



Centre for Development of Imaging Technology (C-DIT)
Thiruvananthapuram

TENDER INVITING PROPOSALS

**For providing Consultancy Services for implementation of ISO 9001 based
QMS in C-DIT
(Re-tender)**

Centre for Development of Imaging Technology (C-DIT), a scientific institution under Government of Kerala invites competitive bids from interested ISO 9001:2015 Consultants and Service Providers for providing consultancy services to C-DIT to meet the requirements of ISO 9001:2015 standard for various divisions of C-DIT and also for the project 'Straight Forward' undertaken by C-DIT.

GENERAL TERMS

1. Objective: The objective of this tender is to solicit bids from the interested bidders for participation in a bid process for selection of a consultant to guide C-DIT in implementing ISO 9001:2015 standard based QMS in select divisions in C-DIT and for the project 'Straight Forward'.

2. Tender issuing authority: This notice is issued by CDIT. Decision of C-DIT with regard to the selection of bidders shall be final and C-DIT reserves the right to reject any or all the bids without assigning any reason.

a	Title	Selection of consultant for implementing QMS in C-DIT based on the requirements of ISO 9001:2015 standard
b	Contact Details	Registrar Centre for Development of Imaging Technology(C-DIT) Chitranjali Hills Thiruvallom P.O Thiruvananthapuram-695027
c	Tel/email	0471-2380910/2380912 Fax:0471-2380681 headofficecditi@gmail.com
d	Website	www.cditi.org

3. Tentative calendar of events : The following table enlists important dates and timelines for completion of bidding activities:

Sl. No	Milestone	Date and time
1.	Release of Tender notice	21.03.2017
2.	Pre-bid conference	30.03.2017 (11 AM)
3.	Last date for submission of bids	05.04.2017 (3 PM)
4.	Opening of Technical bids	05.04.2017 (4 PM)
5.	Declaration of short listed firms & opening of Financial bids	To be announced

4. Availability of bid documents: Bid document can be downloaded from the website www.cdit.org. The bidders are expected to examine all the instructions, terms, project requirements in detail. Bids / proposals not substantially responsive in every respect will be at the bidder's risk and may result in rejection of the bid.

5. Pre-bid conference: C-DIT will host a pre-bid conference in Trivandrum. The Conference is tentatively scheduled as per the schedule given in paragraph 3 above. The representatives of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with C-DIT requirements and any clarifications regarding the work. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the work. The venue for the bid conference will be at the address given in paragraph 2.

6. Processing fees: A non-refundable processing fee for Rs. 1,000 (One Thousand Rupees only) in the form of a Demand Draft drawn in favour of Registrar, C-DIT payable at Trivandrum, has to be submitted along with the bid. Bids received without or with inadequate processing fees shall be liable to get rejected.

7. Venue and deadline for submission of bids: Bids, in its complete form in all respects as specified in this document, must be submitted to the address specified above in paragraph 2. C-DIT, in exceptional circumstances and at its discretion, may extend the deadline for submission of bids by issuing an addendum to be made available on C-DIT website.

SCOPE OF SERVICES

8. General Background

C-DIT was set up as a scientific institution under Government of Kerala in 1988 and is providing ICT services to various government departments/organisations. Major services offered by C-DIT include Software development, Video production, Multimedia content development, Document Digitisation/preservation, Holographic label production, IT courses of 3 months to 1 year duration, etc. Approximately 250 employees have been engaged in these domains. As part of the streamlining of activities of those departments engaged in the above areas, it has been decided to obtain relevant ISO certification to these departments in a phased manner. For this, C-DIT need the services of competent consultants to implement the requirements of ISO 9001:2015 standard

8.1 In the first phase, four departments in C-DIT have been identified for the implementation of ISO 9001:2015 based QMS. The profile of the organisation and details of the departments identified for the first phase of implementation is appended as ***Annexure-I***

8.2 Apart from this, ISO 9001:2015 based QMS is to be implemented in a specific project- '***Straight Forward***'- being undertaken by C-DIT for the Government of Kerala. The details of the project 'Straight Forward' is appended as ***Annexure-II***.

(The assignments in para 8.1 and 8.2 above shall be carried out separately)

9. Terms of Reference: The terms of reference for the consultant will include the following:-

- (a) Evaluating existing systems, discussion with Top Management, Management Representative (MR), Core Committee & other Officials for identifying lapses and gaps, giving guidelines for evolving documented Quality Management System (QMS) and initiating activities.
- (b) Preparing QMS Documentation considering Scope of QMS for Certification including Quality Policy, Quality Objectives, Quality Manual, Documented Procedures / Process Flow Charts, Formats, Templates, etc.
- (c) Two-day Training on Internal Quality Audit(IQA), based on ISO 9001:2015 QMS Standard for selected personnel in C-DIT.

- (d) Guidance for implementation of documented QMS including reviews, maintaining and retaining documented information.
- (e) Guidance for conducting Internal Quality Audits, Management Reviews and evaluation of implemented QMS.
- (f) Guidance and assistance in identifying root cause for non-conformities raised during internal and external certification body audits and closing them effectively.
- (g) Subsequent visits, after getting initial Certification for assistance and guidance in maintaining the QMS.
- (h) Submit weekly progress reports to Registrar, C-DIT.
- (i) Applicable locations are C-DIT Head office at Thiruvallom, C-DIT city office in Vazhuthacaud, Trivandrum and Govt. Secretariat, Trivandrum for 'Straight Forward.'

10. Time frame: The time period will be maximum of six (6) months from the date of award of the contract.

BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

11. Conditions under which this notice is issued:

- (i) This tender notice is not an offer and is issued with no commitment. C-DIT reserves the right to withdraw the bid, change or vary any part thereof at any stage and select one or more consultants for the activities covered under QMS implementation fully or partially. C-DIT also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- (ii) C-DIT reserves the right to withdraw this bid if C-DIT determines that such action is in the best interest of the Government.
- (iii) Timing and sequence of events resulting from this bid shall ultimately be determined by C-DIT.
- (iv) No oral conversations or agreements with any official, agent, or employee of C-DIT shall affect or modify any terms of this bid and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of C-DIT shall be superseded by the definitive agreement that results from this bid process. Oral communications by C-DIT to bidders shall not be considered binding on C-DIT, nor shall any written materials provided by any person other than C-DIT.

- (v) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against C-DIT or any of their respective officials, agents, or employees arising out of, or relating to this bid or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- (vi) Applicants who are found to canvass, influence or attempt to influence in any manner shall be disqualified from the process at any stage.
- (vii) One applicant shall submit only one bid.

12. Rights to the content of the bid: For all the bids received before the last date and time of bid submission, the bids and accompanying documentation of the bid will become the property of C-DIT and will not be returned after opening of the bids. C-DIT is not restricted in its rights to use or disclose any or all of the information contained in the bid and can do so without compensation to the bidders. C-DIT shall not be bound by any language in the bid indicating the confidentiality of the bid or any other restriction on its use or disclosure.

13. Acknowledgement of understanding of terms: By submitting a bid, each bidder shall be deemed to acknowledge that it has carefully read all the paragraphs of this bid document, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

14. Language of Bids: The bid and all correspondence and documents shall be written in English.

15. Eligibility Criteria: The consultant should have extensive and proven mix of education skills and expertise in the implementation of Quality Management Systems based on the requirements of ISO 9001:2015 standard. The consultant must meet the following minimum criteria:

- a) The Consultant should have executed a minimum of five (5) ISO 9001 QMS consultancy projects including upgradation projects in Government organisations / Autonomous institutions / Public Sector Undertakings or other large organisations.
- b) The Team leader of the Consultancy organisation should have a minimum of 5 years professional experience in ISO 9001 consultancy and shall be a certified lead auditor in ISO 9001 QMS and should be experienced in certification audits.

- c) The team members of the Consultancy organisation shall be certified lead auditors in ISO 9001 QMS and should be experienced in certification audits.

16. Documentary evidence to be submitted to support eligibility:

- (a) Contract or work orders indicating the details of assignment, client, value of assignment, date and year of award.
- (b) Detailed resume of the Team leader and Team members indicating the details of qualifications including various management systems and professional experience.
- (c) Copy of the certificates of various lead auditor courses and related upgradation courses undergone by the Team leader and Team member(s).
- (d) Completion certificates of previous projects undertaken . In case the organisation is not able to submit completion certificates, submission of complete contact details (Telephone number , address , organisation name) of the contact person where the work has been done is mandatory.
- (e) In addition to overall experience of the Consultant, details of specific consultancy projects undertaken are to be provided including assignment or project name, details of services provided, approximate value, country and location, duration, name of client, starting and completion dates, names of associates (other than employees), if any. Consultancy experience of Government Departments / Public Sector Undertakings/Autonomous institutions / other Organisations in obtaining ISO 9001 QMS implementation may be specifically mentioned.

17. Bid submission: Interested Consultants should submit the bids in two separate sealed covers as Technical Bid and Financial Bid.

17.1 Technical Bid: The cover containing technical bid shall include the following;

- (a) Fee as per para 6 above
- (b) Documents as in para 16 above
- (c) Profile of the Consultant
- (d) Approach & methodology in implementing QMS in C-DIT and in the project
‘Straight forward’
- (e) Work Plan and Schedule

(f) Team size

(A checklist is attached as **Annexure-IV**)

17.2 Financial Bid: The cover containing financial bid(In Indian Rupees) should be submitted in the format attached as Annexure-III and should indicate the lump sum quote, inclusive of all taxes and all expenses which the consultant may incur while executing the assignment including Travel, Local Conveyance and Accommodation as required. *(Please note that TDS as applicable will be deducted from the payments to the consultant)*

18. Evaluation of bids

- a) The bids will be evaluated by a committee specifically constituted by C-DIT for this purpose and will be based on the technical bid and documentary evidence submitted by the Consultant with respect to eligibility criteria and terms and reference.
- b) The technically qualified Consultants only will be shortlisted for evaluation of financial bid and the final selection will be made from the short list based upon the lowest cost quoted.

19. Last date: The last date for submission of bids is **05.04.2017**.

Bids should be addressed to:

The Registrar

Centre for Development of Imaging Technology(C-DIT)

Chitranjali Hills

Thiruvallom P.O

Thiruvananthapuram-695027

Phone: 0471-2380910, 230912

Annexure-I

C-DIT PROFILE

Centre for Development of Imaging Technology (C-DIT) is an organization established by the Government of Kerala in 1988 as a registered society under the Travancore Cochin Literary, Scientific and Charitable Societies Registration Act XII of 1955. C-DIT functions as a scientific institution for advancement of research, development and training in Imaging and Information communication technologies with an implied role in socially relevant spheres of science and development communication.

C-DIT is a unique organization presently working in the area of convergence and beyond of Information and Communication Technologies (ICT) and Content Development and dissemination in multi-media formats. C-DIT is proud of having a talented pool of creative personnel working in close collaboration with qualified and experienced technological work force. The head office of C-DIT is currently housed in a 3-acre Campus in the picturesque Chithranjali Hills, beside the Kerala State Film Development Corporation Campus, 6 kms from Thiruvananthapuram Central, on the way to Kovalam. It also has City Offices in Thiruvananthapuram city. The 3 regional centres of C-DIT are functioning in Kayamkulam, Ernakulam and Kannur.

Vision

To promote social progress through the application of technology.

Mission

To become the leading service provider and product innovator in new media information technology system, tools, applications and content development with thrust on deployment of sustainable and appropriate imaging and imaging technology for science and development communication.

Quality Policy

Quality in service and products offered by C-DIT is achieved and sustained when each concerned employee scientifically approaches, continuously monitors and reviews, owns and enjoys tasks assigned to them and continuously strive to achieve customer satisfaction and establish a C-DIT brand image.

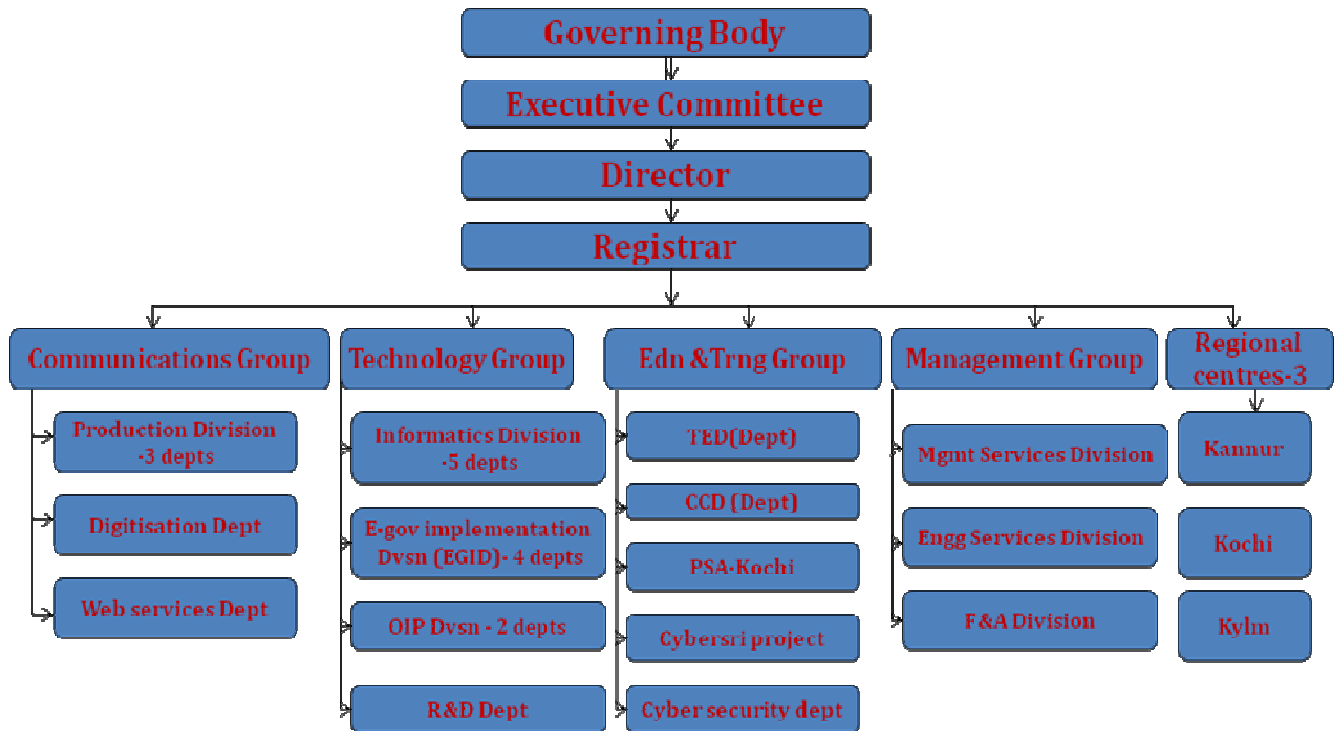
Service Span and Ideology

Over the past 27 years of its existence, C-DIT has taken up many prestigious projects of the Government of Kerala and completed them successfully. C-DIT manages its activities through four functional Groups viz. Communication Group, Technology Group, Education & Training Group and Management Group. C-DIT has been functioning as a Total Solutions Provider to the departments and agencies under the Government of Kerala in the areas of ICT applications and in the production and supply of Hologram based security products. C-DIT is the only public sector security hologram production facility in the country and recognized as the Total Solution Provider in Security holography and Security Printing for the State of Kerala. C-DIT is a member of the High level steering committee constituted by the Reserve Bank of India for the indigenization of security features for Indian currency notes.

Focus areas

- Video & Interactive Multimedia Production
- Software Development
- Security Holograms & Certificate printing
- Digitalisation
- Web services
- Green Energy Solutions
- Linguistic Computing
- Research & Development in ICT

Organisational Chart



Details of divisions going for ISO 9001 QMS implementation in the first phase

1. Informatics Division

The Informatics Division under the Technology Group carries out software development and related activities for various Government departments and organisations.

The division got skilled manpower in Visual Studio Dot Net Technologies, Open Source Technologies such as PHP using Code Igniter Framework and database technologies such as MSSQL Server, & MYSQL

The Informatics division has two full fledged software design/ development labs and one independent testing lab at the main campus of C-DIT equipped with state of the art facilities including high end Computers, Laptop Computers, Servers, UPS, Multifunction Duplex Printers, Scanner, Leased Line Internet Connection, etc.

The division functions with five departments which carries out specific assignments.

1.1 Design And Architecture Department

Design and Architecture department carries out the assessment of business requirements by client interactions and develop the model and framework of the solution . Besides this, the department Prepare the Software Requirement Specification and Software Design Document containing the database design, process flow charts, architectural diagrams, user interface screens, etc.

1.2 Software Development Department

The responsibilities of Software department include;

- Development of the solution that fully complies with the documented information using the best practices.

- Anomaly/bug fixation according to the testing report.

- Demonstration of the application software developed before the clients.

- Hosting of the application software in the server or space provided.

1.3 Application Testing And Integration Department

The responsibilities of this department include;

- Preparation of test cases and test data

- Functionality testing, security testing, integration testing, code review & website testing.

- Preparation of anomaly reports, test report.

- Preparation of user manual.

1.4 Productionization Department

The department has been conceived for Customization of application software into a product form so that they can be marketed among similar clients.

1.5 Implementation Department

The department undertakes the training component to the users of the application software and provide support for the successful implementation.

(As of now, the functionalities of the Productionization and Implementation departments are jointly carried out by members of the Design & Architecture and Software Development departments)

Manpower

Presently 28 Programmers are associated with the design, development and implementation of software projects and 7 Programmers are associated with the integration and testing of the software. Besides these 35 programmers, one web designer, one content developer, one software support assistant and one data entry operator also is engaged in the Informatics Division.

Major clients

Major clients include;

- Office of the Chief Minister of Kerala
- General Administration Department
- Port Directorate
- Kerala Public Service Commission
- Registration Department
- Registrar of Co-operative Societies
- Directorate of Vigilance and Anti-Corruption Bureau
- Kerala Bhasha Institute
- Kerala Nurses and Midwives Council, Scheduled Castes Development Department
- Kerala State Welfare Corporation for Forward Communities
- Grand Kerala Shopping Festival
- State Public Health & Clinical Laboratory
- Kerala State Council for Science
- Technology & Environment
- Social Justice Department
- Kerala State Youth Welfare Board,
- Sree Sankaracharya University of Sanskrit.

Major projects

- 1) PSC Online Examination - A comprehensive software solution for scheduling and conducting online examinations of the Kerala Public Service Commission. The Online Examination System involves Examination Scheduling, Preparation of Question Papers, Conducting Online Examination, Publishing Answer Keys and Generating Mark Lists.

- 2) e-grantz – An application software for SC/ST department for the disbursement of educational assistance/scholarships for SC/ST/OBC students -
- 3) e-grantz–F - An application software for the Fisheries department containing online distribution of disbursement of educational assistance /scholarships for students of fishermen community.
- 4) e-housing - Online distribution of housing assistance to SC community, developed for the SC Development Department.
- 5) ICDMS – Integrated Co-operative Department Management System software for the Registrar of C-operative Societies for the automation of audit reporting, finance & fund management, and society registration.
- 6) Public Grievance Redressal System for the Chief Minister’s Office – Straight Forward - Public Grievance Redressal System connecting all the departments.
- 7) Automation of Chief Minister's Distress Relief Fund - Automation of the process in disbursement of the CM's Distress Relief Fund
- 8) Automation of the Jana Samparka Paripadi Programme - JSP of the Chief Minister - Public grievance redressal software consisting of grievance submission, forwarding the complaints to the concerned departments, screening committee, JSP process – time slot allocation, complaint status, searching and dashboard for statistical data analysis.
- 9) Grand Kerala Shopping Festival – Automation of the online registration of shops, starter kit distribution, coupon distribution, gold coin distribution, fortnightly draw, dashboard for statistical data analysis.
- 10) PortInfo - Computerization of the activities of the Port Department such as Survey and Registration of Vessels, Scheme Monitoring, Maintenance Monitoring, Inventory, Landing and Shipping, Manual and Mechanical Dredging, Port Land Licensing, Certificate of competency.
- 11) VACB Suite - The project developed for the Directorate of Vigilance and Anti-Corruption Bureau, integrates application modules specifically catering to the matters related to Vigilance Case, Vigilance Enquiries, Surprise Check, Confidential

Verification and Quick Verification dealt in Unit offices, Range offices, Special cells and Directorate

- 12) e-groops II- Online Registration of partnership, firms and societies- User Registration, Society Registration, Firm Registration and related work flows, online payment gateway integration with treasury, digitally signed certificate generation firms and societies.
- 13) e-kshema – Management Information System for the Social Justice Department.
- 14) Scheme Management System - Automation of Scholarship/Coaching Assistance schemes for the Kerala State Welfare Corporation for Forward Communities.
- 15) Online Centralized System for the Kerala Bhasha Institute - Automation of the activities of the KBI. Book Publication, Stock Management, Online book sales and purchase.
- 16) Online Examination for Kerala State Council for Science, Technology and Environment - Online system for the preparation of question papers, examination and mark list generation.
- 17) Keralotsavam - Online registration of all programmes being conducted by the Kerala State Youth Welfare Board. This includes Online Application Processing, Online Application for Club Affiliation and its processing, Online Application for Club Affiliation Renewal and its processing.
- 18) e-CDesk - software for recording the caste wise details of employees in service in Kerala for the Kerala State Commission for Backward Classes.
- 19) Pareeksha - Automation of the Academic, Admission & Examination wings including Mark list generation module for the Sree Sankaracharya University of Sanskrit, Kalady, Eranakulam.
- 20) Nottam- Short Film Contest for the Information and Public Relations Department – This contains Online Registration, Documentary Details Entry, Video Upload & Jury Evaluation

2. Digitisation Department

Digitisation Department under Communication group undertakes the Co-ordination and implementation of digitization projects for various departments/agencies. The activities of the department are;

- Development of Digital Collections of Materials (Digital Library) pertaining to a particular department/institution with focus on the Cultural Institutions and on heritage data of Kerala.
- Provide technical support for digitisation and preservation to those private/public institutions/departments who are unable to wholly or partially do it themselves.
- Coordinate collaborative digitisation and digital data preservation initiatives among departments and other organisations that are keen to collaborate and provide digitisation support to others.
- Impart training and customization in Open source Digital Library Systems such as D-Space.

The department has full fledged digitalisation facilities equipped with state of the art equipments including Desktop Computers, Laptop Computers, Servers, UPS, Multifunction Duplex Printers, flat bed scanners and high speed Bookeye scanners which can scan A2/A3/A4 sized documents at very high speed. A high end mobile digitization unit also is available to carryout the work which require digitization to be done inside the client premises itself. Presently the department has the ability to scan more than 1 lakh pages per day.

Manpower

Presently there are 5 staff members in the department excluding project staff assigned for specific projects time to time.

Major clients

Major clients include;

Kerala State Archives Department

Kerala State Registration Department

Information & Public Relations Department, GoK

Cochin Port Trust

Oriental research Institute & Manuscripts Library

Muziris project

Tourism Department

Major projects

1. Digitisation of churunas and paper documents for Kerala State Archives Department
2. Digitiation of property documents for Registration Department, GoK
3. Digitisation of rare books collections of Arabic literature for Muziris Heritage digitization project

3. Optical Image Processing Division

OIP division is handling the in-house commercial hologram production facility built as per international standards. The division focuses on various security related projects such as security holography, security printing, security registration and networking systems. With its in-house R&D and production facilities, OIP division produces aprx 600 million security holograms per annum for KSBC, Motor Vehicles Departments (MVD), Universities and other public and private sector organizations across the country to prevent counterfeiting and forgery. CDIT has been producing reliable and fault free holographic labels for the last 15 years and is in the process of upgrading to best-in-class technology.

The division has a full fledged holographic security products design and production facility comprising of Hologram Embossing Machines, Gum Coating Machine, Microslitting Machine, Hologram Application Machines, Label Printing Machines, Document Numbering Machine, Inspection Machines, Core Cutting Machine, Die Cutting Machine, Hot Stamping Machines, Air Compressor, Shredding Machines , He. Cd. Laser (R&D) , He. Ne. Laser (R&D), Ar. Ion. Laser (R&D) , Coating Machine (Mirror), etc.

The division focus on;

Delivery of products using most modern technology

Automated system for the creation of security labels to ensure maximum security of the process of creation

Verification of embedded features

All the machineries are installed in secure environments with strict monitoring

Secure access to the design and production facility with round the clock video surveillance

Ensuring secrecy and uniformity of the labels supplied

The division functions with two departments which carries out specific assignments

3.1 Printing and Production department

The department carries out the Research and design of holograms and other optical image processing products

3.2 Design & Research department

This department handles the Printing and hologram labels, certificates and other security products

Manpower

Presently there are 10 staff members in the division excluding the 45 temporary staff engaged exclusively for printing & support.

Major projects

- Hologram embedded Security Tax label
- High Security Hologram Production
- High Security Holographic Documents
- High Security Computer stationary
- High Security Vinyl/PET film printed labels

Major clients

- Kerala State Beverages Corporation
- Motor Vehicles Department
- Kerala University
- Calicut University
- Kannur University
- Sri Sankara University Of Sanskrit
- Technical Education Department

C-DIT is the one and only public sector security hologram production facility of the country, and is recognized as the Total Solution Provider in Security holography and Security Printing for the State of Kerala. Presently C-DIT is a member of the High level steering committee constituted by Reserve Bank of India for the indigenization of security features for Indian currency notes.

4. Management Group

The Management Group handles the Administrative functions including HR, General Administration, Establishment and Service matters, Financial Management, Accounts, Budgeting, Project Management, Corporate Planning, Project Monitoring, Business modeling components and Marketing for other groups as well as Engineering support functions.

The group consists of three divisions: Management Services Division, Engineering Services Division and Finance & Accounts Division

Divisions	Functions
Management Services Division	<p>Planning, Marketing, HR, System Study, Technical and Financial vetting of projects proposals, Coordination with clients, Payment follow-up, Project monitoring systems, Internal auditing of divisions/departments , Publication of journals and related jobs</p> <p>General Administration, Establishment, Service Matters, Legal affairs, Recruitment, Transfers, Employee benefits, Staff welfare, Training and Development planning for employees, Transportation and Vehicle logs, Security services, Purchase of goods and services, Tendering and evaluation, Payment advice, Stock taking and custody of stores, Disposal of goods, etc.</p>
Engg. Services Division	<p>Supervision of Engineering works including Civil and Electrical maintenance, Construction for C-DIT and for projects and all related jobs; System Administration, Technical Support, Networking, Hardware maintenance and other engineering services.</p>
Finance & accounts Division	<p>Financial and budgetary control, Supervision of accounts, Taxation, Auditing and all related jobs.</p>

Manpower

There are 25 staff deployed in the Management group which functions from the Head office complex at Thiruvallom, Trivandrum

.....

Annexure –II

About ‘Straight Forward’ Project

Kerala is one among the few states where the Chief Minister’s Office (CMO) has a dedicated online public grievance redressal system. The citizens used to lodge their grievances through any one of the mentioned channels .

- Petitions received by Chief Minister directly.
- 24*7 Citizen call center
- Lodge petition through web based application on www.cmcc.kerala.gov.in
- Grievances received from public by post.
- Through Sutharyakeralam website <https://kerala.gov.in/web/guest/sutharyakeralam>
- Petitions received at chief Minister’s Public Grievance Redressal cell by Post
- Sutharyakeralam cell in secretariat through website and through post
- Petitions received through Sutharyakeralam district Cell

Besides this, Petitions from President of India, Prime Minister’s office and Raj Bhavan office are also handled through Sutharyakeralam .

The existing public grievance redressal in the Chief Minister's office has been reorganized by collapsing the multiple channels for receiving grievances in CMO into a single channel for redressing the grievances.

“Straight Forward”, The Chief Minister’s public grievance redressal cell is an innovative initiative aimed to bridge the gap between the public and the government, thereby ensuring that public grievances are redressed efficiently and expeditiously.

Work flow of Chief Minister’s public grievance redressal mechanism

In the present system, public can either post grievance online or directly come and submit petition at the counter functioning at secretariat, The counter staff enter the data regarding grievances using internet facility using a web based application through www.cmo.kerala.gov.in. The petition received is entered in the application software and scanned along with supporting documents and uploaded to the database for further

processing. On successful completion of data entry, a docket number is generated and both printed acknowledgment card and SMS alert are given to the petitioners. The petition thus entered is verified by the supervisor of grievance cell and then forwarded to the CM's computer cell (CMCC) office. The System can be accessed by the concerned officer of CMCC. It provides facility to the officer to classify the grievances and forward them to concerned offices, monitor the process of redressal and to communicate with the petitioners, MLAs/MPs and other VIPs. It also facilitates analysis of grievances for identifying grievance prone areas.

Functioning of Front Office

Two offices are functioning to handle the petitions received at the Chief Minister's redressal system. One office utilising the space of the Chief Minister's Pothujanasambarkakendram near the north gate of the secretariat functioning on shift basis and another one functioning at the 4th floor of main block of the secretariat. The front office management system has 10 counters working at a time. The morning shift is for petitions received by Post and the second shift is for petitioners coming directly to see the Chief Minister. The office functioning at the 4th floor functions during normal office hours and is dedicated exclusively for the petitions coming by post.

Staff pattern for counter operation

There are approx. forty staff associated with the counter operation of the project. This includes counter staff, facility manager, technical support team and supervisors.

Criteria for classification of petitions

Different types of grievances or complaints need different responses or ways to respond to them. Therefore the petitions are categorized to facilitate appropriate action. Mainly the petitions are of two types.

1. Application for assistance from Chief Minister's Distress Relief Fund
2. Petitions of general nature with grievances related to various departments

Chief Minister's Distress Relief Fund

Chief Minister's Distress Relief Fund provides financial assistance for the distressed people affected by major natural calamities like flood, drought, fire etc. It also provides financial assistance to the needy individuals for their treatment of major diseases like Cancer, Cardiac surgery, Kidney transplantation, Brain Tumour, Liver and Multi Organ failure etc. The aim of the fund is to provide immediate relief to the people in distress

Format for submitting petition

**മുഖ്യമന്ത്രിയുടെ ദുരിതാശ്വാസനിധിയില് നിന്നും
ധനസഹായത്തിനുള്ള അപേക്ഷാഫാറം**

1. അപേക്ഷകന്റെ പേരും മേഖലീയാസംഘം (വില്ലേജ്, താലൂക്ക്, ജില്ലാ സഹിതം) :
2. അന്യാപീതം / അന്യബന്ധിനിയായ വ്യക്തിയും അപേക്ഷകനും തമ്മിലുള്ള ബന്ധം :
3. അന്യാപീതം / അന്യബന്ധി സംഭവിച്ച ആള് പ്രായപൂര്ത്തിയായ ആരോഗ്യമുള്ളവരോട് :
4. അപേക്ഷകന്റെ വയസ്സും തൊഴിലും :
5. അന്യാപീതം / അന്യബന്ധിന്റെ സാഹചര്യം (ആവശ്യമായ രേഖകളുടെ പകർപ്പ് ഉള്ളടക്കം ചെമ്പ്/മിന്നി) :
6. കുടുംബ വാത്മീക വരുമാനം :
7. ഇതിനുവേണ്ടി മുമ്പ് എടുത്തിട്ടുള്ള നഷ്ടപരിഹാരം / സാമ്പത്തിക സഹായം ലഭിച്ചിട്ടുണ്ടോ? ഉണ്ടെങ്കില് വിവരവിവരം :

സാക്ഷ്യപത്രം

മുകളിലെ പ്രസ്താവിച്ചിട്ടുള്ളവസ്തുതകള് സത്യമാണ് മേഖ് കാണണമെന്നിട / ആവശ്യമെന്നിട മുഖ്യമന്ത്രിയുടെ ദുരിതാശ്വാസനിധിയില് നിന്നും ഞാന് ഈ സാമ്പത്തിക വാദം സഹായധനമെന്നും കൈപ്പറ്റിയിട്ടില്ലെന്നും സാക്ഷ്യപ്പെടുത്തുന്നു.

സ്ഥലം : _____
 തീയതി : _____ അപേക്ഷകന്റെ ഒപ്പും പേരും

വില്ലേജ് ആഫീസറുടെ രാജപേക്ഷ നിപാതി

നമ്പര്: _____ വില്ലേജ് _____
 തീയതി: _____ തീയതി: _____

വില്ലേജ് ആഫീസര്

താലൂക്ക് അധികാരിയുടെ ക്രമം

താലൂക്ക് _____
 തീയതി: _____

ജില്ലാ കളക്ടറുടെ ക്രമം

ജില്ലാ കളക്ടര് _____
 തീയതി: _____

Counter Process

Step 1:

Generally the counter functions in two shifts, ie from 8 AM – 2 PM and 2 PM-9 PM. A Token display system is installed at the counter to ensure effective functioning of the system. The Supervisor assigned for the shift has to turn on the token printing and display facilities

installed at all the counters. The Supervisor shall ensure that the token display machine is set to “000”. Petitioners arriving at the cell are requested to press the token printing machine, collect the token number, get the petitions verified by section officers at the grievance cell and seat themselves at the chairs provided to them.

Step 2

While displaying a particular token number, petitioner is requested to proceed to the respective counter. The data entry operator shall enter the petition in the online system, write the “docket number” (generated by the system for future reference) on the petition, scan documents and save the document in specified format (petition is saved as p_docket number and supporting document is saved as A_docket number), upload the file and take a photograph of the petitioner.

Step 3

Finally the supervisor shall print the Acknowledgment card and handover it to the petitioner and a copy is forwarded to the CM’s Office. An SMS alert also will be send to the registered mobile number. General format for acknowledgement card is as below.

		
<p>മുഖ്യമന്ത്രിയുടെ ദുരിതാശ്വാസ നിധിയിൽനിന്നും ധനസഹായത്തിനായുള്ള അപേക്ഷ</p>		
Date of Application/അപേക്ഷ സമർപ്പിച്ച തീയതി	27-07-2016	
Docket Number/ഡോക്യൂ നമ്പർ	D160702882	 CMDRF
Token Number/നമ്പർ	:	
District/ജില്ല	:	
Mobile Number/ മൊബൈൽ നമ്പർ	:	
<hr/> <p>താങ്കൾ മുഖ്യമന്ത്രിക്ക് സമർപ്പിച്ച പരാതിയുടെ സ്ഥിതി www.cmo.kerala.gov.in എന്ന വെബ് സൈറ്റിൽ ലഭ്യമാണ്.</p>		

After successful submission of grievances, the same is verified by the supervisor and forwarded to the computer cell. The concerned officer in the cell may verify the petition and route it to concerned department.

Services Standards to public at the 'Straight Forward' counter

1. Seating- Convenient seating provided at the counter. Around 75 steel chairs are placed for public at the counter.
2. Hygienic toilet facility for the public.

3. Hygienic environment- Daily cleaning and sanitizing of the counter and toilets.
4. Pure drinking water- Public are provided with hot and cool distilled water .
5. Fully Air Conditioned counter and dust free environment.
6. Senior citizen friendly arrangements- Railings and ramps installed for senior citizens and the physically challenged.
7. Call centre facility for proper enquiry of the status of the petition
8. Online tracking of petition status- facility to keep the public aware of the status of their petitions through online service. SMS alerts send periodically to petitioners sending petitions via post to keep them informed of the status of their petitions.
9. Medical help through all three major systems of medicine -Allopathic, Ayurveda and Homeopathy- provided at the secretariat premises where the CM's public grievances redressal cell is situated.
10. Canteen facility at low rates- Hygienic food provided at the canteen at reasonable rates.
11. Assistance for writing petition for the needy
12. Fire extinguisher and smoke detectors are installed at office
13. CCTV camera to monitor the activities from CM's office- Nonstop monitoring of the activities at the cell from the CM's office and Police Cantonment office.
14. Proper recording of Telephone enquiry, petitions received at the cell- All phone enquiries and petitions received at the cell are diligently recorded.
15. Registers provided at all Counters to record details of any errors in petitions- Errors mistakenly entered in petitions are carefully noted for further clarifications.
16. ID cards- All staff have been provided with identity cards for the public to identify the personnel they interact with.
17. Speedy handling of petitions requiring emergency attention- Special consideration for petitions requiring immediate attention because of the gravity of their nature.
18. Biometric punching arrangements installed at the counter to ensure the attendance of the staff at the office during the required hours and to disperse salary based on the attendance recorded by the biometric attendance management systems
19. 32 inch Television with cable connection is made available to public

Facilities providers

1. Two BSNL telephone connections were made available in the front Office, one for communication between front office and Chief Minister Office, other being intended for call center purpose.

2. Uninterrupted power supply is provided by PWD electrical, Kerala State Electricity Board. Besides this Generators are installed in the premises to ensure uninterrupted power supply in case of electricity failure from KSEB.
3. 100 Mbps Internet connectivity is provided by SECWAN and Railtech connectivity is also made available as a backup mechanism to ensure uninterrupted connectivity for the smooth functioning of the cell.

Hardware and Electrical items

Sl no	Item Description	Qty
1	HP TS 23-Q14 in Aio Full HD touch	1
2	DELL(Z26510HIN9)AIO3059	10
3	DELL 3450 Laptop	1
4	Kodak Scan mateil 150 Scanner	10
5	Kodaki3200A3 Scanner	1
6	iball Webcam with Tripod	10
7	STA IR0017 Desktop Reader	1
8	STA IR0507E Desktop Reader	1
9	STA C08554 PVC Card with Printing	100
10	HP LaserJet P3015DN Printer	1
11	External Hard disk-Toshiba	1
12	Sound system	1

Registers Used In CMPGR Cell

Sl	Name	Qty
1	Tapal Register	2
2	Telephone Register	1
3	Counter	10
4	Stock	1
5	Attendance	1

Stock Register

Date	Particulars (No & Date of contingent Voucher)	Rate	Qty Purchased	Stock No	Total	No Issued	Balance	Issued to whom	Signature of recipient

Tapal Register

Date	Particulars CMO/CMDRF	Total	Issued from	Signature

Telephone Call Register

Date	Name of Person	Docket Number	Time of call	Status

Cancellation/Modification Register

Date	Particulars CMO/CMDRF	Docket Number	Reason	Signature

Counter Register

Date	Name of staff	Particulars CMO/CMDRF Docket Number	Total count	Reason for cancellation/ Modification if any	Signature

Despatch Register

Date	Particulars CMO/CMDRF	Total	Issued to	Signature

.....

Annexure-III

Format for submission of Financial Bid *(in separate sealed cover)*

(Charges for the assignments in para 8.1 and 8.2 should be shown separately as below)

Sl. No	Activities	Charges in INR		
		For item in para 8.1	For item in para 8.2	Total
a	Evaluating existing systems, discussion with Top Management, Management Representative (MR), Core Committee & other Officials for identifying lapses and gaps, giving guidelines for evolving documented Quality Management System (QMS) and initiating activities.			
b	Preparing QMS Documentation, considering Scope of QMS for Certification, including Quality Policy, Quality Objectives, Quality Manual, Documented Procedures / Process Flow Charts, Formats, Templates, etc.			
c	Two-day Training on Internal Quality Audit(IQA), based on ISO 9001:2015 QMS Standard for selected personnel in C-DIT.			
d	Guidance for implementation of documented QMS including reviews, maintaining and retaining documented information.			
e	Guidance for conducting Internal Quality Audits, Management Reviews and evaluation of implemented QMS.			
f	Guidance and assistance in identifying root cause for non-conformities raised during internal and external certification body audits and closing them effectively.			
g	Subsequent visits, after getting initial Certification for assistance and guidance in maintaining the QMS.			
	Total			

Seal & Signature

Annexure-IV

Checklist of Documents which the bidders must submit along with the Technical bid

(This checklist should be signed and included in the cover containing the Technical Bid)

Sl No.	Items	Yes	No
1	Whether processing fee as in para 6 enclosed		
2	Copies of contract or work orders as in para 16.a enclosed		
3	Copies of detailed resume of the Team leader and Team members as in para 16.b enclosed		
4	Copies of certificates of various lead auditor courses and related upgradation courses undergone by the Team leader and Team member(s) as in para 16.c enclosed		
5	Copies of completion certificates of previous projects undertaken as in para 16.d enclosed		
6	Details of specific consultancy projects undertaken as in para 16.e enclosed		
7	Profile of the Consultant as in para 17.c enclosed		
8	Approach & methodology as in para 17.d enclosed		
9	Work Plan and Schedule as in para 17.e enclosed		
10	Details of Team size as in para 17.f enclosed		
11	Whether the financial proposal in the format specified in Annexure-III has been submitted in a separate sealed envelop as in para 17.2		
12	Whether the bid is submitted in accordance with the double envelop system specified in para 17		
13	Whether all the pages of Technical Proposal, Financial Proposal and other documents are signed by the bidder or his duly authorised representative		

Signature :

Seal

Name: