

3342  
15/2/20



**GOVERNMENT OF KERALA**

**Abstract**

Electronics and Information Technology Department-KSITM -UID Project-  
Creation of Helpdesk posts-sanction accorded-Orders issued

**ELECTRONICS AND IT (B) DEPARTMENT**

**G.O.(Ms)No.6/2020/ITD** Dated,Thiruvananthapuram, 12/02/2020

- Read 1 G.O (Ms)No. 4/2016/ITD dated 03.02.2016  
2 G.O (Ms)No. 2/2017/ITD dated 28.01.2017  
3 G.O (Rt) No. 9/2018/ITD dated 12.01.2018  
4 G.O.(Ms)No.12/2019/ITD dated 25.06.2019  
5 Letter No. KSITM/UID/1045/2014/840 dated 25.06.2019 from  
Director, KSITM

**ORDER**

As per Government Order read as 1<sup>st</sup> paper above, sanction was accorded for the continuance of 11 temporary posts created for the implementation of UID project from 01.05.2015 to 30.04.2016. As per G.O read as 2<sup>nd</sup> paper above, Government have accorded sanction for the continuance of the 10 posts for a further period of 2 years till 30.04.2018 and abolished one temporary post and later these 10 posts were further extended for a period of two years from 01.05.2018 to 30.04.2020 vide G.O read as 4<sup>th</sup> paper above. Also, as per G.O read as 3<sup>rd</sup> paper above, 2 new posts were created for the implementation of the UID project.

2) As per letter read as 5<sup>th</sup> paper above, the Director, Kerala State IT Mission (KSITM) has requested to accord sanction for the creation of one post of Help Desk Co-ordinator and one post of Junior Help desk executive in KSITM for dealing with Aadhaar related issues. The Director, KSITM has reported that since implementation of Aadhaar for availing various services in Government sector, the issues related with its implementation are on the rise. Various issues like PAN card linking, Bank account linking & Mobile sim card linking etc were reported day by day and has to be resolved or taken up by Aadhar helpdesk of KSITM for resolution with UIDAI.

3) Government have examined the matter in detail and are pleased to accord sanction for the creation of one post each of Help desk Co-ordinator

with a consolidated pay of Rs: 35,100/-pm and Junior Help desk Executive with a consolidated pay of Rs: 24,300/- pm on contract basis for a period of one year for resolving the issues related with Aadhaar from the public subject to the condition that the expenditure on account of post creation shall be met from UID fund available with the Director; IT Mission. The job profiles and qualifications of the above posts are appended to this order as Annexure I.

(By order of the Governor)

**VINOD. G**  
**JOINT SECRETARY**

To:

The Director, Kerala State IT Mission, Thiruvananthapuram

The Deputy Director General, UIDAI, Bangalore-560 001 (with C/L)

The Principal Accountant General (G&SSA), Kerala, Thiruvananthapuram

The Principal Accountant General (A&E), Kerala, Thiruvananthapuram

Finance Department (vide EXP-A1/253/2015-FIN dated 04.01.2020)

✓ The Information Officer, Web & New Media, I & PR Department

Stock File/Office Copy.

Forwarded /By order  
Signature valid

Digitally signed by AJITH KUMAR A  
Date: 2020.02.13 14:41:11 IST  
Reason: Approved

Section Officer

Copy to: 1) PA to Principal Secretary (E & IT)  
2) CA to Joint Secretary (E & IT)

**Annexure-I**

Designation	Helpdesk Co-ordinator
Objective	The objective of this position is to assist the Public, Aadhaar Enrolment Centres and departments on Aadhaar related matters and monitoring the day to day activities of Helpdesk, following up on escalated and unresolved issues.
Organisation	KSITM
Reports to	Implementation Manager - Aadhaar
Salary	Rs.35,100 consolidated
Period	1 year
Positions	1
Roles & Responsibilities	<ul style="list-style-type: none"> <li>• Monitoring and Supervising day to day Helpdesk activities.</li> <li>• Resolution of issues reported through email, phone and in person.</li> <li>• Compiling unresolved issues and reporting to concerned authorities.</li> <li>• Following up on unresolved issues with concerned authorities systematically.</li> <li>• Regular review &amp; Improve upon current processes &amp; methodologies.</li> <li>• keeping of daily work log.</li> <li>• Maintaining confidentiality of customer details.</li> <li>• Handling issues of general public presented through email, phone and in person.</li> </ul> <p>In addition to above primary responsibilities the incumbent may be assigned any other task from time to time by Reporting Officer.</p>
Education	MCA or M.Sc Computer Science/Application (Masters in Computer Science/Application)

Mandatory Experience  
and skills

- Minimum 6 years of experience in helpdesk or call centre environment handling technology and non technology related issues, escalation and follow ups and preferably handling general public.
- Experience in supervisory role handling at least 3 subordinates.
- prior experience and familiarity of Aadhaar and related services desirable
- Understanding of Government policies and ability to communicate to public, departments and other stakeholders
- Ability to use email, websites and Office software (Word/Excel/Access)
- Excellent communication (verbal & written) skills required
- Politeness and diplomacy in handling customers
- Good telephone etiquette
- Ability to multitask and manage multiple priorities concurrently
- Good team skills. Ability to work collectively towards team goals.

Designation	Junior Helpdesk Executive
Objective	The objective of this position is to assist the Public, Aadhaar Enrolment Centres and departments on Aadhaar related matters and conducting the day to day activities of Helpdesk, following up on escalated and unresolved issues.
Organisation	KSITM
Reports to	Helpdesk Co-ordinator
Salary	Rs.24,300 consolidated
Period	1 year
Positions	1

Roles & Responsibilities	<ul style="list-style-type: none"> <li>• Resolution of issues reported through email, phone and in person.</li> <li>• Compiling unresolved issues and reporting to concerned authorities.</li> <li>• Following up on unresolved issues with concerned authorities systematically.</li> <li>• Regular review &amp; Improve upon current processes &amp; methodologies.</li> <li>• Keeping of daily work log.</li> <li>• Maintaining confidentiality of customer details.</li> <li>• Handling issues of general public presented through email, phone and in person.</li> </ul> <p>In addition to above primary responsibilities the incumbent may be assigned any other task from time to time by Reporting Officer.</p>
Education	<p>BCA/B.Sc Computer Science/ PGDCA</p> <p>(Bachelor Degree or Post Graduate Diploma in Computer Science/Application)</p>
Mandatory Experience and skills.	<ul style="list-style-type: none"> <li>• Minimum 3 years of experience in helpdesk or call centre environment handling technology and non technology related issues, escalation and follow ups and preferably handling general public.</li> <li>• prior experience and familiarity of Aadhaar and related services desirable</li> <li>• Understanding of Government policies and ability to communicate to public, departments and other stakeholders</li> <li>• Ability to use email, websites and Office software (Word/Excel/Access)</li> </ul>

- Excellent communication (verbal & written) skills required
- Politeness and diplomacy in handling customers
- Good telephone etiquette
- Ability to multitask and manage multiple priorities concurrently
- Good team skills. Ability to work collectively towards team goals.