

CITIZEN'S CHARTER

ETPK-CC-01

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

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www.technopark.org

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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 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.

Technopark is an autonomous society promoted by the Government of Kerala located at Kazhakuttom, Thiruvananthapuram. Technopark was established in 1990 and often referred to as one of Asia's Best IT parks. Currently Technopark houses a workforce that consists of over 53000 personnel, employed in more than 350 companies on the campus. Technopark is extensively laid out across a massive 795.46 acres of land, with 9.33 million sq. ft. of completed built up space and 3.5 million sq. ft. space where work is currently in progress. The urbane Technopark campus, with a visually striking combination of architectural and sculptural forms, consists of Phase 1 - 150 acres (SEZ 31 acres), Phase 2 - 86 acres (SEZ 86 acres), Phase 3 - 90 acres (SEZ 27 acres), Technocity - 424 acres (SEZ 141.01 acres) and TP Kollam - 44.46 acres (SEZ 44.46 acres). Technopark diligently aims

to provide infrastructure and support facilities to IT/ITeS and electronics companies that would help them function from an unparalleled, self-reliant location. Infrastructure provided includes land, built up space, power, water supply systems, convention center facilities, business incubation center and other services like the Technopark Club, restaurants, the Techno-mall shopping complex, the Technopark guesthouse, Special Economic Zones (SEZ), , telecom, datacom, restaurants, guest house, security service, housekeeping, banks, post office, health clinic etc.

Technopark is a CMMI Level 4, ISO 9001:2015, ISO 14001:2015 and OSHAS 18001:2007 certified organization. In Quality Management System (ISO 9001:2015), 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. Environment Management System (ISO 14001:2015) and Occupational Health and Safety Assessment Series (OHSAS 18001:2007) for necessary risk assessments to anticipate minimize and control hazards, Marketing Services and Overall Maintenance of Infrastructure facilities for IT/ITES companies.

V. Core Group

Core group consists of

Hrishikesh R Nair, Chief Executive officer
Jayanthi.L, Chief Finance Officer
Madhavan Praveen, Deputy General Manager (Projects)
Vasanth Varada, Manager (Business Development)
Abhilash.D.S, Deputy Manager (HR & ADMIN)

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

Gita Gopalakrishnan, Manager (Marketing & Legal)
Anfal. A, Deputy Manager (Electrical)
Viswanathan.N, Officer (Finance)
Jainendra Kumar, Chief Security Officer
Madhu Janardhanan, Fire & Safety / Estate Officer

Phase- III

Rahul Thampi.R.I, Deputy Manager (Civil)
Aziz.M.A, Campus Administrator

Company Representatives (2 Nos)

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 based on 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 services

• 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 bandwidth and redundant connectivity directly connected to submarine cable landup station
- Fire Fighting Network through ring-main power supply system
- Front Office facilities
- Conventional Centre Facilities
- Total Operation & Maintenance of Campus.
- 24 hours campus security service
- Operation & Maintenance of Utilities
- Single Window Clearance for New Projects

• Other Services

- Campus Post Office
- Technopark ambulance service
- Technopark Club
- Technomall Business Complex
- Cafeteria & Restaurants
- Guest House
- Long distance bus service
- A/C bus service from city through Technopark office
- Banks/ ATM's/ BSNL Customer Centre
- IT Education & Management Institutions
- Akshaya Citizen's Centre
- Fire & Rescue Station
- E-wit Child care Hub
- Control room & Video Surveillance System

VIII. Customer Satisfaction

Technopark is a customer-focused organization looking at customer satisfaction for IT/ITeS companies as one of the most important objectives. The organization is primarily committed to the Technopark community i.e. IT/ITeS companies, to the Government, to the service providers, suppliers, clients, academia and Industry the outside society. Technopark provides high quality of life to the employees of companies and adds intrinsic business value to its customers i.e. for IT/ITeS companies. Technopark provides excellent 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/](mailto:response@technopark.org) feedback 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

Abhilash D.S
Deputy Manager (HR & ADMIN)
Electronics Technology Parks – Kerala (Technopark),
Park Centre, Technopark Campus
Thiruvananthapuram -695 581, Kerala
Ph: 91 - 471 - 2700222
Fax: 91-471-2700171
Email: abhilash@technopark.org

X. Date of issue of revised citizens' charter: 19.02.2018

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 12-24 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		6-12 hours
Power distribution	As mentioned in "CONDITIONS OF SUPPLY OF ELECTRICAL ENERGY" issued by Electronics Technology Parks-Kerala (Technopark)		-----
New/ Fresh Lease Agreement or License Deed for Non SEZ area (Based on submission of all required document, Payment of Security Deposit, NoC from Finance dept. etc. by the company)	Business Development		10-15 Days
New/ Fresh Lease Agreement or License Deed for SEZ area (Based on submission of all required document, Payment of Security Deposit, NoC from Finance dept. etc. by the company)	Business Development		70 Days
Space Sharing Agreement for Non SEZ Area (Based on submission of all required document, Payment of Security Deposit, NoC from all dept. etc. by the company)	Business Development		30 Days
Enquiry & Request placed in Technopark Space Request Queue System maintained & to acknowledge the receipt	Business Development		48 hours
Space Availability followed by Expression of Interest by Client and Issue of Offer Letter/ Allotment Letter (Based on submission of all required document, Payment of Security Deposit, NoC from Finance dept. if it's an existing company)	Business Development		2-10 Days

Client Service & Client Complaint Handling- Acknowledge by email	Business Development	Within 2 hours
Client Service & Client Complaint Handling- Readdressed with Solution	Business Development	48 hours
Advertisement Release by Business Development through Work Order	Business Development	Payment release by 20 days on Invoice submission.
Parking facility	Parking (with respect to the eligibility & availability of the slot)	1 hour
Security services	Security issues (depends on the nature of issues)	24 hrs (for Normal issues)
Lift maintenance	Door failure	1 day
	Drive failure	2 days
	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	Attending calls, enquiries, etc.	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	
Technomall Business Complex	---	15 mins
Guest House	Room booking	15 mins
Technopark ambulance service	----	10 mins
Single window clearance for new projects	Space allotment enquiries/building approval/power connection approval/water connection approval Building permit	30 days

Campus transportation	----	15 mins
Comprehensive business facilities	Allotment for usage	30 mins
Billing	Meter reading clarification for power/water, A/C or DG bills, Bill amount escalation clarification, Bill not received	7 days
Smart Business Centre	Allotment of space subject to availability	15 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 related to	Name of officer, Designation	e-mail
Leasing of developed land	Vasanth Srikumar Varada Manager (Business Development)	vasanth.varada@technopark.org
Leasing/renting of space, (warmshell, furnished and commercial)	Vasanth Srikumar Varada Manager (Business Development)	vasanth.varada@technopark.org
Smart Business Centre	Vasanth Srikumar Varada Manager (Business Development)	vasanth.varada@technopark.org
Legal	Sreeja Vijayan Asst. Manager (Legal)	sreeja@technopark.org
Overall Infrastructure maintenance	Madhavan Praveen Dy. General Manager (Projects) – Phase I, III & Technopark Kollam	madhavan_praveen@technopark.org
Single window clearance for new projects	Madhavan Praveen Dy. General Manager (Projects)	madhavan_praveen@technopark.org
Infrastructure maintenance Phase-I, Phase-II, Phase- III & Technopark Kollam	Madhavan Praveen Dy. General Manager (Projects)	madhavan_praveen@technopark.org
Water Phase- I, III & Technopark Kollam	Abhilash.M.R Engineer (MEP)	mr.abhilash@technopark.org
Power Phase-I	Anfal. A Dy. Manager (Electrical)	anfal@technopark.org

Power distribution Phase-III & Technopark Kollam	Einstein. E.V Dy. Manager (Electrical)	einstein@technopark.org
A/C & Lift maintenance Phase- I, III & Technopark Kollam	Abhilash.M.R, Engineer (MEP)	mr.abhilash@technopark.org
Civil Works Phase-I & Technopark Kollam	Sajid Hussain Dy. Manager (Civil)	sajid@technopark.org
Civil Works Phase- III	Rahul Thampi.R.I Dy. Manager (Civil)	rahul@technopark.org
Billing	Jayanthi.L, Chief Finance Officer	cfo@technopark.org viswam_nv@technopark.org
Covered Parking facility	Binu.K.V Sr. Executive Finance	binukv@technopark.org
Quality/ ISO standards	Annie Moses, Management Representative	ann@technopark.org parvathy@technopark.org
Firefighting network	Madhu Janardhanan, Fire & Safety Officer	madhu@technopark.org
Comprehensive business facilities	Abhilash.D.S , Dy. Manager (HR & Admn)	frontoffice@technopark.org
Convention centre facilities	Abhilash.D.S , Dy. Manager (HR & Admn)	frontoffice@technopark.org
Parking issues	Jainendra Kumar, Chief Security Officer Assignment Inspector	jainendra@technopark.org Contact no. 9846241797
Traffic control/ Issues	Jainendra Kumar Chief Security Officer	jainendra@technopark.org
Security services	Jainendra Kumar Chief Security Officer	jainendra@technopark.org
Security Services Phase- III	Abdul Latheef Security Administrator	latheef@technopark.org aziz@technopark.org
Cafeteria & Restaurants	Abhilash.D.S , Dy. Manager (HR & Admn)	abhilash@technopark.org
Technopark Club	George Thomas Facility Coordinator	george@technopark.org
Long distance bus service	Rajeev Kumar/ K.Rajendran Assignment Inspector	ai@technopark.org Contact no. 9846241797
Technomall Business Complex	Rajeev Kumar/ K.Rajendran Assignment Inspector	ai@technopark.org Contact no. 9846241797
Guest House	Abhilash.D.S , Dy. Manager (HR & Admn)	abhilash@technopark.org
Technopark ambulance service	Rajeev Kumar/ K.Rajendran Assignment Inspector	Phase I-Contact no. 9846241797/ 2700071 Phase III-Contact no. 9544703330/ 3302222
Campus post office	Rajeev Kumar/ K.Rajendran Assignment Inspector	Entry lobby Bhavani Building Contact no. 9846241797 Ext. : 217

Campus transportation	Rajeev Kumar/ K.Rajendran Assignment Inspector	Contact no. 9846241797
Technopark Food Court	George Thomas Facility Co-ordinator	7 th Floor, Thejaswini Building 9447402730 Ext. 288 Ph.: 0471 2700222
Maintenance Supervisors 24*7 Phase I & III (MEP)	Supervisors	Contact no: 9544912277/ 9544912288
24*7 Campus Assistance	Assignment Inspectors Phase I: Rajeev Kumar/ K.Rajendran Phase III: Ashok Kumar/ Vijayan	Contact: 9846241797 Contact: 9544703330
Control Room	Jainendra Kumar Chief Security Officer	jainendra@technopark.org

For information after office hours please contact our Security Personnel at **0471-2700222/2700071/** contact the Assignment Inspector at **9846241797/** mail us at response@technopark.org

XIII. How to give us feed back

We welcome feedbacks from our customers to improve our services, please contact Technopark office at **0471-2700222 /Assignment Inspectors 9846241797**

If you have any complaints to make with respect to the delivery of the above standards, 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 period, 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

XVI. Right to information

According to Right to Information Act, Dy. Manager (HR & Admin) is the Public Information Officer and Secretary-Registrar (Kerala IT Parks) is the Appellate Authority.

XVII. Right to Service

According to Right to Service Act

First Appellate Authority: Joint Secretary, IT Department, Government of Kerala

Second Appellate Authority: Secretary, IT Department, Government of Kerala

Designated Officer: Shri. Hrishikesh R Nair, CEO, Technopark, Thiruvananthapuram

XVIII. 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

Chairman: Chief Executive Officer Technopark

Member: Dy. General Manager (Projects), Technopark

Member: Shri. A.R.Vijayasundaran, Advocate

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

XIX. Complaints Committee for redressal of sexual harassment (Women Cell)

A committee is constituted for the purpose of enquiry into the complaint regarding the sexual harassment as mentioned in section 12 of Sexual Harassment of Women at Work Place (Prevention, prohibition and redressal) Act, 2013. The committee consists of the following members.

1. Gita Gopalakrishnan - Manager (Marketing & Legal) - (Convenor)
2. Sreeja Vijayan, Asst. Manager (Legal)
3. Annie Moses, Officer (Finance)
4. Abhilash.D.S, Dy. Manager (HR & Admn)
5. Sindhuja Varma, Member of eWIT, Technopark (External Member)
6. VNP Kaimal, Ex Chairman, KEPIP (External Member)

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 icc@technopark.org. The Committee will meet on receipt of the complaint or otherwise whenever necessary.

XX. Vigilance Cell

A vigilance cell is constituted, Secretary – Registrar (Kerala IT Parks) is the Vigilance Officer and is the head of Vigilance cell in Technopark.

XXI. 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 response@technopark.org

XXII. HR Grievance Committee

A HR Grievance committee is constituted, and it consists of the following members.

1. Rahul Thampi, Dy. Manager (Civil) (Convenor)
2. Gita Gopalakrishnan, Manager (Marketing & Legal)
3. Abhilash.D.S, Dy. Manager (HR & Admn)
4. Sreeja Vijayan, Asst. Manager (legal)
5. Madhu Janardhanan, Fire & Safety Officer
6. VNP Kaimal, Ex Chairman, KEPIP (External Member)

XXIII. Inspection & Security Committee

Inspection & Security Committee consists of the following members.

1. Jainendra Kumar, Chief Security Officer (Convenor)
2. Sreeja Vijayan, Asst. Manager (Legal)
3. Abhilash D S, Dy. Manager (HR & Admin)
4. Suresh Kumar. S, Jr. Finance Officer
5. Madhu Janardhanan, Fire & Safety Officer
6. Rajendran. A. K, Rajeev Kumar, Asoka Kumar K , Vijayan B , Assignment Inspector (Respective)
7. Pradeep Kumar, Admin Co-ordinator

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: ceo@technopark.org