities	K.Ramachandran , Deputy General Manager(P&A)	frontoffice@technopark.org
Smart Business Centre	M.Vasudevan, Sr.Manager (Business Development)	mvdev@technopark.org
Billing	K.C.Chandrasekharan Nair, Chief Finance Officer	kccnair@technopark.org viswam_nv@technopark.org

Technopark Technology Business Incubator	Sreejith.S Technical Officer(T-TBI)	sreejith@technopark.org incubator@technopark.org
Quality standards	K.C.Chandrasekharan Nair, Management Representative	reshmi@technopark.org

Park Centre office can be contacted round the clock at 0471-2700222 or 2700071.

For information after office hours please contact our Security Personnel at 0471-2700222/ contact the Assignment Inspector at 9846241797/ mail us at response@technopark.org

XIII. How to give us feed back

We welcome comments from our citizens to help us to make our services better. Feed backs including complements, suggestions and complaints are welcome as they help us to improve our services.

Should you wish to provide feedback including any complaints about our service, you may please contact Technopark office at 0471-2700222 /Estate Officer at 9847131310

Courteous and helpful service will be extended by all the staff members. If you have any complaints to make with respect to the delivery of the above standards you are welcome to register your complaints at response@technopark.org . Grievances will be acknowledged within 24 hours of the receipt. Efforts will be made to redress the grievance within a period as mentioned in section XI. If the remedial action is not taken within the stipulated time frame, an interim reply will be sent.

XIV. How we can help you

Inorder to provide you with quality service, we request you to

- Provide information that is easily understandable and accurate and as complete as possible.
- Allow adequate time for us to respond to requests and provide feedback on our performance.

XV. Measuring our performance

Services will be evaluated against the standards set out in this charter periodically in order to see if the services are undertaken as per the standards set.

Services will be periodically reviewed as per the standards set out in the charter to ensure continual improvement in service delivery.

The charter is available at our websites:

www.technopark.org/ www.technoparktbi.org/ www.ttbi.smartguruji.com

XVI. Right to information

According to Right to Information Act DGM (P&A) is the Public Information Officer (Charge) and Chief Executive Officer is the appellate authority

XVII. Consumer Grievance Redressal Forum (CGRF) of Technopark

A CGRF is constituted in line with the Kerala State Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2005 with the following officials

1. Mervin Alexander, Chairman
2. K.V.Rajendran, Member
3. Adv. Girish P Raja, Member

Online facility for filing complaint with Consumer Grievance Redressal Forum is available in our website www.technopark.org

XVIII. Complaints Committee for redressal of sexual harrasment

A committee is constituted for the purpose of enquiry into the compliant regarding the sexual harassment as mentioned in section 13 of Sexual Harassment of Women at Work Place (Prevention, prohibition and reddressal) Act, 2006. The committee consists of the following members.

1. Mervin Alexander, CEO
2. K.Ramachandran, DGM(P&A)
3. Gita Gopalakrishnan, Asst. Manager(Marketing & Legal)
4. Dr. Elizabeth Sherly, Director, IIITM-K
5. Susheela Sreenivasan, Joint Secretary, Kerala Working Women's Association, Trivandrum

All the female employees who are having grievance of sexual harassment can make the complaint to the Committee or can register their complaints through the e-mail address response@technopark.org . The Committee will meet on receipt of the complaint or otherwise whenever necessary.

XIX. Communication Register for registering complaints/suggestions

Communication register is available at Technopark front gate, rear gate and in all buildings for registering your complaints/suggestions for improving the performance of the organization. Any grievance related to environmental performance will also be attended and rectified within 24 hours subject to the availability of resources. The complaints/suggestions can also be registered through the e-mail address grievancecell@technopark.org

XX. Public Grievance Cell

Citizen's grievances related to the organization other than CGRF will be handled by K.Ramachandran, DGM (P&A) as Public Grievance Officer

For further improvement of the charter

Citizens may feel free to write to the following address about their comments and suggestions for further improvement of the Charter.

Chief Executive Officer

Electronics Technology Parks-Kerala

Technopark Campus

Trivandrum -695 581

Phone: 0471-2700222

Fax: 0471-2700171

e-mail:mervin@technopark.org