ഇൻഫർമേഷൻ കേരള മിഷൻ
പബ്ലിക് ഓഫീസ് കോംപ്ലക്സ്
പബ്ലിക് ഓഫീസ് പി. ഒ തിരുവനന്തപുരം – 695 033
എക്സിക്യൂട്ടീവ് ഡയറക്ടറുടെ നടപടിക്രമം
സംഗ്രഹം

ഇൻഫർമേഷൻ കേരള മിഷൻ – ജീവനക്കാരുടെ ഉത്തരവാദിത്വങ്ങൾ പുനഃക്രമീകരിച്ച് – ഉത്തരവ് പുറപ്പെടുവിക്കുന്നു

ഹ്യൂമൻ റിസോഴ്സ് (എസ്റ്റാബ്ലിഷ്മെന്റ്) വിഭാഗം

നമ്പർ. 250/ഇ 1/2023/ഐ.കെ.എം   തീയതി : 04.03.2023

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ഉത്തരവ്

തദ്ദേശ സ്വയം ഭരണ സ്ഥാപനങ്ങൾക്കുള്ളിലെ പ്രവർത്തനം കാര്യക്ഷമമാക്കുന്നതിനും പൗരന്മാർക്കുള്ള സേവനങ്ങൾ ഓൺലൈനിലാക്കുന്നതിനും തദ്ദേശ സ്ഥാപനങ്ങൾക്കായി നിരവധി സോഫ്റ്റ്‌വെയർ ആപ്ലിക്കേഷനുകൾ ഐ.കെ.എം വികസിപ്പിച്ച് വിന്യസിച്ചിട്ടുണ്ട്. സർ ക്കാർ സേവനങ്ങൾ പൗരന്മാരുടെ വിരൽത്തുമ്പിൽ ലഭിക്കുന്നതിന് ഉതകുന്ന രീതിയിൽ Micro Service Architecture ൽ ക്ലൗഡ് അധിഷ്ഠിത പ്ലാറ്റ്ഫോമിൽ ഐ.കെ.എം വികസിപ്പിച്ചുകൊണ്ടിരിക്കുന്ന ആപ്ലിക്കേഷൻ സോഫ്റ്റ്‌വെയർ ആണ് കെ-സ്മാർട്ട്. ഇത് സമീപ ഭാവിയിൽ കേരളത്തെ സമ്പൂർണ്ണ ഇന്റർനെറ്റ് വിജ്ഞാന സമൂഹമാക്കുന്നതിന് പ്രാപ്തമാക്കും.

2. ഈ സാഹചര്യത്തിൽ ഇതോടനുബന്ധിച്ച പ്രവർത്തനങ്ങൾ കാര്യക്ഷമവും കുറ്റമറ്റതും സുതാര്യവും ആക്കുന്നതിന ഇൻഫർമേഷൻ കേരള മിഷനിലെ ലെ ഭരണ വിഭാഗത്തിന്റെയും സാങ്കേതിക വിഭാഗത്തിന്റെയും പ്രവർത്തനങ്ങൾ സമന്വയിപ്പിച്ച് കൊണ്ടുപോകേണ്ടതുണ്ട്. ആയതിനാൽ ജീവനക്കാരുടെ ചുമതലകളും ഉത്തരവാദിത്വങ്ങളും താഴെ പ്രതിപാദിക്കും പ്രകാരം പുനഃനിർണ്ണയിച്ച് ഉത്തരവാകുന്നു.

1. General Duties and Responsibilities

- The officials shall conduct themselves by adhering to the established principles and values.
- They shall uphold the principles and values of Nationality, Integrity, Honesty, Sense of responsibility, purity of behaviour, team work, discipline and rules of law.
- They shall be punctual in attending their duties.
- They shall pay respect to their seniors in service and superior officers.
- They shall use polite words for communication in between and with the public.
- They shall make earnest efforts to make themselves updated and competent on all official matters related to their working atmosphere.
- Employees of IKM other than the office attendant shall attend the office from 10.15 AM to 05.15 PM, unless otherwise prescribed in any special or general order.
- On special occasions requiring urgent duty like completion of projects and works related to e-Governance, the personnel concerned shall attend office even beyond normal office hours as instructed by the Executive Director/CMD.
- Duties at extra office hours or on holidays shall be permitted with the concurrence of the Team leader / Executive Director/CMD.
- The present system of biometric attendance system shall be continued in the case of employees of IKM.

- Contract employees shall mark the manual attendance at the time of arriving and leaving the office.
- Disciplinary action shall be taken against those officials who attend the office habitually late.
- All employees of IKM including contract employees are only permitted to avail 15 minutes grace time in a day.
  Employees requiring late permission to attend office must apply for it in Soochika. But no member of staff will be allowed to be late beyond one hour, in which case it will be treated as a half day casual leave. No employee will be permitted to avail late permission more than twice in a month. No employee shall be normally permitted to leave the office before the normal office time (5.15 PM).
- An interval of 45 minutes shall be allowed for lunch from 1.15 pm to 2.00 pm (with permission, these time may vary).
- In the exigency of service, staff shall attend the office on holidays also as per the orders issued by the Executive Director/CMD.
- During office hours, no officer shall be permitted to engage in any other activities (like reading of newspapers / magazines or indulging in social media and communication devices) other than office related matters. Attending personal calls shall be limited to urgency calls. (Maintenance of social media and website of IKM)
- Controller of Administration / Team leaders shall monitor such issues on official hours and suitable measures shall be taken whenever required.
- Draft minutes of the meeting shall be submitted on the day of the meeting itself by the concerned responsible person.
- Ensure follow up actions of the minutes of the meeting.
- When on duty all officials of IKM shall wear ID cards.
- ID card for staff shall be issued within 10 days of joining and the Controller of Administration shall be responsible for this.
- Timely settlement of advance withdrawn.
- The details of ID card issued shall be entered in a register and it shall got be surrendered when the official is relieved of his duties from office.
- Deputation / other duty of officers shall be only after the issuance of the orders (in urgent cases with the permission of Executive Director/CMD and shall be got ratified within a week after return from deputation or other duty.)
- Leave including extension of leave must be applied for in advance and orders obtained before availing leave.
- Any official who is relieved from the office due to transfer, promotion, retirement, long leave, resignation, termination etc shall handover the records / files/ equipments in his / her custody to his / her successor by entering it in a register.
- Non liability certificate shall be issued only after handover of the charge by the relived officer.
- Every employee shall submit a quarterly self-assessment report of the work done during the previous quarter to the immediate superior officer. .
- The Team leaders shall annually review the self-assessment report submitted by the employees quarterly and submit to the Executive Director/CMD.
- A daily report of works / actions undertaken by each employee shall be uploaded in Soochika before leaving the office from March 1st, 2023, onwards.
- Ensure that files for advice / suggestions from other divisions shall be returned within two working days with proper suggestions / recommendations.
- Proper settlement of advance withdrawn shall be ensured by all concerned.

2. Chief Mission Director/Executive Director

- To be responsible for the day-to-day administration of IKM.
- To be responsible for the successful execution of the projects
- To issue notice for all meetings of the Governing Body and Executive Committee
- To prepare agenda notes and to keep the minutes of the Governing Body and Executive Committee
- To sign all documents, deeds and correspondences of IKM.

- To maintain all the records of IKM.
- To make all disbursements and to receive all money for and behalf of IKM.
- To maintain the proper books of accounts of IKM.
- To invite tenders and quotations for executing work and making purchases as per the approved projects
- To purchase all such articles, stationery, material and equipments, as may be necessary for IKM for its day to day work with the prior approval of the Executive Committee.
- To suspend from service, or dispense with the services of any of the employees of IKM with the approval of Executive Committee
- To engage workers and works for the smooth functioning of the projects taken up by IKM and to fix their wages according to norms.
- To sanction leave not exceeding 120 days at a stretch, to the members of staff of IKM.
- To exercise general supervision, and control over the officers and staff of IKM.
- To co-ordinate and exercise general supervision over the activities of IKM.
- Prescribe duties to officers and staff of IKM subject to the Rules and Regulations and, exercise such supervision and disciplinary control as may be necessary;
- To incur recurring/non-recurring expenditure not exceeding Rupees one lakh, and above one lakh, with the approval of the Executive Committee, as required.
- Sanction increments, provident fund, tour claims, reimbursement of medical expenses as per norms and incur expenditure in connection with meetings, visit of experts and guests of IKM, etc., duly approved by the Executive Committee
- Authorize and approve the travel allowances of employees within the state in connection with the affairs of IKM;
- To perform all such acts and duties and exercise all such powers under these Rules and Regulations and also those, which may be delegated or assigned to him by the Executive Committee, from time to time in the interest of proper functioning of IKM and effective achievement of the objectives of IKM.
- Control the officers and employees working under IKM.
- Hearing of appeals related to disciplinary action of employees of IKM.
- Approval of the performance evaluation of the employees of IKM.

3. Controller of Administration

- Convening Executive Committee and Governing Body meetings.
- Followup action on the minutes of Executive Committee and Governing Body
- Authentication of Annual Confidential Report of the District Co-ordinatiors
- Appellate authority under RTI Act 2005
- Ensure proper coordination between the Technical wing and the Administrative wing.
- Ensure the conduct of periodical meetings of Executive Committee and Governing body, as stipulated in the Byelaws of IKM.
- Review and monitor the duties and responsibilities of Administrative Officer, Finance Officer, Stores & Purchase Officer, Deputy Director and Team Leaders and report to the Executive Director.
- Conduct random checking of files and registers.
- Appear before the Judicial forums representing the CMD/Executive Director / Government (on direction), if personal appearance of CMD/ Executive Director is not insisted upon.
- Review the performance evaluation done by Administrative Officer / Finance Officer / Stores and Purchase Officer / Deputy Director.
- Ensuring effective coordination between various Divisions and Officials.

4. Administrative Officer

- Ensure that all employees are punctual in office and forwarding of their attendance details to Accounts Division for salary bill preparation.
- Ensure that the reception is functioning properly.
- Responsible for the preparation of confidential reports / appraisals of the employees with the approval of CMD/ Executive Director.
- Make arrangements for the monthly meeting of staff of IKM and followup action based on the minutes of the meeting.
- Ensure smooth functioning of IKM by issuing office orders as and when required, with the approval of CMD/ Executive Director.
- By proper delegation, entrust duties and responsibilities to subordinate staff and shall ensure the discharge of the same by close monitoring and supervision.
- Supervision of the updating of documents / records/ registers in connection with the cases pending before various Grievances, Redressal Forums such as Court of law, Lokayukta, Human Rights Commission, RTI Commission etc filed by and or against the IKM
- Ensure timely actions on petitions received through Chief Ministers Portal, other PG portals and through any other means.
- Ensure proper maintenance of documents / records by the section assistants.
- Supervision of cleaning of office building.
- Supervision and co-ordination of health and sanitation activities.
- Checking of pending files at random in Establishment Division.
- Initiate disciplinary action against the employees.
- Enacting as State Public Information Officer.
- Prepare monthly report of the activities undertaken by the division / section and report to the CMD/Executive Director through Controller of Administration.
- Supervision of Casual Leave and Other admissible leaves, on duty request and Tour of all employees including Technical Staff.
- Overall supervision of duties and responsibilities all employees including Technical Staff.
- State Public Information Officer of RTI Act questions received in Establishment and Technical divisions.

5. Finance Officer

- Prepare the Annual Accounts of the Institution.
- Furnish the returns / Accounts statement and other details when called for Government / Executive Committee / Governing Body or any other Audit Authority.
- Receive funds from local bodies / Government, and timely action for the submission of utilisation certificate to the Local Self Government Institutions.
- Details to be furnished for the discussion with the Planning Board / Government regarding the plan proposals.
- Disbursement of salary with the approval of the CMD/Executive Director.
- Entrust the custody of Cheque Books, unused receipt books, counterfoils of used receipts etc in connection with Accounts Division. (Cashier)
- By proper delegation, entrust duties and responsibilities to subordinate staff and shall ensure the discharge of the same by close monitoring and supervision.
- Ensure proper maintenance of documents / records by the section assistants.
- Responsible for the maintenance of the Cash Chest.
- Maintain the safe custody of counterfoils of all receipts and vouchers and the same shall be produced before various audit authorities for audit.
- Keep all vouchers with all enclosures stitched with voucher number labelled in red ink.
- Checking of pending files at random in Accounts division.
- Prepare monthly report of the activities undertaken by the division / section and report to CMD/Executive Director through Controller of Administration.
- Monitoring and ensuring timely settlement of advances withdrawn.
- Administer and monitor the financial systems in order to ensure that the grant in aid / finances are maintained in an accurate and orderly manner as per norms.
- Preparation of budget.

- Implementation of financial policies and procedures.
- Ensure transactions are properly recorded and entered in the computerised accounting system.
- Ensure the safeguarding of all funds received from Government / Local Self Government Institutions and act as a Vigilance Officer related to financial management to prevent frauds and other malpractices.
- Response to financial enquiries.
- Preparing Accounts and Tax returns
- Anticipatory calculation of Tax
- Monitoring of the expenditure of budget allocation
- Analysing financial performance
- Collecting membership fee from LSGIs / operating fund from LSGIs.
- Analyse financial forecasting
- Analyse / report how to reduce unnecessary expenditure
- Compiling and presenting Financial and Budget reports
- Timely action for internal / AG audit
- Follow up on the audit reports and timely action for reply to audit observations / queries.
- Cash shall be kept in cash chest only which can be operated only with double keys.
- Whenever the cash is taken from the chest, it shall be recorded in the register.
- All entries in the Register shall be attested by the Finance Officer.
- Valuable documents shall be kept in the chest and details of such valuables shall be recorded in a register duly attested by the Finance Officer.
- Proper payment of EPF
- State Public Information Officer of RTI Act questions received in concerned section

6. Stores & Purchase Officer

- Prepare and submit the Activity Report of the Institution.
- Preparation of Annual plan of the Institution.
- Supervision and updation of Asset Register.
- By proper delegation, entrust duties and responsibilities to subordinate staffs and shall ensure the discharge of the same by close monitoring and supervision.
- Obtaining of Administrative Sanction and Purchase Sanction from Competent Authority.
- Nodal officer related to LA interpellations and allied matters like submission / calling attention etc.
- Reports for various legislative committees.
- Papers related to working group, technical committee, and purchase committee.
- Ensure proper maintenance of documents / records by the section assistants.
- Timely disposal of waste and other unusable / unserviceable articles in the office.
- Checking of pending files at random in Stores & Purchase Division.
- Prepare monthly report of the activities undertaken by the Division / Section and report to Executive Director through Controller of Administration.
- Convening of the Purchase Committee and the Technical Committee
- Ensure timely purchase of all materials/equipments including hardwares and softwares for systems, stationary items etc. as per the requirements following rules and regulations.
- Ensuring the repair and maintenance of official vehicles..
- Ensure condemnation of Department vehicles.
- Manage the repair and maintenance of computer / furniture / assets of the office.
- State Public Information Officer of RTI Act questions received in concerned section

7. Deputy Director (R&D)

- Providing suggestions and recommendations for achieving the goals and objectives of the IKM.
- Preparation of guidelines for the operations of IKM and also for extending Technical Support with the approval of the Executive Director
- Ensuring effective involvement and performance in identifying and solving problems in the development of software and its implementation.

- Prepare monthly report of the activities undertaken by the division / section and report to Executive Director through Controller of Administration.
- The performance of the Team Leaders on various Divisions of R&D shall be evaluated and reported to Executive Director.
- Supervision and ensuring of all duties of the following Research and Development wing.
  a. Research Division
  b. Software Development Division
  c. R&D Software Development - Senior Developers
  d. R&D Software Development - Junior Developers
  e. Testing & Quality Control Division
  f. Remote Sensing & GIS Division

a. Research Division

- Identifying specific problem areas, solidifying particular goals and defining business objectives.
- General stakeholder consultation and preparation of Software Requirement Specification document which consists of all the product requirements to be designed and developed during the project life cycle.
- Build multiple use cases to describe each action that a user will take on the new system.
- Architecture design preparation from the requirement specifications and preparation of Design Document Specification.
- Integrate best practices in handling legacy systems and to provide systems support at the service / product / site / team/ department level.
- Database analysis - extracting data, cleaning it, potential customers and customer behaviour.
- Preparation of software document for implementation.
- Assisting the CMD/Executive Director in preparation of various reports and documents.
- Keep improving application, with regular research. (Identify the pain area, find out a solution to improve those and identify new technology/design/method to get better performance of application.). e.g. researching new technology, suggesting Architecture change.
- Consultation with different stakeholders and preparing requirements, designing, creating work items, ensuring those are well tested with multiple business use cases.
- Architecting and Designing new System requirement and ensuring these are documented.
- Statistical analysis of DB to understand the regular user pattern and suggest system improvements on those.
- Improvements in area of performance, and consolidating all functionalities into one application instead of running so many tiny modules. (e.g VB script running in LB, etc needs to consolidate to webservice)
- Ensure application has real time monitoring and logging facilities
- Force and ensure all required API's are going through Load Testing
- Create good coordination with other team members, to ensure requirements, dependency well defined between the module. Ready to accept constructive feedback.
- Report generation and giving details to Executive Director, Deputy Director
- Regular technical/functional training to others, creating accountability on others to help fixing issues
- Need to find out new projects in e-governance.

➤ Project Managers

- Designing, architecting the solution with latest technology/language/monitoring in place
- Document all design documents and change requirement which are going through design and ensure to version control same
- Code review approval only when UT, CT, FT enabled for new features

- Addressing Field issue within SLA and adding improvements in Software for scalablity.
- Ensure application has real time monitoring and logging facilities, give training to training on how to use those logs for issue debugging.
- Force and ensure all required API's are going through Load Testing
- Create good coordination with other team members, to ensure requirements, dependency well defined between the modules. Ready to accept constructive feedback.
- Host and Lead daily/weekly meeting with team to know the progress of the goal and report issues if something to be highlighted
- Regular technical/functional training to others, creating accountability on others to help fixing issues
- Ensure Test Driven Developments followed in your team
- Priotizing work items and efficiently using resource on different assignments.
- Conduct regular Root cause Analysis with team on critical issues and take proactive actions on those issues to avoid in future.
- Assessing Test Report and Build Release Management

➢ Team Leaders

- Report the inefficiency of the staff under his or her control to the CMD/Executive Director.
- Prepare monthly report of the activities undertaken by the division / section and report to Executive Director through Controller of Administration / Deputy Director (in the case of Technical staff)
- Duties assigned by the Project Managers from time to time.

b. Software Development Division

- Designing and developing fully Enterprise grade Software.
- To formulate system-testing procedures to ensure the quality and consistency of software systems developed.
- To maintain existing software, manage and prioritize bug lists and support manufacturing.
- To enable source control management systems and continuous integration / deployment environments.

c. R&D Software Development - Senior Developers

- Participate in all technical discussion which are related your module. Ensure all requirement scopes are well understood before starting the development.
- Following the coding guidelines, ensure to create UT, FT and CT. Code review approval/checking only when UT, CT, FT enabled for new features
- Addressing field issue within SLA and suggesting improvements in application
- Force and ensure all required APIs are going through Load Testing
- Create good coordination with other team members, to ensure requirements, dependency well defined between the module. Ready to accept constructive feedback.
- Participate in daily stand up and proactively put across your concern in meeting deadline.
- Ensure Test Driven Developments followed in your team
- Priotizing work items and efficiently delivering on different assignments
- Technically guide other team members to meet team goals

d. R&D Software Development - Junior Developers

- Following the coding guidelines, ensure to create UT, FT and CT. Code review approval/checking only when UT, CT, FT enabled for new features
- Helping to fix Field issues within SLA
- Participate in daily stand up and proactively put across your concern in meeting deadline.
- Ensure Test Driver Developments followed in your team
- Priotizing work items and efficiently delivering on different assignments.

e. Testing and Quality Control Division

- To design test cases, do timely valuation and verification of the software and testing of application software before release.
- Managing bug reports and communication with software development, ensuring timely and prompt release of patches / scripts to the field and its proper documentation.
- Establish standards for initial qualification and provide direction for the testing function through an aggressive educational program
- Certifying that a version is ready for release (depending on the field requirement and the status of bugs)
- Creating Test infrastructure system for Functional Testing, Load Testing. This has to integrate with developers to do regular pre-release Testing.
- Test case design with TDD development model. Functional test development and load testing script development. Maintaining this in version control. Enabling this in devops pipeline. Test Case development and Mapping with Functional Requirement – predevelopment activities
- Validation, publishing, and approval strategy of SW release (major and minor). Publishing decision will be based on the release approval committee and based on the checklist.
- Support for Patch release
- Manage Bug report, ensuring to close those on time
- Daily stand up and resolving dependency
- Come up with defined Release criteria for SW with Major bugs and Minor bugs
- Do timely validation of bugs/feature which are coming in a release and report issues regression etc.
- Security Testing
- History maintenance of resolved tickets and stop repeating issues again.
- Data validation from other agencies (As per G.O. and based on requirement)

f. Remote Sensing & GIS Division

- Spatial data generation and validation
- GIS mapping and its supervision
- GIS data integration, in collaboration with KSDI, KSREC and KSLUB (As per requirement)
- Data validation from other agencies (As per G.O. and based on requirement)
- Discussion and coordination with SW development team and other stakeholders on GIS data integration
- Proposal preparation and responding other GIS related queries

8. Deputy Director (O&M)
- Providing suggestions and recommendations for achieving the goals and objectives of the IKM.
- Preparation of guidelines for the operations of IKM and also for extending Technical Support with the approval of the Executive Director
- Ensuring effective involvement and performance in identifying and solving problems in the development of software and its implementation.
- Prepare monthly report of the activities undertaken by the division / section and report to Executive Director through Controller of Administration.
- Involvement in settling technical disputes if any in the e-Governance of LSGIs.
- Identification of team of District level technical experts and enabling them to transfer technical knowledge.
- The performance of the Team Leaders on various Divisions of O&M shall be evaluated and reported to Executive Director.
- Supervision and ensuring of all duties of operation and maintenance wing.
  a. Technical Support & Facility Management Service Division
  b. IT and Web Management Division
  c. Capacity Building Division.
  d. Help Desk

a. Technical Support & Facility Management Service Division

- Ensuring deployment, maintenance and monitoring of the software deployment status and pending software problems in local governments, database audit and configuration
- Monitor status of software problems in fields and suggest remedies
- Monitoring of the troubleshooting
- Monitoring / review of checklists –audit, (re)installation, configuration, registers – and maintaining summary / consolidation of the checklists for the region
- Provide technical support in IT infrastructure procurement, finalization of specification installation, maintenance, upgrades, configuration of all IT equipment, networking requirement of the local governments and IKM
- Maintenance infrastructure at local governments and monitoring of and report and attending the annual maintenance contract for the computer infrastructure and Ls
- Maintaining electronic stock register, including equipment, software and data library.
- Perform on-site and remote technical support and to provide emergency on –call support.
- Maintenance of IT infrastructure within IKM
- Stand as an advisory for purchases of computer infrastructure of the LGs
- Understanding issues from LB, helping on those issues, coordinating with Helpdesk team and Developers to resolve those
- Providing required help for installing and maintaining SW and hardware at local bodies to ensure smooth functioning of IKM Software
- Regular technical training within team to ensure team is up to date on functional changes and domain functionality update.
- Regular improvements of ticket handling, target the improvement plan for ticket resolution time
- Maintenance of LB DB and regular backup
- Reporting: Responsibilities of monitoring TA's, and other District level Team issues and coordination– DTO / DC
- Monthly report from each DTO on ticket handling and other issues – DTO
- Bug clarity and detailing to other team members

b. IT and Web Management Division

- Web and system administration and porting of data entered by local governments
- Ensuring registration and renewal of web-server domain names, DNS hosting and all related matters
- Coordinating with external agencies, Domain / Certificate Registrars, linking up various applications, including its administration and security
- Configuration & change management of websites, ensuring registration and renewal of webserver domain names, DNS hosting and all related matters, managing digital certificates for servers, including its renewal
- User administration (setup and maintaining account) monitor system performance and provide security measures
- Overseeing computer security and anti-virus updates etc.
- Ensuring backup of all web-server / IKM data and applications for safe keeping of electronic data on regular interval for quick disaster recovery
- Logging all IT problems and resolutions and maintain minimum security standards and report malicious or suspicious activity and sensitive information stored on systems and maintain user access administration
- Support Video conference for all offices in the Wide Area Network for systems and system audit logging
- Porting of legacy data entered by local governments
- Oversee network and server configuration maintenance and management, file management on centralized resource (i.e., File servers, Virtualization Server, Overseeing computer security and anti-virus updates etc.
- Maintaining the web server at IKM and the State Data Centre, which hosts various websites and applications of LSGD

- Ensuring backup of all web server / IKM data and applications for safe keeping of electronic data on regular interval for quick disaster recovery
- Network and server configuration maintenance and management.
- Create automatic develops pipeline to better control on code flow to Development, Staging, Production Environment
- Create a Automatic Functional test infrastructure on Development Test and Staging
- Put a tight control on application update on production (need to have checklist before approving SW update to production)
- Regular Monitoring of IKM Software at SDC, Cloud, Internal infrastructure to ensure proactive approach to fix issues
- Security Audit coordination, DNS management of all IKM application
- Disaster recovery plan and taking regular backup of all required DB/Application/repository
- Maintenance of all IKM related Software running at SDC
- Data Base management and maintenance at SDC, all LB and other webservice
- Coordinating other stakeholder on Software, Hardware maintenance at SDC and local site.
- Addressing all infrastructure related issues for SDC, Cloud, and internal environment within SLA

c. Capacity Building Division

- Arrangement of proper training with regard to the software developed in IKM.
  Training shall be given to non-technical staff of IKM on technical matters and make them capable of handling technical issues in various LSGIs.
- Regular application User Manual update by coordinating with Software development team, testing team and amending the updated user manual to the existing user manual with every Software release. Make sure this user manual document Version Controlled using new version control tool. Quality of the document should be regularly updated based on the feedback from users.
- Create "Help Web Content" regularly based on the software development update and give link to document version maintenance website.
- Regular Application Training to Helpdesk, DTO/DC and TA team to ensure these team are capable to do their duties. Aim is to reduce the bug inflow to developers.
- Arranging technical Training on latest technology and other training on demand basis to R&D and O&M teams. This is to ensure IKM team availability on latest cutting edge technology.
- Quality Improvement plan - Arranging regular feedback workshops and awareness program to improve our training methodology and SW products.
- Arranging other regular training to IKM staff on need basis.
- Understanding SW release scope, testing E2E features to understand the functionality change, coordinate with Test team to validate the release, then update the document
- Weekly reporting of activities completed/progress - Team Leader
- Monthly high-level review of team activity and improvement plan - Team Leader
- Regular training to Staff and getting feedback from field staff, coordinating with developers on different issues
- Regular training to Staff and getting feedback from field staff, coordinating with developers on different issues

d. Help Desk

- Gaining complete knowledge on different application (you are handling) and ensuring end to product knowledge available with you to handle different tickets.
- Handling Tickets within the defined SLA. Ticket resolution Time (Defining SLA for different priority Ticket).
- Dash board report of no of tickets handled and moved to developers/other team members. Monthly wise improvement on this.

- Root cause Analysis of tickets moved to developers, which are not addressed from Helpdesk Team.
- Team coordination

Duties of Administrative Staff

General duties

- Safe custody of the registers, files, records, computer systems, printers and other electronic devices connected with the subjects dealt by .the Division / Department and made available for official work, until they are handed over / disposed off.
- Produce the records under their custody for audit purpose.
- Take timely action on all the files related to the subjects assigned to them as per office order / Restructuring report and submit / report to the immediate higher officials within the stipulated time.
- Ensured return of files submitted to higher officers within the normal business timeframe, by bringing the matter of delay in return of files to the personal notice of the concerned officer.
- Prepare a list of pending files every month and submit to the immediate higher officer.
- Keep all relevant Government orders / circulars for future reference in the stock file duly indexed
- Ensure budgetary control on expenditure by timely gathering information regarding allotment and budget provision.
- Make available the data and information required for the preparation of budget to Store and Purchase division.
- Furnish replies to Accounts division on audit objections pertaining to subjects being dealt with the section.
- Take timely action on clearance of audit objections.
- Take urgent and time bound action on LA Interpellations / D.O letters / Registered tapals / emails / telephone messages / information under RTI / Communications from judicial forums / complaints received from quasi-judicial· forums.
- Prepare and update registers of RTI Act, LA, Interpellation, court cases.
- Ensure follow up action on all cases pending before Government and other offices / courts/ tribunals/ forums/ commissions.
- Recruitment of employees of IKM (Establishment Division)
- Papers related to office vehicle.

ESTABLISHMENT DIVISION

9. CA to Controller of Administration

- Prepare All Internal and External communications through Controller of Administration
- Assist Controller of Administration for Preparation of IKM Governing Body and Executive Committee Agenda notes and Minutes,
- Keeping Letters and files in Controller of Administration Office.
- Other Administrative works.
- Take printouts of important communications received whenever necessary and hand over to the concerned officers.
- Any other work connected and incidental to the above and other works that may be entrusted by the superior Officers from time to time.

10. CA to Executive Director

- Arranging Online meeting for ED and giving administrative support to ED
- Responsible for the scanning of tapal and converted to Soochika application as a current and giving to concerned section.

- Checking of mails and forwarding to concerned section and sending all official communication via mail
- Keeping of Google calendar for meeting updates
- Ensuring appointments to visitors

11. CA to Chief Mission Director

- Routine Office Management of CMDs Office
- Documentations as directed by CMD
- Conducting & Managing meetings and preparation of Minutes & follow up
- Co-ordination of K-SMART Workshops and documentation, on behalf of CMD
- Ensure the deputed Officials attending meetings and keeping the concerned files and follow-up

E1

- Issuing of proceedings, circulars, notices
- Recruitment processes and Appointment of contract staff
- Transfer and posting of all IKM staff
- General Correspondences
- Compilation and evaluation of performance report of all staff.
- Salary and service matters of cleaning staff
- Salary and service matters of Security staff
- Quotation process and bill payment of contract vehicle
- Files and payments related to E-Vehicle
- Payment of IKM Landline and Mobile phones & Asianet Broad Band connection
- Processes related to appointment of Statutory Auditor and Internal Auditor
- Processes related to appointment of Standing Counsel cum Legal Retainer
- Payment of bill of rented building
- Processing RTI requests received in section
- Files related to Accountant cum IT Experts
- Co-ordination and minutes preparation of monthly staff meeting

E2

- Establishment matters and service matters including attendance, salary, leave, earned leave surrender, Gratuity etc, of the field staff deployed in seven districts from TVM to Ernakulam
- Issuing various certificate related to staff deployed in seven districts from TVM to Ernakulam
- Maintenance of personal file and service books of staff from TVM to Ernakulam
- Assessment matters of field staff deployed in seven districts from TVM to Ernakulam
- Fixation of salary of field staff deployed in seven districts from TVM to Ernakulam
- Processing RTI requests received in section
- Preparation of reports
- Additional charge of District Coordinator, Pathanamthitta District

E3

- Establishment matters and service matters including attendance, salary, leave, Earned leave surrender, Gratuity etc, of Headquarters staff and contract staff
- Issuing various certificate related to Headquarters staff and contract staff
- Maintenance of personal file and service books of Headquarters staff and contract staff
- Assessment matters of Headquarters staff
- Fixation of salary of Headquarters staff
- Processing RTI requests received in section
- K-SMART – Establishment Matters of Domain Experts

E4

- Service matters, including attendance and salary of Deputation staff including reemployed staff
- Maintenance of personal file of Deputation staff and reemployed staff
- Correspondence with Government
- Court cases / Case files
- Medical Reimbursement claims of IKM staff and Deputation staff
- CMO Portal
- K-SMART except Establishment Matters

E7

- Establishment matters and service matters including attendance, salary, leave, Earned leave surrender, Gratuity etc, of the field staff deployed in seven districts from Thrissur to Kasaragod
- Issuing various certificate related to the field staff deployed in seven districts from Thrissur to Kasaragod
- Establishment matters and service matters including salary, leave etc, of District Coordinators
- Maintenance of personal file and service books of staff from Thrissur to Kasaragod
- Assessment matters of field staff deployed in seven districts from Thrissur to Kasaragod
- Fixation of salary of field staff deployed in seven districts from Thrissur to Kasaragod
- Processing RTI requests received in section
- Additional charge of District Coordinator, Alappuzha District

ULBs

- Prepare note on Soochika Tapals from Govt., Municipality, Urban Local Bodies, AG Audit office and other institutions sent to those concerned person
- Letter prepare as per get details from the Project Managers
- Dispatch the letter as per instruction from CMD/COA
- Master preparation and updation (Post office, Village, Taluk etc.)
- Additional charge of District Co-ordinator, Kollam

Gramapanchayat

- Prepare note on Soochika Tapals from Govt., Rural Local Bodies, AG Audit office and other institutions sent to those concerned person
- Letter prepare as per get details from the Project Managers
- Dispatch the letter as per instruction from CMD/COA

Receptionist

- Serve visitors by greeting, welcoming and directing them properly.
- Booking meetings with officers to visitors / public.
- Arranging and receiving couriers /tapals / mails from outsiders / other offices.
- Keeping the reception area tidy and a pleasant atmosphere.
- Answering and forwarding phone calls.
- Sorting and distributing tapals received.
- Maintains security and telecommunication systems.
- Monitoring the availability of office vehicle.
- Management of officers cabins / rooms.
- Suitable arrangements shall be made in the reception to guide public / visitors who arrive at lunch time.

- The incoming calls shall be attended by the Receptionist. He / she will convert the phone to, higher officials / divisions/ sections without any delay. He / she shall give a patient hearing and reply with a polite tone, without giving room for any sort of complaint.
- Messages received from other offices / public over phone call shall be recorded in a telephone message book kept in reception. The receptionist shall note the name of office from which message was received, with date and time.
- Tapal (Inward & Dispatch)
- Store keeper
- Messenger duty, when external messenger is on leave

External Messenger – Justin Lal R

- Report for duty at 10.00 AM on all working days of office.
- Deliver letters locally and collect tappal from Government and locally functioning offices.
- Affix notices on the notice boards at office and other public places, if necessary.
- Be responsible to perform the duties of the office attendant in their absence.
- Assist the sections / division by taking copies of communications / letters / other documents.
- Messenger duty and other office duties assigned from time to time

Internal Office Attendants – Smt. Sibi O Mathew

- Photocopy
- Distribution of Internal tappal
- Other office duties assigned from time to time
- Assist the sections / division by taking copies of communications / letters / other documents.
- Data Entry Works
- Receiving Tapals , when receptionist is on leave.

Sweepers

- Attend daily sweeping and sanitation duties neatly at allotted places.
- After cleaning, enter the details of places cleaned in the register.
- Clean the tables, chairs etc. Free all dirt and dust every day and clean the toilets daily with cleaning liquids to ensure tidy and hygienic atmosphere.
- Be collectively responsible for the safe custody of cleaning materials.
- The duty time of full-time sweepers shall be from 9 AM to 4 PM and of part times sweepers shall be from 9 AM to 1 PM.

Security Staffs

- To ensure the security of office building and properties
- Be responsible for the opening and closure at the office.
- Attending duties including holidays

Procurement Division

PW-1

- Purchase of IT related Equipment's
  a) Procurement of Laptops, Desktops, Printers, Scanners, Photocopiers
  b) Procurement of Mobile Phones, Tablets
  c) Procurement of Air Conditioners, LED TV

- Purchase of Software tools
- K-SMART related procurements
- Purchase of Stationary items for Office use
- Annual Maintenance Contract of various equipment's
- General Correspondence
- Procurement of ID card for Staff
- Process of RTI applications
- Preparation of purchase related proceedings
- Process of Security Auditing related files
- Civil & Interior works of office renovation
- Payment of ILGMS – AWS Cloud service charges
- Payment UPYOG/DIGIT Platform –AWS Cloud Service Charges
- Procurement of Vehicle
- Condemnation of Vehicles
- Auction Process
- Purchase of stores.
- Additional charge of District Coordinator, Kasargod District

PLAN -1

- Preparation of Plan
- Handling files related to Administrative Sanction
- Handling files related to Fund Allotment
- Handling files related to Legislative Assembly
- Preparation of monthly progress report regarding plan space
- Handling files related to Co-ordination Committee
- Handling all Miscellaneous files related to Plan

Finance Division

A1
- Bill payments
- Income tax procedures
- GST procedures
- Voucher filing

A2
- Preparation of Salary Bills and connected deductions there of
- Maintenance of files relating to transfer and posting of deputation staff
- Pay and allowances
- Medical re-imbursement bills
- Gratuity
- Preparation of bills related to Leave surrender, Bonus, Festival allowance, Advance,
- DA/Increment Arrear Pay arrears, Grade promotion arrears, Special Allowance /Telephone Allowance bills & Pension contribution of Deputation staff.

A3
- Timely posting of all Receipts & Payment Vouchers in Tally Accounts
- Scrutiny of Project Advance & Settlements
- Periodical Preparation of Financial Statement for Management Information
- Rendering support for the preparation of Final Accounts
- Preparation of Journal / Settlement Journal Entries in Tally
- Liaison with Internal & Statutory Auditors
- Occasional duty in Cash Section in the absence of Cashier
- Draft Utilisation Certificates
- Preparation of Reply to Audit Queries
- Providing Accounts details for preparation of Budgets, Annual Plan etc and as per the Requirement of other Division

- Custodian of Cash
- Imprest Account
- Maintenance of Imprest Vouchers and Register
- Preparation of Vouchers (Bank, Treasury and Cash Vouchers)
- Preparation of Cash Books (3 Cash Books Main Cash book, K-Smart, ILGMS)
- Custodian of Treasury Pass Book & Cheque Books and Credit Card
- Maintenance of Register of Valuables
- Cheque Issue Registers
- Disbursement of cash
- encashment of Demand Drafts
- Preparation of Bank , Treasury and Cash Vouchers

A5

- Bank Reconciliation,
- Sahaaya updation
- E -Payment transactions and Preparation of covering letters
- Despatch of receipts to the local bodies
- Preparation of TA Bills
- Preparation of Profession Tax

A6

- Nodal Officer of works related to ISO certification
- All EPF related works
- File Adalath

A7

- Preparation of Receipts
- Issue of Demand Letters to Local Bodies and follow up (including previous years)
- Preparation of covering letters for cheques issued
- LIC
- Other Statutory deductions
- Preparation of Treasury Challan
- Work related to R.T.I Act
- Recovery statement of employees
- Training division bills/Advance settlement bills
- Cleaning staff allowance

A8

- Charge of Assistant Public Information officer – RTI
- Process of AG Audit and giving timely reply.
- Revenue recoveries and pending settlements.
- K-SMART Documentation.
- Reply preparation for inspection report of AG to be forwarded to LSGD.

അതാത് സെക്ഷൻ അധികാരികൾ ജീവനക്കാരുടെ ചുമതല കൈമാറ്റം ഉടൻ പ്രാബല്യത്തിൽ വരുത്തേണ്ടതാണ്.

- ഐ.കെ.എം ഓഫീസിൽ നിന്ന് മറ്റ് വകുപ്പുകളിലേക്ക് നിന്ന് റിമാർക്ക് / റിപ്പോർട്ട് ലഭ്യമാക്കുന്നതിന് ആവശ്യപ്പെട്ടുകൊണ്ടുള്ള കത്തുകൾ കൺട്രോളർ ഓഫ് അഡ്മിനിസ്റ്റേഷൻ അംഗീകരിച്ച് നൽകേണ്ടതാണ്.

- ഐ.കെ.എമ്മിന്റെ ദൈനംദിന പ്രവർത്തനവുമായി ബന്ധപ്പെട്ട ഗ്രാമപഞ്ചായത്തും, മറ്റ് തദ്ദേശസ്വയംഭരണ സ്ഥാപനങ്ങളിലേക്കും നൽകേണ്ട മറുപടി കത്തുകൾ കൺട്രോളർ ഓഫ് അഡ്മിനിസ്റ്റേഷൻ അംഗീകരിച്ച് നൽകേണ്ടതാണ്.

- K-SMART, Operating Fund, Plan fund എന്നിവയിൽ നിന്നും, ട്രഷറി Payment ഉൾപ്പടെയുള്ള Payment-ുമായി ബന്ധപ്പെട്ട സൂചിക ഫയലുകളിൽ എക്സിക്യൂട്ടീവ് ഡയറക്ടറുടെ അംഗീകാരം ലഭിച്ചുകഴിഞ്ഞാൽ, തുക നൽകുന്നതിനായി ബാങ്ക്, ട്രഷറി എന്നിവടങ്ങളിലേക്ക് നൽകുന്ന covering letter ഒപ്പിട്ടുനൽകുന്നതിന് ഫിനാൻസ് ഓഫീസർ-നെ അധികാരപ്പെടുത്തുന്നു.

- ടെക്നിക്കൽ വിഭാഗങ്ങളിൽ നിന്ന് റിപ്പോർട്ട് വാങ്ങിയ്ക്കേണ്ടതായിട്ടുള്ള ഫയലുകൾ, അഡ്മിനിസ്ട്രേറ്റീവ് ഓഫീസർ / ഫിനാൻസ് ഓഫീസർ / സ്റ്റോർസ് & പർച്ചേസ് ഓഫീസർ എന്നിവർ നേരിട്ട് തന്നെ അതാത് വിഭാഗങ്ങളിലേക്ക് നൽകേണ്ടതാണ്.

- വ്യക്തമായ കുറിപ്പോട്ടുകൂടി സെക്ഷനിൽ നിന്ന് സമർപ്പിക്കുന്ന ഫയലുകൾ, അഡ്മിനിസ്ട്രേറ്റീവ് ഓഫീസർ / ഫിനാൻസ് ഓഫീസർ / സ്റ്റോർസ് & പർച്ചേസ് ഓഫീസർ എന്നിവർ തിരികെ സെക്ഷനിലേക്ക് നൽകുന്ന പ്രവണത ഒഴിവാക്കി, ടി ഉദ്യോഗസ്ഥരുടെ അഭിപ്രായം രേഖപ്പെടുത്തി, ആയത് മേലധികാരിക്ക് സമർപ്പിക്കേണ്ടതാണ്.

04/03/23

ഡോ. സന്തോഷ് ബാബു ഐ എ എസ് (Rtd)
എക്സിക്യൂട്ടീവ് ഡയറക്ടർ (I/C)

പകർപ്പ്

അഡ്മിനിസ്ട്രേറ്റീവ് ഓഫീസർ
പർച്ചേസ് ഓഫീസർ
ഫിനാൻസ് ഓഫീസർ
ഡെപ്യൂട്ടി ഡയറക്ടർ (R&D)
ഡെപ്യൂട്ടി ഡയറക്ടർ (O&M)
ചീഫ് മിഷൻ ഡയറക്ടറുടെ സി എ
എക്സിക്യൂട്ടീവ് ഡയറക്ടറുടെ സി എ
കൺട്രോളർ ഓഫ് അഡ്മിനിസ്ട്രേഷന്റെ സി എ
എല്ലാ ജീവനക്കാർക്കും
ഫയൽ കോപ്പി