



**GOVERNMENT OF KERALA**  
**FINANCE (IT SF) DEPARTMENT**

No. 81/2016/Fin

Thiruvananthapuram,  
Dated. 06/10/2016  
Phone 0471-2305399,2305811  
[Email.info.fin@kerala.gov.in](mailto:info.fin@kerala.gov.in)

**CIRCULAR**

***Sub:-SPARK-Deputing authorized officers to SPARK PMU/Help Desk.***

***Ref:- 1)G.O.(P) No.391/2015/Fin dated 07/09/2015.***

***2)Circular No.41/2016/FIN dated 29/04/2016.***

SPARK PMU is visited by over 200 persons on a daily basis. The direct visit to SPARK PMU was regulated by token system with effect from 01.05.2016. As per GO referred 1st cited, One Office One DDO system was introduced for the salary of entire staff which is to be drawn and disbursed by the DDO concerned. It has been noticed that employees who do not have any login and also who are unaware of the issues of SPARK / salary / service matters visit spark PMU for clearing the issues. Private agents who had previously dealt with gazetted officers' salary also visit the office with login and password provided by Clerks / DDOs concerned. It has been identified that unauthorized agents are also allowed access to SPARK, on behalf of establishment/ accounts/DDOs in many offices. These agents often visit the office of PMU to rectify the issue. Such persons make the security of the SPARK system vulnerable.

These type of visitors also create a bad impression about SPARK PMU. Such agents misuse / waste the time of help desk personnel without any knowledge of the actual issue which is to be rectified by officer /DDO /Clerk concerned, who handles the same. Very often complaints / arguments occurs between those unauthorised agents and help desk personnel due to misbehaviour as well as ignorance on the part of visitors and all these affect the decorum of the PMU.

Hence the following instructions are issued to all Heads of Department / Offices for strict compliance.

It is the responsibility of the concerned DDO/ Establishment Clerk/ Officer to provide service to employees relating to service matters / Salary. No individual employee shall be deputed to SPARK PMU for rectifying their personal issues..

Employees with thorough knowledge of the procedures in SPARK and those who are authorised to handle establishment / disbursing duties of SPARK may alone be deputed to SPARK PMU / Help Desk.

The Proforma attached for deputing employees to SPARK PMU / Help Desk shall invariably be signed by the DDO / Head of the Office without fail in addition to the instructions given circular referred 2nd above.

Unauthorised visitors without the proforma signed by the DDO/Head of Office shall not be entertained at SPARK PMU/ Help Desk under any circumstances.

**SANU.M.B**  
**Additional Secretary (Finance)**

To:-The Principal Account General (A&E),Kerala, Thiruvananthapuram.

The Principal Account General (G&SSA),Kerala, Thiruvananthapuram.

The Account General (E&RSA),Kerala, Thiruvananthapuram.

All Departments/Sections in Government Secretariat.

All Head of Departments.

All Additional Chief Secretaries,Principal Secretaries.

The Director,Treasuries Department,Thiruvananthapuram.

The Chief Project Manager,SPARK,Thiruvananthapuram.

The Nodal Officer,[www.finance.kerala.gov.in](http://www.finance.kerala.gov.in)

Stock file/Office Copy

Forwarded/By order,

  
Accounts Officer.

Proforma for employees deputed to visit SPARK PMU /  
Help Desk

(Circular No 81/2016/Fin 06.10.2016 )

Department	:	
Office Name & Address	:	
Date of Visit (Mention FN /AN)	:	-
Whether visited Help Desk / SPARK PMU before relating to same issue (If Yes Mention No of time with dates)	:	-
<b>Details of Visiting Officer</b>		
PEN	:	-
Name of the Officer	:	-
Designation	:	-
<b>Purpose of Visit to SPARK PMU / Help Desk</b> (if multiple issues are there then mention the details as below)		
PEN		Note on the Issue

Signature  
(with Seal of DDO / Head of the Office / Head of the Department )

(for Use of SPARK PMU / Help Desk)