

	Citizens' Charter	IIITMK/ /2013	
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I. Our vision

IIITM-K is a premier institution of excellence in Science, Technology and Management related to Information that develops professionals and leaders of high caliber imbued with values of entrepreneurship, ethics and social responsibility. IIITM-K will actively promote higher education and industry across Kerala and beyond through its IT facilitated education programs and services.

II. Our mission

IIITM-K's Mission is to be an institution of excellence in education, research, development, and training in basic and applied Information Technology and Management and to be a leader in educational networking and services provider for higher education and professions. The institute will help the region's development through its education, expertise and services and thereby make it an attractive destination for hi-tech industry.

Besides its core academic and research programs, the institute will support HRD for industry, teacher's training for colleges, IT ventures incubation, multimedia authoring for faculty and experts, and development of IT and IT enabled services for the region.

The institute will provide a pedagogically effective learning ambience through extensive educational technology support and Web enhanced education to its students, faculty, research staff, and the participants in its training programs. In keeping with the times, the institute will focus on learner-centric education that encourages learning by creative enquiry, group work, discovery and practice with the freedom of interaction not restricted by classroom boundaries.

The institute will strive to equip its graduates to keep pace with the changes in technologies by inculcating a world-view of what they learn so that they can apply the same to the challenges of the market and social needs. IIITM-K will ensure that the education imparted will imbue its graduates with values of learning, leadership qualities and social responsibility. IIITM-K will strive to produce graduates of excellence in IT and Management who can shape IT to the services of technology, society and education. The institute will use IT extensively in every conceivably useful way for conducting its academic, research and training programs.

III Citizen/Clients

Citizens mentioned here refer to the students community, academicians, employees working in IT companies, IT Industry, service providers, commercial operators, contractors, consultants, and others who are using IIITM-K services and are necessarily connected with our activities.

IV. About us

Indian Institute of Information Technology and Management-Kerala (IIITM-K) was set up by Govt. of Kerala in the year 2000. as a premier institute of excellence in post graduate education and research in the area of Information Technology and allied areas. The Institution is a non-profit making autonomous institution and is registered under Section 8 (old Section 25) Companies Act 2013 (Certificate of Incorporation No.

072200KL2000PLCO14187). All the shares of the Company is held by Government of Kerala and the management of the Institute is vested in a Board of Directors comprising eminent industrialists, academicians and senior Government officials appointed by Government of Kerala.

IIITM-K's Mission is to be an institution of excellence in education, research, development, and training in basic and applied Information Technology and Management and to be a leader in educational networking and services provider for higher education and professions. The institute will help the region's development through its education, expertise and services and thereby make it an attractive destination for hi-tech industry. Since 2001, the institute has been offering a Post Graduate Diploma in Information Technology, abbreviated PGD-IT. The graduated students have been getting impressive placements in top IT companies through campus interviews so far. More than 200 students have so far been placed in reputed companies across the country.

The Institute currently offers a Master of Science programme in Information Technology, M.Phil programme in Eco-Informatics and a Post Graduate Diploma programme in e-Governance. Students who have Bachelor's degree in any branch of Engineering / Technology or Master's Degree in Computer Science / Applications with minimum of 60 percentage marks are admitted to the Master of Science in IT programme and for Master of Philosophy in Ecological Informatics programme, students who have passed M.Sc with First Class in Natural / Physical Science with minimum of 60 percentage marks are admitted. PGDeG is a Government sponsored programme, and 15 seats are reserved for nominated Government officials and the remaining seats are for open candidates. Entry-level requirement for admission to the PGDeG programme is a Bachelors degree in any discipline with working knowledge of computer systems. Diploma / Certification in computer application will be an added advantage. Preference is given to B.Tech / MBA / MCA degree holders. Since 2001, the institute has been offering a Post Graduate Diploma in Information Technology, abbreviated PGD-IT. The graduated students have been getting impressive placements in top IT companies through campus interviews so far. Institute has also been offering PhD programme under core computer Science and ICT areas.

IIITM-K is focusing in the following areas and emerging as an engine for promoting growth by using IT in inclusive development programs. To drive the stated vision of IIITM-K, the institute has postgraduate and doctoral programmes through these schools. These schools shall also cater to the needs of the IT industry by means of offering programmes (workshops, short courses, short-term training etc.) in specific skill development.

a) **School of Computer Science and IT**

This school covers the core areas of Computer Science and IT. The subject areas covered include Computer Science, Software engineering, IT, Systems Programming, Telecommunication and Networking, Embedded Systems, Database Management Systems, Artificial Intelligence, VLSI, Web technologies, Information Security, Mobile technologies and their integration with applications and services, etc.

b) **School of Computational Sciences**

The subject areas covered include constructing mathematical model and numerical solution techniques and using computers to analyze and solve scientific, social scientific

and engineering problems. It also covers scientific databases, visualization, computational and physical modeling, scientific computing, computational chemistry, computational biology, algorithms and their applications over distributed systems and high performance computing.

c) **School of Informatics**

The real value of IT comes when it is adapted and tuned to applications in different domains of social relevance. The areas to be covered include informatics systems in Education, Agriculture, Ecological Informatics, Health informatics in E-Governance, domain-specific Scientific Databases and their management, enterprise integration, Community information and collaboration systems, etc. Information Management, Library and Information Sciences, Multimedia content developments, information management are all the areas in Informatics.

d) **School of Humanities and Management**

The subject areas covered include Entrepreneurial Development & Management, Human Resource Management & Industrial Relations, Logistics, Marketing Management, Knowledge Management, organizational behavior, cognitive sciences, systems of management for emerging virtual enterprises, linguistics, E-Governance, management of education, transactional analysis, community knowledge empowerment and IT enterprise management.

V. MANAGEMENT - BOARD OF DIRECTORS

The management of the Institute is vested in a Board of Directors comprising eminent industrialists, academicians and senior Government officials appointed by the Government of Kerala. Currently the Board consists of;

1	Shri. Madhavan Nambiar IAS (Rtd.)	Chairman
2	Shri V. Ramachandran Former Vice Chairman, Planning Board	Member
3.	Dr. Ramachandran Thekkedath, Vice Chancellor, CUSAT	Member
4	Prof. Debashis Chatterjee, Director, Indian Institute of Management, Kunnamangalam	Member
5.	Shri. P.H. Kurian, IAS Principal Secretary - Information Technology, GoK	Member
6	Dr. K. M. Abraham, IAS Principal Secretary, Higher Education, Govt of Kerala	Member
7	Shri. Rajesh Kumar Sinha Secretary – Finance (Expenditure), GoK (Ex-officio)	Member
8.	Prof. Kamala Krithivasan, Department of Computer Science & Engineering, IIT, Madras.	Member
9	Dr. J Letha, Director, Technical Education, Government of Kerala	Member
10	Prof. Rajasree M.S, Director, IIITMK	Member

VI. Core Group

Core group consists of ;

Prof. Rajasree M.S
Director, IIITM-K

Shri. P.C. Daviz
The Manager cum Company Secretary

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

VII. Task Force

The academic administration of the Institute is distributed among the following “

- i) Coordinator Admissions - Manage the admission life cycle from counseling till admission of prospective students which includes management of on line applications, arranging test / interviews / counseling, preparing admission letters, attending parents and students queries.
- ii) Academic Coordinator - Coordinate implementation of academic processes & deliverables viz. Faculty resource planning, Time Table management. Support to conduct examinations, issue of certificates, convening staff/faculty meeting, Course calendar maintenance, follow-up calls to classroom absentee students, collection of fee, collection and compilation of students' feedback, Logistics and Inventory management.
- iii) Placement Coordinator - Taking care of the summer internship and final placement of the students. Coordinate all the processes of placements with students, faculty In charge, arrange for campus interviews, maintaining of database, preparing brochures with students committees and facilitate the lateral and final placements. The candidate will be responsible for building deep relationship with key corporates in order to source suitable vacancies
- iv) Registry - On admission of students organize and manage all of the activities related to the Records and Registration Department, including serving as the official authorized keeper of the student records

Faculty of the Institute are nominated to assume responsibility of Admissions, Placement, and delivery of the courses and The Manager cum Company Secretary is responsible for Registry and general administration matters. Consultancy and research projects are dealt with by the Faculty directly in their area of expertise.

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

VIII. List of key services

- i) to conduct various educational programmes in Information Technology and management in full time as well as in part time, leading to award of degrees, fellowships, diplomas and certificates to the participants of such programmes
- ii) to conduct short-term training programmes in Information Technology for the benefit of IT professionals employed as well as unemployed.
- iii) to organize seminars / workshop to disseminate latest developments or knowledge in IT related topics.
- iv) to undertake research projects and application specific projects in the field of Information Technology, Management, entrepreneurship Development and allied fields,
- v) to offer consultancy, guidance and assistance to the Governments (State or Central), to State and Central PSUs and other organizations in their drive for computerization, to train personnel involved in such activities and to help the Governments formulate various policies, schemes and projects for the promotion of wide spread application of IT in all walks of life.
- vi) to act as an effective interface between industry and academic and scientific institutions with a view to foster innovative technologies, develop Intellectual Property, aid in patent registration and assist in their commercialization, without the objective of making profit.

IX. Customer Satisfaction

IIITM-K is a customer / student focused organization looking at customer satisfaction as one of the most important objectives. Customer satisfaction is, simply put, a measure of the satisfaction of the customer, and how the offered services meet the customer / students' expectations. IIITM-K rededicates itself to giving the highest standards of educational services to the student community across the country. We once again give our firm commitment that we will strive to improve the quality of service and thereby increase satisfaction level by providing quality education.

Improvement of quality of education is a continuous process at IIITM-K and it continuously strives to meet the challenges posed. Feedback from the students or participants to short term programmes is one of the main mechanisms to identify the expectations of the customers / students and take necessary corrective action. Student Satisfaction is one of the key performance objectives of IIITM-K. It is evaluated through Feedback obtained on completion of each module of the course. The feedback is obtained directly by the nominee of the Director to ensure that the students are free to record their views

The Feedback form is a structured questionnaire, seeking their opinion on five-point scale about facilities and services provided by IIITM-K. The overall customer satisfaction level is worked out for each faculty / service by taking weighted average of the 5 point options. The Customer Satisfaction level is measured periodically and tested for significant improvement / deterioration. In case of deterioration, the responsible Faculty or staff are advised to take corrective steps and to ensure improvement in the next round. The faculty and staff are given higher targets for the following years and thus a continuous improvement in services is ensured by monitoring customer satisfaction level and continuously improving the facilities.

We are regularly making efforts to improve our business processes to provide for improvement in level of customer satisfaction. Some of the practices adopted by the organisation for achieving these goals are listed below:

- Counseling the Faculty to improve course delivery based on feedback
- Augmentation of resources based on student feedback
- Receiving applications Online
- Announcement of Result online
- Payment of fee through online

We are at the service of the customers at every stage of our activity and collecting their suggestions / complaints, if any, through e-mail office@iiitmk.ac.in / feed back forms/ questionnaires and find out corrective / preventive actions immediately to satisfy the customer.

X. Public Information Officer

Shri P.C. Daviz
 The Manager cum Company Secretary,
 Indian Institute of Information Technology & Management – Kerala
 Technopark, Nila (Ground floor),
 Technopark Campus
 Thiruvananthapuram 695 581, Kerala

Phone: 0471-2700777, 2527567
 Fax: 0471-2527568 Email: pcdaviz@iiitmk.ac.in

XI. Date of issue of citizens’ charter:

XII. 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
Admission to mainstream academic programmes	Courses on offer, courses likely to be started in the future, Admission dates, scholarship availability, accreditation, result of admission test / interview / date of commencement of classes, examination dates, date for issue of transcripts, certificates, degrees, diplomas	One day

Registration for short term training programmes in Information Technology / seminars / workshops.	Detailed information on Programmes / events announced, forthcoming events, Registration procedure, date for issue of certificates	One day
Undertake research projects and application specific projects in the field of Information Technology, Management, entrepreneurship Development and allied fields,	Capability exploration queries, details on projects undertaken earlier, fee for undertaking the project,	3 days
Offer consultancy, guidance and	Capability exploration queries, details on projects undertaken earlier, fee for undertaking the project,	2 days

Minimum time referred above depends upon various factors such as nature of work, evaluation of requirement by the customer, internal consultations with experts in the relevant field etc.

XIII. Availability of information

Information can be obtained from our officers listed below:

Information relating to	Name of officer, Designation	e-mail
Admission to mainstream academic programmes	Academic Assistant / Academic Coordinator / Admissions Coordinator	admission@iiitmk.ac.in
Registration for short term training programmes in Information Technology / seminars / workshops.	Course Coordinator - concerned	office@iiitmk.ac.in
Undertake research projects and application specific projects in the field of Information Technology,	Dr. Rajasree M.S, Director, IIITM-K	rajasree.ms@iiitmk.ac.in
Placement – provide quality manpower who have undergone specialist courses at IIIITM-K	Placement Coordinator	placement@iiitmk.ac.in
Faculty – Provide opportunity to best talents in the country to take up an academic career	Dr. Rajasree M.S, Director, IIITM-K	director@iiitmk.ac.in
Corporate Training – Offer specialist training tailor made to the exclusive needs of the industry	Dr. Rajasree M.S, Director, IIITM-K	director@iiitmk.ac.in
Undertake consultancy work	Dr. Rajasree M.S, Director, IIITM-K	director@iiitmk.ac.in

Institute officials can be contacted at 0471-2527567, 2700777. Security Personnel would attend the phones after normal office hours.

XIV. How to give us feed back

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

Should you wish to provide feedback including any complaints about our services, you may please contact IIITM-K Office at 0471-2700777, 2527567 or send an email to : office@iiitm.ac.in

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

XV. 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.

XVI. 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.iiitm.ac.in

XVII. Right to information

According to Right to Information Act The Manager cum Company Secretary, IIITM-K is the Public Information Officer and Director, IIITM-K is the appellate authority

XVIII. Parent Teacher Association (PTA) at IIITM-K

To foster and promote good relationship among the members of faculty, students and parents of the students and to maintain high academic standards, a **Parent Teacher Association (PTA)** is constituted at the Institute as follows:

1. President (Director, IIITM-K)
2. Vice President (elected from among the Parents/Guardian)
3. Secretary (elected from among staff members of IIITM-K)

4. Joint Secretary (elected from among Parents/Guardian)
5. Treasurer (elected from among staff members of IIITM-K)
6. Not more than seven other members of which four shall represent Parent / Guardian

PTA meets periodically to review matters related to achievement of its objectives. Online facility for filing complaint is available in our website www.iiitmk.ac.in

XIX. Complaints Committee for redressal of sexual harassment

A committee is constituted for the purpose of enquiry into the complaint 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. Dr. Rajasree M.S., Director, IIITM-K
2. One Lady Representative of Faculty / Staff
3. One Lady Representative of students
4. Shri P.C.Daviz, The Manager cum Company Secretary, IIITM-K
5. One representative of Women's Association in Trivandrum

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

XX. Communication Register for registering complaints / suggestions

Communication register is available with the Receptionist at Institute premises in Technopark campus 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 pcdaviz@iiitmk.ac.in

XXI. Public Grievance Cell

1. IIITM-K has an open door policy and citizens have liberty to meet and discuss their problems with The Manager cum Company Secretary and Director at any time in persons. Citizen's grievances related to the organization will be handled by Shri P.C. Daviz, The Manager cum Company Secretary, IIITM-K as Public Grievance Officer

For further improvement of the charter

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

Director,
Indian Institute of Information Technology & Management - Kerala
Technopark Campus, Nila (Ground floor)
Trivandrum -695 581
Phone: 0471-270077, 2527567
Fax: 0471-2527568, e-mail: director@iiitmk.ac.in