

CITIZEN'S CHARTER

ETPK-CC-01

Date of Release: 01.09.2010

Rev. No. 10



**ELECTRONICS TECHNOLOGY PARKS – KERALA (TECHNOPARK)
PARK CENTRE, TECHNOPARK CAMPUS, TRIVANDRUM – 695 581**

Ph.no.0471-2700222

Fax no.0471-2700171

www.technopark.org

Section	Table of Contents	Rev No	Page no.
I	OUR VISION	0	3
II	OUR MISSION	0	3
III	CITIZEN/CLIENTS	0	3
IV	ABOUT US	5	3
V	CORE GROUP	5	4
VI	TASK FORCE	5	4
VII	LIST OF SERVICES	2	5
VIII	CUSTOMER SATISFACTION	1	5
IX	DATE OF ISSUE OF CITIZENS' CHARTER	6	6
X	QUALITY PARAMETERS	2	6-8
XI	AVAILABILITY OF INFORMATION	5	8-10
XII	HOW TO GIVE US FEEDBACK	1	10
XIII	HOW WE CAN HELP YOU	0	10
XIV	MEASURING OUR PERFORMANCE	1	11
XV	RIGHT TO INFORMATION	2	11
XVI	RIGHT TO SERVICE	2	11
XVII	CONSUMER GRIEVANCE REDRESSAL FORUM (CGRF) OF TECHNOPARK	5	11
XVIII	COMPLAINTS COMMITTEE FOR REDRESSAL OF SEXUAL HARRASMENT	4	11
XIX	VIGILANCE CELL	2	12
XX	COMMUNICATION REGISTER FOR REGISTERING COMPLAINTS/SUGGESTIONS	0	12
XXI	HR GRIEVANCE COMMITTEE	0	12
XXII	INSPECTION & SECURITY COMMITTEE	1	12
XXIII	SPACE MANAGEMENT COMMITTEE	1	13

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 - Kerala (Technopark) 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. Technopark is owned and administered by the Kerala Government and is headed by a Chief Executive Officer. In addition to this, it has a Governing Body and Executive Council, both of which include top officials of the Government. 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. Technopark is a CMMI Level 4, ISO 9001:2015, ISO 14001:2015 and OSHAS 18001:2007 certified organization. The Park is now employing more than 62,000 IT/ ITeS employees in nearly 450 Companies. The total land available is about 722.53 acres, with 10.27 million sq. ft. of completed built up space. Technopark has been providing all the basic support facilities like Water Distribution network, Power, Infrastructure, Sewage/Solid Waste treatment plant, wide roads for smooth flow of Traffic, Club facilities, Auditoriums and other Recreational amenities which has attracted many IT companies across the world to this campus to set up their business. It also provides control room facility & 24/7 security surveillance with 126 cameras with night vision. The campus has a well-maintained Guesthouse, Restaurants, elegant Food Court, E-waste disposal facility, and Firefighting network throughout the campus. The Total area and Built up space is detailed below.

TECHNOPARK - TOTAL AREA		TECHNOPARK - BUILT UP SPACE	
PHASE I	152.33 acres - (SEZ 31 acres)	PHASE I	6.18 M SQ.FT
PHASE II	86 acres - (SEZ 86 acres)	PHASE II	2.45 M SQ.FT
PHASE III	90.02 acres - (SEZ 48 acres)	PHASE III	1.06 M SQ.FT
TECHNOCITY	389.74 acres - (SEZ 141 acres)	TECHNOCITY	0.51 M SQ.FT
KOLLAM	4.44 acres (SEZ 4.44 acres) + 40 acres KSITIL Owned SEZ Land	KOLLAM	0.10 M SQ.FT
TOTAL	722.53 acres (SEZ 310.44 acres)	TOTAL	10.27 M SQ.FT (as on June 2020)

V. Core Group

Core group consists of

John M Thomas, Chief Executive officer
 Suresh Kumar K, Secretary – Registrar (Kerala IT Parks)
 Jayanthi.L, Chief Finance Officer
 Madhavan Praveen, General Manager (Projects)
 Vasanth Varada, Asst. General Manager (Customer Relationship)
 Abhilash.D.S, Manager (IR & Administration)

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 (Statutory & Legal)
 Ajit Ravindran, Asst. General Manager (Finance)
 Anfal. A, Deputy Manager (Electrical)
 Azeeb, Manager (IT)
 Sreeja, Asst. Manager (Legal)
 Lt. Col.Sunil Thomas, Chief Security Officer
 Madhu Janardhanan, Fire & Safety Officer
 Annie Moses, Asst. Manager (Company Relations & Recruitment)/ Management Representative (Quality)

Phase- III

Rahul Thampi.R.I, Manager (Civil)
 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 counselling 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/ feedback forms, to find out corrective/ preventive actions immediately to satisfy the customer. Customer complaints/ suggestions are registered through well-knit procedures.

IX. Date of issue of revised citizens' charter: 01.02.2021

X. 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		6 hours
	Pipeline breakdown		4 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)	Client Relationship		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)	Client Relationship		60 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)	Client Relationship	30 Days
Enquiry & Request placed in Technopark Space Request Queue System maintained & to acknowledge the receipt	Client Relationship	48 hours
Space Availability followed by Expression of Interest by Client and Issuance 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)	Client Relationship	2 Days
Client Service & Client Complaint Handling- Acknowledge by email	Client Relationship	Within 24 hours
Client Service & Client Complaint Handling- Redressed with Solution	Client Relationship	48 hours
Advertisement Release by CR through Work Order	Client Relationship	Payment release by 20 days on Invoice submission, to the empanelled agency.
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	Enquiries / complaints	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	Enquiries	15 mins
Guest House	Room booking	15 mins
Technopark ambulance service	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 from the date of submission of all relevant documents
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.

XI. 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 (Marketing)	Vasanth Srikumar Varada Asst. General Manager (Customer Relationship)	vasanth.varada@technopark.org
Leasing/renting of space, (warmshell, furnished and commercial), Smart Business Centre	Vasanth Srikumar Varada Asst. General Manager (Customer Relationship)	vasanth.varada@technopark.org
Space sharing, Execution of Agreements, renewals	Gita Gopalakrishnan Manager (Statutory & legal)	gita@technopark.org
Overall Infrastructure maintenance & operations	Madhavan Praveen General Manager (Projects) –	madhavan_praveen@technopark.org

	Phase I, III & Technopark Kollam / Technocity	
Single window clearance for new projects	Madhavan Praveen General Manager (Projects)	madhavan_praveen@technopark.org
Infrastructure maintenance Phase-I, Phase-II, Phase- III & Technopark Kollam	Madhavan Praveen General Manager (Projects)	madhavan_praveen@technopark.org
Water Phase- I, III , Technocity & Technopark Kollam	Abhilash.M.R Asst. Manager (MEP Design & Execution)	mr.abhilash@technopark.org
Power distribution Phase- I, III , Technocity & Technopark Kollam	Anfal. A Dy. Manager (Electrical)	anfal@technopark.org
A/C & Lift maintenance Phase I, III & Technopark Kollam	Abhilash.M.R Asst. Manager (MEP Design & Execution)	mr.abhilash@technopark.org
Civil Works Phase-I,II,III, Technocity & Technopark Kollam	Rahul Thampi.R.I Manager (Civil)	rahul@technopark.org
Billing	Jayanthi.L, Chief Finance Officer	cfo@technopark.org viswam_nv@technopark.org
Legal	Sreeja Vijayan Asst. Manager (Legal)	sreeja@technopark.org
Industrial Relations	Abhilash.D.S , Manager (IR & Admn)	abhilash@technopark.org
Cafeteria & Restaurants	Abhilash.D.S , Manager (IR & Admn)	abhilash@technopark.org
Guest House	Abhilash.D.S , Manager (IR & Admn)	abhilash@technopark.org
Firefighting network	Madhu Janardhanan, Fire & Safety Officer	madhu@technopark.org
Covered Parking facility	Binu.K.V Jr. Officer (Finance)	binukv@technopark.org
Quality/ ISO standards	Annie Moses, Management Representative	ann@technopark.org parvathy@technopark.org
Comprehensive business facilities	Abhilash.D.S , Manager (IR & Admn)	frontoffice@technopark.org
Convention centre facilities	Abhilash.D.S , Manager (IR & Admn)	frontoffice@technopark.org
Parking issues	Lt. Col. Sunil Thomas, Chief Security Officer / Assignment Inspector	cso@technopark.org Contact no. 9846241797
Traffic control/ Issues	Lt. Col. Sunil Thomas, Chief Security Officer	cso@technopark.org
Security services (Phase I, III), Control room	Lt. Col. Sunil Thomas, Chief Security Officer	cso@technopark.org
Technopark Club	George Thomas Facility Coordinator	george@technopark.org

Long distance bus service	Assignment Inspector	aiphase1@technopark.org Contact no. 9846241797
Technomall Business Complex	Assignment Inspector	aiphase1@technopark.org Contact no. 9846241797
Technopark ambulance service	Assignment Inspector	Phase I-Contact no. 9846241797/ 2700071 Phase III-Contact no. 9544703330/ 3302222
Campus post office	Assignment Inspector	Entry lobby Bhavani Building Contact no. 9846241797 Ext. : 217
Campus transportation	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	Contact: 9846241797 Contact: 9544703330

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

XII. 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.

XIII. 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.

XIV. 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

XV. Right to Information

According to Right to Information Act,

Public Information Officer: Manager (IR & Administration)

Appellate Authority: Secretary-Registrar (Kerala IT Parks).

XVI. Right to Service

According to Right to Service Act

First Appellate Authority: Additional Secretary, IT(A) Department, Government of Kerala

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

Designated Officer: Secretary – Registrar (Kerala IT Parks)

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

Chairman - Chief Executive Officer, Technopark

Member - General Manager (Projects), Technopark

Member – Adv. Nissam.A

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 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 has been reconstituted and came into effect through ETPK: Office order:18:2019 and the committee members are:

1. Jayanthi.L, Chief Finance Officer - (Convenor)
2. Madhavan Praveen, General Manager (Projects) - Member
3. Vasanth Varada, Asst. General Manager (Customer Relationship)- Member
4. Haritha, Sr. Executive – Client Relations - Member

5. Beena.P.R, Sr. Executive (Projects) - Member
6. Sheeba.S, Sr. Executive (Finance) - Member
7. S.K.Sunil Krishnan (Six Sigma Business Consultant & Corporate Mentor) - 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. The present ICC Committee will serve till August 2022.

XIX. Vigilance Cell

Suresh Kumar K, Secretary – Registrar (Kerala IT Parks) is the Vigilance Officer and is the head of Vigilance cell in Technopark.

XX. Communication Register for registering complaints/suggestions

Communication register is available at Technopark front gate, rear gate and in all buildings for registering the 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

XXI. HR Grievance Committee

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

1. Annie Moses, Asst. Manager (Company Relations & Recruitment) (Convenor)
2. Gita Gopalakrishnan, Manager (Statutory & Legal)
3. Abhilash.D.S, Manager (IR & Administration)
4. Sreeja Vijayan, Asst. Manager (legal)
5. VNP Kaimal, Ex-Chairman, KEPIP (External Member)

XXII. Inspection & Security Committee

Inspection & Security Committee consists of the following members.

1. Lt. Col.Sunil Thomas, Chief Security Officer (Convenor)
2. Sreeja Vijayan, Asst. Manager (Legal)
3. Suresh Kumar. S, Asst. Finance Officer
4. Madhu Janardhanan, Fire & Safety Officer
5. Rajeev Kumar, Asoka Kumar K , Vijayan B , Assignment Inspector (Respective)
6. Pradeep Kumar, Executive (Admin)

XXIII. Space Management Committee

Space Management Committee consists of the following members.

1. Shri. John M Thomas, Chief Executive Officer – Chairman
2. Vasanth Srikumar Varada, Asst. General Manager (Customer Relationship) (Convenor)
3. Suresh Kumar K, Secretary – Registrar (Kerala IT Parks)
4. Jayanthi.L, Chief Finance Officer
5. Gita Gopalakrishnan, Manager (Statutory & Legal)
6. Ajit Ravindran, Asst. General Manager (Finance)
7. Sreeja Vijayan, Asst. Manager (Legal)
8. Abhilash.D.S, Manager (IR & Administration)
9. Madhavan Praveen, General Manager (Projects)

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
Thiruvananthapuram -695 581
Phone: 0471-2700222
Fax: 0471-2700171
e-mail: ceo@technopark.org