



GOVERNMENT OF KERALA

FINANCE (IT-SF) DEPARTMENT

No. 41/2016/FIN

Finance (IT-SF) Department
Thiruvananthapuram dated, 29.04.2016

CIRCULAR

Sub:- Online complaint registering mechanism in SPARK – implemented- information-reg.

As part of strengthening SPARK helpdesks in District Treasuries, a new three tire system to manage SPARK complaints online has been developed and deployed. The details of the system as detailed below, is intimated to all HoDs and DDOs to circulate the content of the same to all employees under their control.

1.All employees can register their SPARK complaints with their respective DDOs using the option available in the SPARK login page. (www.spark.gov.in/webspark).

2.The DDOs on login to SPARK and can view the complaints and act on it. If the same could not be resolved at their end, they can escalate the same to respective SPARK help desk in their District Treasury.

3. The help desk officials in the District Treasury can view the same and can act on it. If they fail to clear it, they can get an appointment to visit the SPARK PMU in Trivandrum. The employee concerned will receive the an SMS in their registered mobile with SPARK database. With this SMS details, the official can visit SPARK PMU and get the issues resolved.

The detailed tutorial in this regard is uploaded in the websites <http://www.spark.gov.in/webspark> and <http://info.spark.gov.in>.

The direct visit to SPARK PMU will not be permitted with effect from 01.05.2016, except with prior appointment via SMS as detailed above. By minimizing the visitors in SPARK PMU, the other help lines, such as chat, e-mail, phone etc with SPARK PMU can be managed more effectively.

JAI MARY JOHN

Additional Secretary to Government

To

The Principal Accountant General (G&SSA), Kerala, Thiruvananthapuram
The Principal Accountant General (A & E), Kerala, Thiruvananthapuram
The Accountant General (E&RSA), Kerala, Thiruvananthapuram
All Departments / Sections in Government Secretariat
All Heads of Departments
All Additional Chief Secretaries, Principal Secretaries, Secretaries
The Director, Treasuries Department
The Director, Kerala State IT Mission, Thiruvananthapuram
The Chief Project Manager, SPARK, Thiruvananthapuram
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Section Officer