



CITIZENS' CHARTER

Infoparks Kerala
Park centre: Infopark Phase I
Infopark Kochi P O., Kochi – 682 042
Ph: 0484-2415217/18; Fax: 0484 2415240



CITIZENS' CHARTER

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Definition of Citizen

Citizens mentioned here refer to companies operating from IT Parks of Infoparks Kerala, employees of the companies, service providers, commercial operators, contractors, consultants, other clients, outsiders who are using Infopark services, land owners whose land is being acquired and general public who are necessarily connected with our business activities.

I. Infoparks Kerala

(a) Mission & Objective

Infoparks Kerala is a society constituted under the Travancore Cochin Literary Scientific and Charitable Societies Registration Act of 1955.

The objective of the Parks is to establish, set up, market, promote, run, manage and carry on the development, administration and management of IT Parks in Kerala and to acquire any land / any properties for the purpose of the Society. To undertake in a time bound and mission oriented basis the planning, establishment and management of IT/ITES parks in Kerala so as to create the infrastructure and environment required for setting up high technology IT/ITES/BPO units and Research, Design and Development and training establishments.

The society is promoted by Government of Kerala under the Information Technology Department governed by Governing Council whose chairman is the Honorable IT Minister of Kerala (Minister of Information Technology). For implementation of the various schemes and projects Executive Council is assisted by members headed by its chairman, The Secretary-IT, Government of Kerala. The details of members of the Executive Council are published in the website www.infopark.in The registered office of Infoparks Kerala is at Park Centre, Infopark P O, Kakkanad, Kochi 682 042. The Chief Executive Officer along with a team of officials manages the day-to-day functions of the Park.

(b) Parks owned by Infoparks Kerala

Infopark Kochi Phase 1, located in 101 acres of land transferred from Kinfra Export Promotion Industrial Parks Ltd. The Park provides world class infrastructure facilities and support services inside the campus. Infrastructure provided include develop land, built up space, power, power back up support, water, business incubation centre, restaurants, guest house, roads, data communication/security/ housekeeping services through service providers, etc.

Infopark Kochi Phase 2 is having a land area of 160 acres located in the Puthencruz village in Kunnathunad Thaluk. Infoparks Kerala is having another 3 spoke locations at Cherthala in Alappuzha District branded as 'Infopark Cherthala', another one in at Koratty, Thrissur District branded as 'Infopark Thrissur'. The third one at Kaloor JINI stadium operating as Infopark TBC'

(c) **Management set up**

The CEO, Infoparks Kerala is responsible for carrying out all the functions of the Park under the control of Governing Council and the Executive Council members in accordance with the Rules and Bye laws for the administration and management of the Park. Presently, Shri. Sasi Pilacheri Meethal is the holding the office of Chief Executive Officer [CEO] of Infoparks Kerala.

The following staff under the control of CEO shall oversee the formulation of Citizens' Charter.

1. Sreevalsan S – Registrar – Secretary
2. Jayanthi L - Treasurer
3. Vijayan V R, Sr. Manager - Projects
4. Sreejith Chandran S, Sr. Manager - Operations
5. Arun Rajeevan, Manager - Marketing
6. Regi K Thomas, Manager - Administration
7. Santhosh V, Manager - Finance
8. Tiny Thomas, Manager - Projects
9. Sajith N G, Administrative Officer
10. Jose F Theykkanath, Engineer-Projects
11. Harilal H, Engineer - Projects
12. Nobile Ignatius, Engineer - Projects
13. Arun S, Junior Engineer - Electrical
14. Sandhya B Menon, Sr. Executive - Accounts
15. Bhagyalakshmi A G, Sr. Executive - Accounts
16. Anil Madhavan, Sr. Executive - Administration
17. Dinesh Gopal, Sr. Executive

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 CEO.

II. List of key services

Infoparks Kerala aim to create state-of-art facilities for IT/ITES/BPO companies which include the following:-

- Leasing of developed land, warm shell & fully furnished plug and play facilities
- Uninterrupted Power supply (24 hours), with 24/7 Back up DG Power
- Uninterrupted water supply (24 hours)
- High band width and redundant data connectivity directly connected to submarine cable land up station
- Fire Fighting and Protection system
- Front Office facilities
- Total Operation & Maintenance of Campus
- 24 hours campus Security Service
- Operation & Maintenance of Utilities
- Cafeteria & Restaurants
- Guest House
- Customer Counseling for New Project Ventures

- Single Window Clearance for New Projects
- Comprehensive business facilities
- Public transport service from and to city / suburbs to Infopark Kochi
- Banks /ATMs
- Campus upkeep
- Police Aid Post
- First Aid Unit

III. Information about services, rules and instructions & resolution of problems

Infoparks Kerala is potential source for employment in IT/ITES/BPO sector and large number of employees in the service sector including transportation, catering, banking and other commercial activities. Websites of Infoparks Kerala (www.infopark.in; www.keralait.org) includes the details of the companies functioning in the Park providing job opportunities. Potential applicants can browse the website and launch their applications for consideration by IT Companies. Infopark office provides advice, guidance to the companies and public on enquiries for space and land on an as required basis, apart from the information published in the media and websites.

Availability of information

Information can be obtained from our officers listed below:

Type of Information	Site	Name & Designation of the Officer	E-mail
Leasing of developed land, Leasing/renting of space, (warmshell, furnished and commercial)	All Parks	Arun Rajeevan Manager - Marketing	arun@infopark.in ; info@infopark.in
Projects/Contract management	All Parks	Vijayan V R Sr.Manager - Projects	vijayan@infopark.in
Project Management-Civil	All parks	Tiny Thomas Manager - Projects	tiny@infopark.in
Landscape, Land survey & Civil Maintenance	Infopark Phase I& II	Tiny Thomas Manager- Projects	tiny@infopark.in
Human Resource Management, Security services/ Parking/Traffic control / cafeteria & restaurant /transportation and General Administration	All Parks	Regi K Thomas Manager - Administration	regi@infopark.in

Internal roads of all parks, Landscape maintenance of Infopark Phase I & II, Koratty, Cherthala. Civil maintenance of TBC at Kaloor.	All Parks	Tiny Thomas Manager - Projects	tiny@infopark.in
All Financial & Accounting, Billing, Payments etc...	All Parks	Santhosh V Manager - Finance	santhosh.v@infopark.in
Liaison with KSERC/KINFRA/KSEB	All Parks	Vijayan V R Sr. Manager - Projects	vijayan@infopark.in
Liaison with Police Dept/Local bodies	All Parks	Anil M Sr. Executive - Administration	anil@infopark.in
Customer Relations	All Parks	Arun Rajeevan Manager - Marketing	arun@infopark.in info@infopark.in
Water Supply	All Parks	Tiny Thomas Manager - Projects	tiny@infopark.in
Sports/Recreation/Entertainment	All Parks	Sajith N G Administrative Officer	sajith@infopark.in
Environment/Pollution Control	All Parks	Tiny Thomas Manager - Projects	tiny@infopark.in
Communication failure from Service Providers	" "	Jose F Theykkanath Engineer - Projects	jose@infopark.in
Statutory clearances	" "	Tiny Thomas Manager - Projects	tiny@infopark.in

Park Centre office can be contacted round the clock at +91 484 2415217 / 2415218

For information after office hours please contact our Security Personnel at +91 484 2415217 / mail us at info@infopark.in

Public Information Officer

Manager (Marketing)

Infoparks Kerala

Park centre: Infopark Phase I

Infopark Kochi P O., Kochi – 682 042

Ph: 0484-2415217/18; Fax: 0484 2415240

Right to information

According to Right to Information Act 2005, Manager (Marketing) is designated as the Public Information Officer and Registrar as the appellate authority.

IV. Disposing off applications

For Project, Finance and Administration functions of Infopark, all works are advertised in newspapers in Malayalam as well as English with details of PQ criteria and selection is through E-Tendering Process. As Requisitioning Authority for Land Acquisition, all procedures are followed as per LA Act or DLPC procedures and the office of Infopark is

fully geared to fulfill and take up the issues and make suitable recommendation to Government.

V. Targets/Achievements/ Consultations

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	Action initiated within 24 hours
	Campus maintenance	Minor	24 hours
		Major	Action initiated within 24 hours
Water supply	Break down/shortage of supply		Alternate supply arrangement within 3-4 hours
Power distribution	Shut down for maintenance/breakdown		Back up power is provided within 15 mins -1 hour
Parking facility	Problems in parking		1 hour
Security services	Security issues		1 hour
Electro Mechanical Maintenance	Breakdown/maintenance		Action initiated within 24 hours
Traffic control	Traffic issues		30 mins
Cafeteria & Restaurants	Quality of services		1 day
Fire fighting and protection	System breakdown		30 mins
Reception	Fixing interviews and arranging information		30 mins
MP Hall/Conference	Booking of facilities		30 mins
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 /clearances etc. Standby equipments are installed for continuous service.

For allotment of space and land, qualification criteria are made and the applicants register through website or through a letter which are registered on 'first come first serve basis' and considered in a transparent way depending on conformity to PQ criteria. With regard to Fire/Safety/Security requirements, the employees of IT companies are made well aware of the precautions and actions to be taken through drills, information, signages etc. Interactions with the IT companies are done periodically for improvement on a continual basis for improvement of environment, services, facilities, including security, catering, transportation, parking etc. Continuous interaction is also held with media as well.

VI. Behavior

Courteous behavior of employees of Infopark is ensured while dealing with IT companies, representatives and employees, general public, suppliers/contractors, local bodies, Government agencies etc.

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 info@infopark.in

VII. Facilities

Infopark is also providing all facilities to the Public visiting the Park, including drinking water, toilet, waiting room etc. Special toilets are provided for disabled persons and ramps for wheel chair.

VIII. Grievance Redressal Procedure

Redressal procedures are in vogue in the following levels:-

- i) Concerned officer level
- ii) Appeals to CEO, Infopark

Grievances will be acknowledged within 24 hours of the receipt. Efforts will be made to redress the grievance within a period as mentioned. If the remedial action is not taken within the stipulated time frame, an interim reply will be sent.

IX. 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 redressal) Act, 2006. The committee consists of the following members.

1. Bhagyalakshmi A G, Convener Infopark
2. Sandhya B Menon , Infopark
3. Tisa Sakaria, Infopark
4. Rajasree Warrior HR Head TCS
5. Usha Nair, Manager HR Wipro Ltd.

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 womencell@infopark.in. The Committee will meet on receipt of the complaint or otherwise whenever necessary.

X. Monitoring, Publicity Campaigns, Evaluation of Performance, Improvement/Changes

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 Infopark Office at +91 484 2415217 / 2415218

How we can help you?

In order 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.

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 website “www.infopark.in”

Customer support cell

Citizen’s grievances related to the organization will be handled by Mr. Arun Rajeevan as Public Information Officer and Mr.Sreevalsan S, Registrar is the appellate authority.

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
Infoparks Kerala
Park Centre, Infopark Phase I
Infopark Kochi P O., Kochi – 682 042
Ph: 0484-2415217 / 18; Fax: 0484 2415240

Date of issue of citizens’ charter: 26/08/2010

Date of updating 24/09/2020

Approved by

Sasi Pilacheri Meethal
Chief Executive Officer