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GOVERNMENT OF KERALA  
INFORMATION TECHNOLOGY (IT CELL) DEPARTMENT

No: IT Cell-2/325/2015-ITD

Thiruvananthapuram, Dated : 06.07.2015.

**CIRCULAR**

Sub:- IT Department – Launching of Secretariat Help Desk Issue Tracker System  
– Instructions issued – reg.

In order to improve the efficiency of service delivery, functions in the Secretariat are being automated with the implementation of applications like e-Office/IDEAS etc. The network capacity and the hardware are also being updated for improving the productivity of officials. In-order to assist the users for issues / complaints relating to the desktops / laptops / software / printers / scanners / network etc. different facilities has been arranged. The officers have to dial different numbers for getting this assistance. There is no centralized mechanism to monitor status of the complaints. Hence, for monitoring these activities and to bring accountability, a centralized “**Secretariat Help Desk Issue Tracker System**” has been set up at Secretariat. The **Secretariat Help Desk (SHD)** will act as a single point for handling all kinds of complaints related to Hardware / Software / Networking / e-Office/IDEAS etc. and the users can register their complaints by dialing **7333**. When a complaint is registered a token number (Ticket) will automatically be generated by the system and sent to the mail-id / mobile of the user concerned. The users can also register complaints and track the status of their complaints through the **URL** <http://help.keralaitmission.org>.

In the circumstances all officers of Government Secretariat are requested to make use of the SHD to register complaints relating to desktops / laptops / software / printers / scanners / network etc. by dialing **7333** or through the **URL** <http://help.keralaitmission.org>.

Shri. Binu Kumar N S, Senior Grade Assistant, Information Technology (IT Cell) Department shall act as the Co-ordinator of the “Secretariat Help Desk Issue Tracker System” for coordinating the entire activities related to the same.

**K Mohammed Y Safirulla IAS**  
Deputy Secretary to Government

All Additional chief secretaries/Principal Secretaries/Secretaries.  
All Officers & Sections of Secretariat including Law and Finance Department.  
Director, Kerala State IT Mission, Trivandrum.  
The State Informatics Officer, National Informatics Centre, Thiruvananthapuram.  
Web and New Media, I&PRD (for uploading in the website)  
Senior Engineer, Keltron, Secretariat.  
Stock File / Office Copy.

Forwarded / By Order

Section Officer

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