



# K-CISCO

Centralized Inspection and  
Compliance Monitoring System

(Reforms Linked with Additional Borrowing)

Operational guidelines



## Audience

This manual is meant for officers and entrepreneurs who are all involved in the life cycle activities of central Inspection of establishments

## Purpose

The purpose of this document is to provide an interface between user and K-CISCO portal. It will help the user to understand major features, benefits and workflow of the system. It will also help the entrepreneurs to know the life cycle activities of Inspection process.

## Authorship

This manual has been prepared by NIC, Kerala

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Kerala State Industrial Development Corporation Ltd



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## 1. Introduction

### 1.1 KCISCO

Kerala-Centralised Inspection and Compliance Monitoring System(K-CISCO) is an extension of K-SWIFT application and it aims to address the common complaints about ambiguity, duplication and overlapping mandates between inspection authorities, and a general lack of cooperation and coordination. Currently, industrial establishments are receiving multiple visits from different bodies often checking on the same things, and, on some occasions, contradicting each other. CISCO aims to achieve the objective of simplifying business regulations and bring in transparency and accountability in inspections.

### 1.2 Project Background

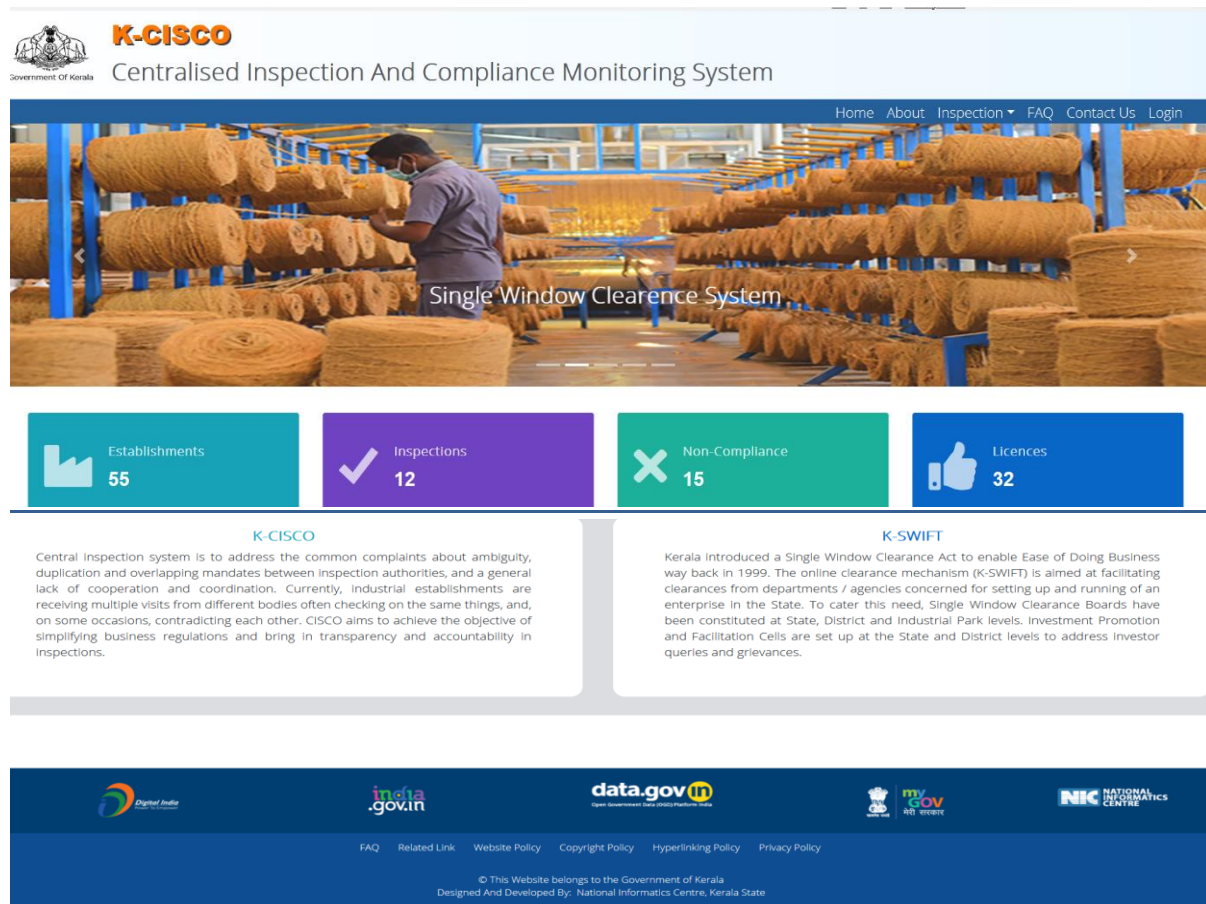
#### KSWIFT

Kerala - Single Window Interface for Fast and Transparent Clearance (K-SWIFT) for doing ease of doing business using ICT tools by integrating all the line departments using open API to bring under common platform. It is an unified integrated platform for entrepreneurs to apply for all requisite clearances to start industry without any procedural delays in getting statutory clearances from various authorities concerned throughout the life cycle of projects.



### 1.3 About K-CISCO

K-CISCO application was developed following the Government Order No. 8/2019/ID dated 24/01/2019. The application is designed in order to facilitate centralised inspection on a joint basis. The inspection schedule will be generated month-wise and the inspectors will visit the establishments/units on the date of the scheduled inspection.



**K-CISCO**  
Centralised Inspection And Compliance Monitoring System

Home About Inspection FAQ Contact Us Login

Single Window Clearance System

Establishments	Inspections	Non-Compliance	Licences
55	12	15	32

**K-CISCO**  
Central Inspection system is to address the common complaints about ambiguity, duplication and overlapping mandates between inspection authorities, and a general lack of cooperation and coordination. Currently, industrial establishments are receiving multiple visits from different bodies often checking on the same things, and, on some occasions, contradicting each other. CISO aims to achieve the objective of simplifying business regulations and bring in transparency and accountability in inspections.

**K-SWIFT**  
Kerala Introduced a Single Window Clearance Act to enable Ease of Doing Business way back in 1999. The online clearance mechanism (K-SWIFT) is aimed at facilitating clearances from departments / agencies concerned for setting up and running of an enterprise in the State. To cater this need, Single Window Clearance Boards have been constituted at State, District and Industrial Park levels. Investment Promotion and Facilitation Cells are set up at the State and District levels to address investor queries and grievances.

**Footer:**  
Digital India, india.gov.in, data.gov.in, myGov, NIC NATIONAL INFORMATICS CENTRE  
FAQ Related Link Website Policy Copyright Policy Hyperlinking Policy Privacy Policy  
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Designed And Developed By: National Informatics Centre, Kerala State

### 1.4 Inspection Procedure

#### Pre-Inspection

1. Quality Check shall be done on the documents submitted by the applicant in terms of completeness and correctness of the information furnished with respect to the type of industry.
2. The designated shall collect background information and previous compliance history (if available) of the applicant. This will enable the inspector to be familiar with the nature of operations of the industry / establishment and note down specific areas that may require more detailed investigation or verification during the inspection process.
3. The inspector shall be obtain the following information about the industry from the Regional Office or the Head Office:

- Location of the industry / establishment
- Past clearances issued to the industry / establishment
- Previous inspection Reports
- Notice issued to the industry / establishment for non-compliance and track record of the industry / establishment with respect to carrying out orders from the Department
- Line of activity of the industry / establishment
- Details of the various process of industry / establishment viz., manufacturing sales etc

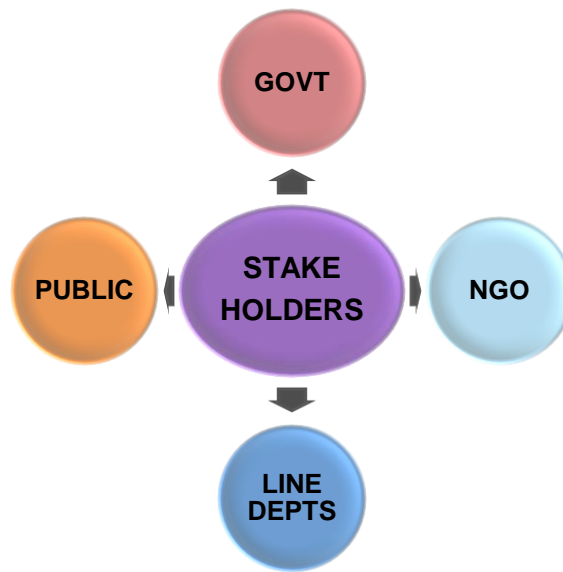
### Inspection

1. Inspection shall be made during regular working hours of the establishment / industry except when special circumstances indicate otherwise.
2. At the beginning of the inspection, the inspector shall locate the occupier / representative of the occupier / person in charge of the establishment / industry and inform about the purpose of the proposed inspection.
3. The inspector shall inspect all the aspects as required based on the mandated Acts / Rules.
4. The Inspector should collect photographic evidence, if any non-compliance has been observed.
5. The inspector may seek information / clarifications or documentary evidence from the representative or occupier to ascertain the correctness of the application.
6. If any representative / occupier of the establishment / industry willfully delays or obstructs the inspector in carrying out inspection, the same shall be recorded in the inspection report for taking further necessary action in the matter.
7. At the end of the inspection, the inspector may inform the representative of the establishment / industry about apparent non-compliance observed during inspection so that industry may initiate necessary corrective action wherever required.

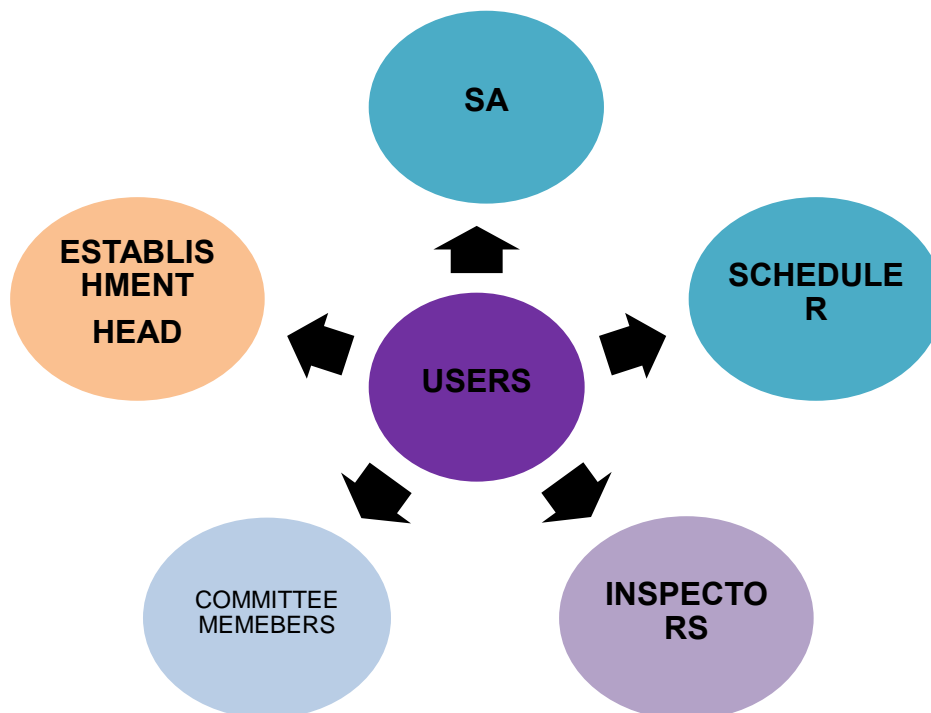
### Post Inspection

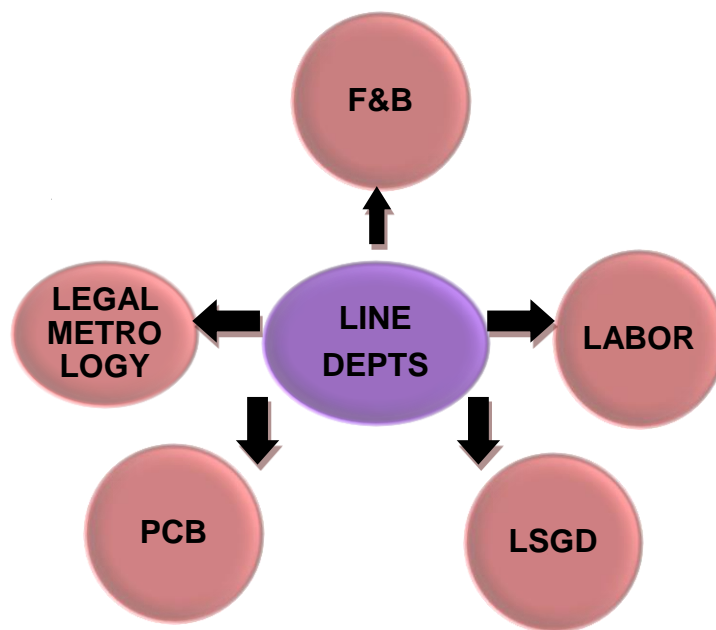
1. Inspection report should be submitted within 48 hours of completion of the inspection and a copy of the same should be issued to the establishment / industry.
2. All observation of the inspection along with photographic evidence of non-compliance should be included as part of the report.
3. Non-compliant areas should be listed along with the relevant section of the Act/Rule or G.O. which is violation of.

## 1.5 STAKEHOLDERS

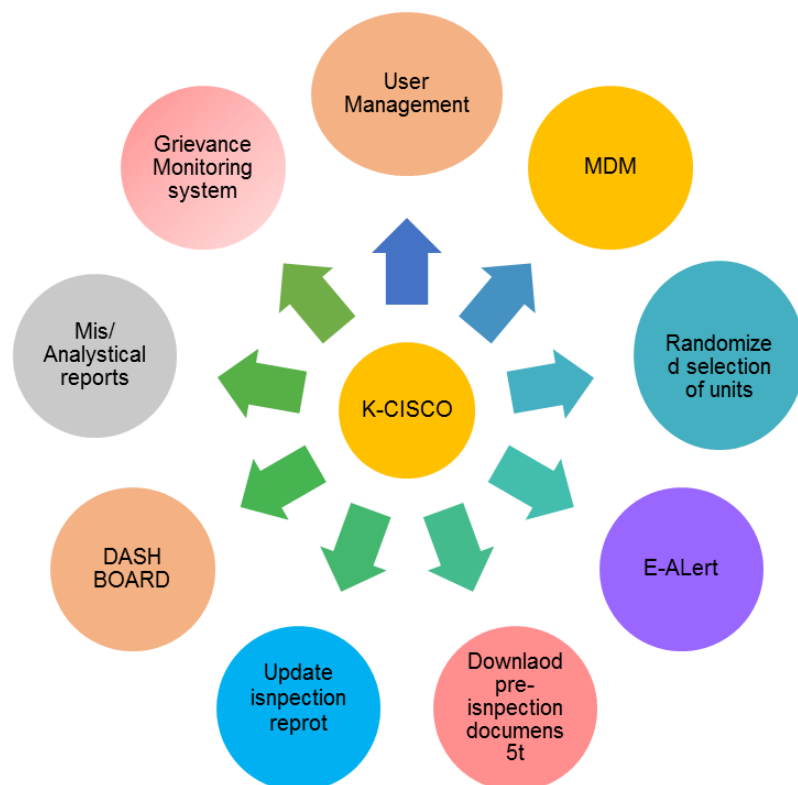


## USERS





## Functionalities





## 2. ROLE OF USERS

### 2.1 DEPARTMENT ADMINISTRATOR



K-CISCO



#### Role of users

##### USERS

Department  
(Administrator)

##### ROLES DEFINED

- Categorizing the industry based on the risk factors.
- Number of establishments to be scheduled for a particular month in the current year.
- Number of inspectors be sent for inspection with respect to the establishment
- User management
- Assign dept wise inspectors for inspection
- Approve the schedules scheduled for inspection
- e-alert to the inspectors, units, HOD



K-CISCO



#### Role of users

##### USERS

Department-  
Admin

##### ROLES DEFINED

Once the administrator has filled the configuration part, the schedule for the inspection will be generated automatically beginning the first week of every month.

- The scheduler has the option of re-scheduling or postponing the inspection due to some reason. They will taken into account next time the scheduling takes place.
- Generate and approve the inspection and non-compliance report once the inspection is conducted and completed then inspection cycle activities

## 2.2 ROLE OF INSPECTORS



K-CISCO



### Role of users

---

#### USERS

#### ROLES DEFINED

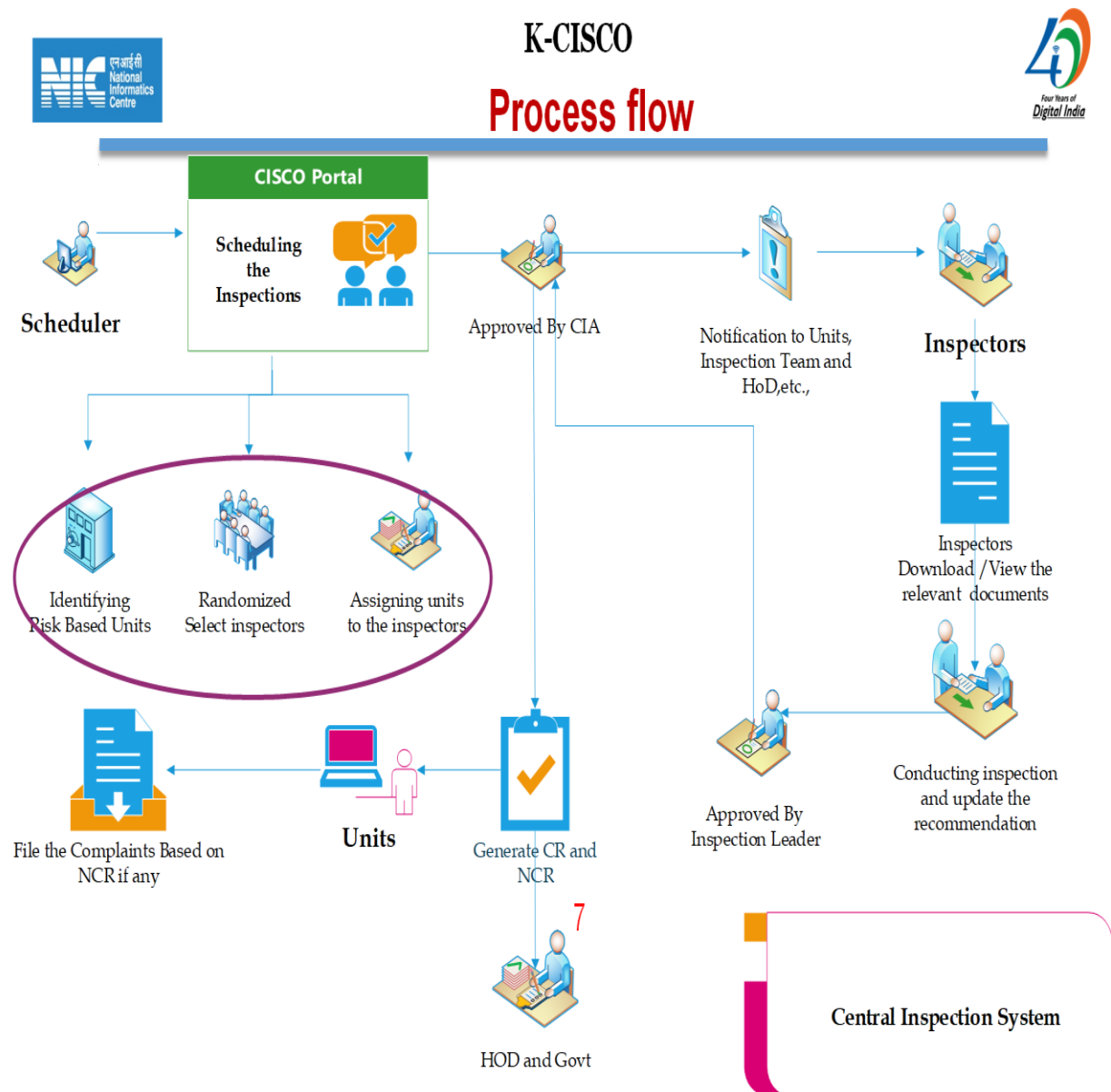
##### Inspectors

- Update the check list based on the inspection conducted and forward to central coordinator
- Approver will approve the checklist.

## 2.3 Roles DEFINED FOR USERS

USERS	ROLES DEFINED
<ul style="list-style-type: none"> <li><a href="#">Scheduler/Department Admin</a></li> </ul>	<p>The Department administrator after logging into the application has to enter the following details before scheduling has to be started.</p> <ol style="list-style-type: none"> <li>1. Categorising the industry based on the risk factors.</li> <li>2. Number of establishments that are to be scheduled for a particular month in the current year.</li> <li>3. Number of inspectors that should be sent for inspection with respect to the establishment.</li> </ol> <p>Once the administrator has updated these , the schedule for the inspection will be generated automatically beginning the first week of every month.</p> <ol style="list-style-type: none"> <li>1. The scheduler has the option of re-scheduling or postponing the inspection due to some reason. They will taken into account next time the scheduling takes place.</li> <li>2. After approving the schedule for the particular month the inspections notices will be sent to the inspectors and their respective departments along with the establishments.</li> <li>3. The scheduler has to generate and approve the inspection and non-compliance report once the inspection entry is done by the inspectors.</li> </ol>
<ul style="list-style-type: none"> <li><a href="#">Inspectors</a></li> </ul>	<ol style="list-style-type: none"> <li>1. Entering the inspection details according to the license/Service selected.</li> <li>2. Notifying any non-compliances found.</li> <li>3. Approve the inspection report</li> </ol>
<ul style="list-style-type: none"> <li><a href="#">ESTABLISHMENT HEAD</a></li> </ul>	<ol style="list-style-type: none"> <li>a. They establishments will be notified when the inspection team is visiting their premises.</li> <li>b. They also have the option of knowing the inspection team in advance of the inspection.</li> <li>c. The establishments have the option of viewing the generated inspection and non-compliance report.</li> </ol>

## 3.Workflow



## 4. How to operate

### 4.1 Role of Department Administrator

**K-CISCO**  
Centralised Inspection And Compliance Monitoring System

Home About Inspection FAQ Contact Us **Login**

Complaints Monitoring System  
Role Based Dash Boards

Establishments	Inspections	Non-Compliance	Licences
55	12	15	32

#### 1.Login Page

After entering user credentials click on **sign in** for logging into the application.

**K-CISCO**  
Centralised Inspection And Compliance Monitoring System

Home About Inspection FAQ Contact Us Login

Home/ Login

#### About K-SWIFT

Kerala introduced a Single Window Clearance Act to enable Ease of Doing Business way back in 1999.

The online clearance mechanism (SWIFT) is aimed at facilitating clearances from departments / agencies concerned for setting up and running of an enterprise in the State.

To cater this need, Single Window Clearance Boards have been constituted at State, District and Industrial Park levels.

#### About K-CISCO

Central Inspection system is to address the common complaints about ambiguity, duplication and overlapping mandates between inspection authorities, and a general lack of cooperation and coordination.

CISCO aims to achieve the objective of simplifying business regulations and bring in transparency and accountability in inspections.

#### Login

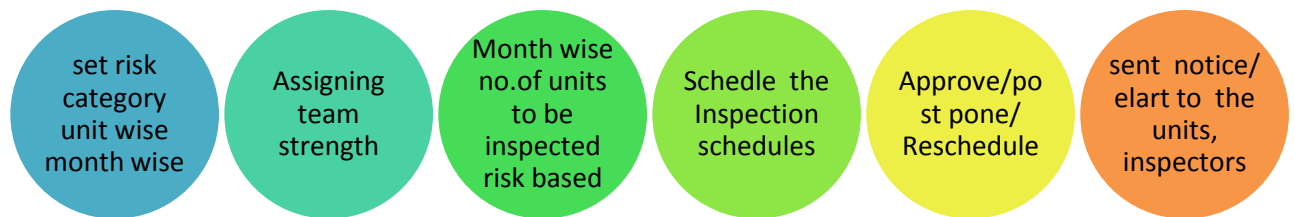
Username

Password

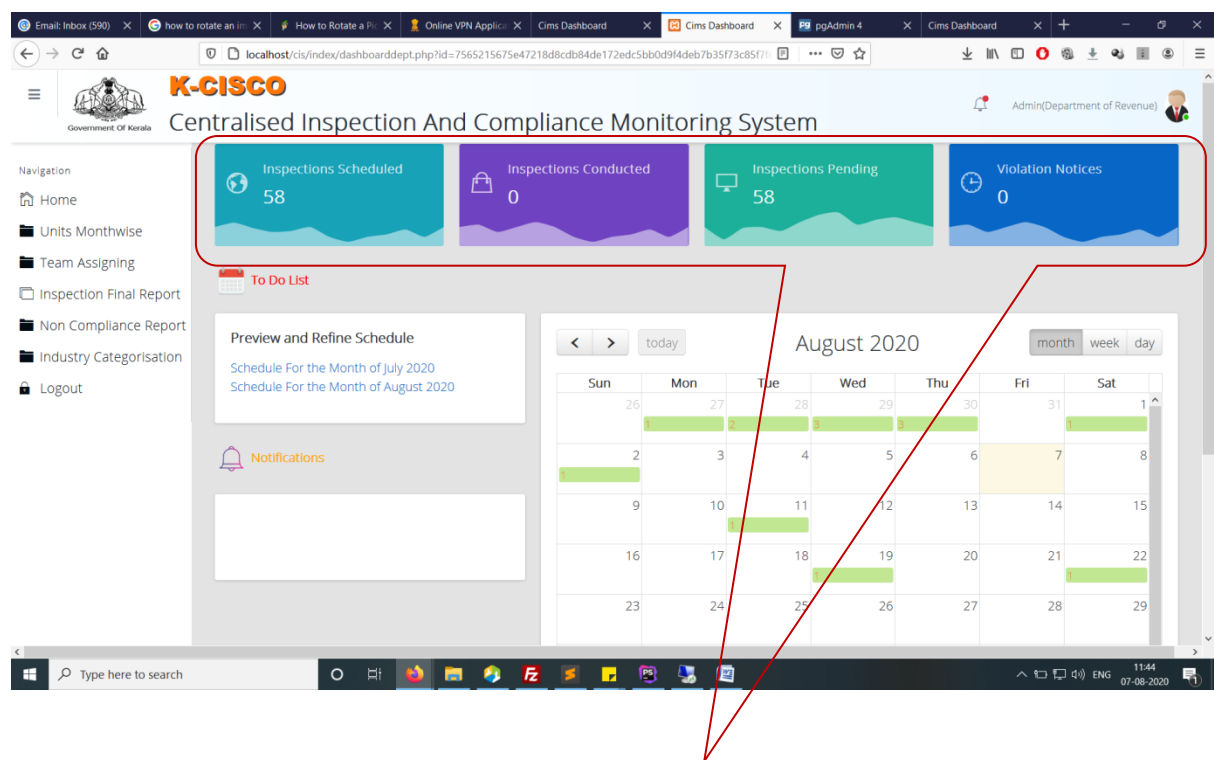
Enter captcha **987382**

**Sign in** **Reset**

[Forget Password](#) [New Registration](#)

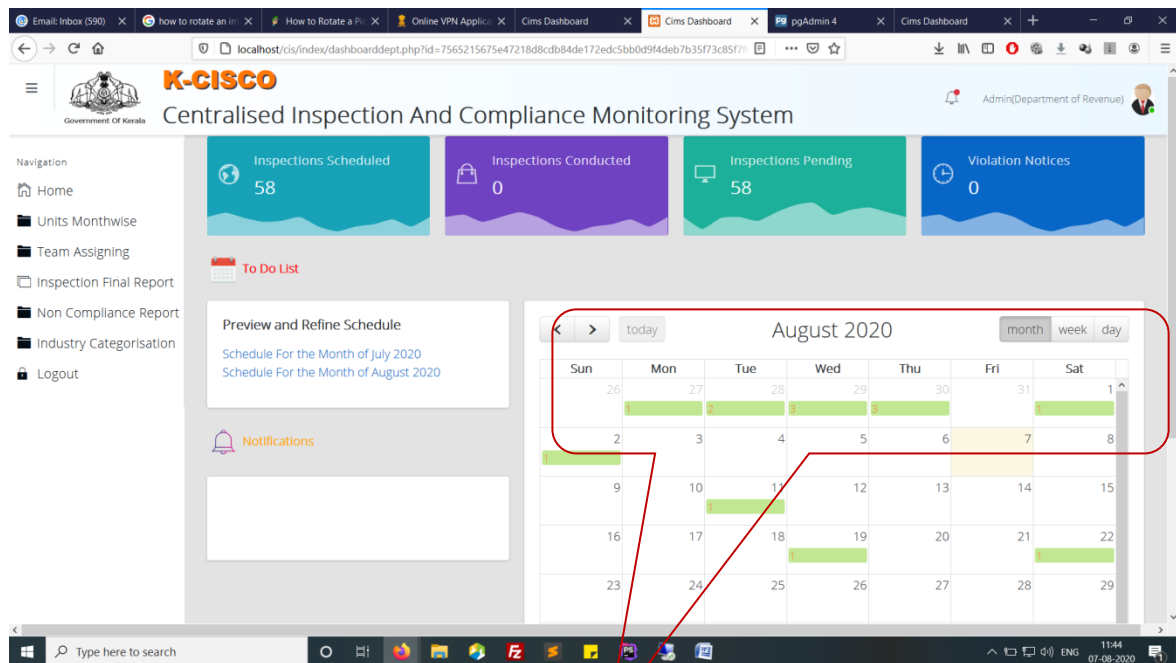


## Home page



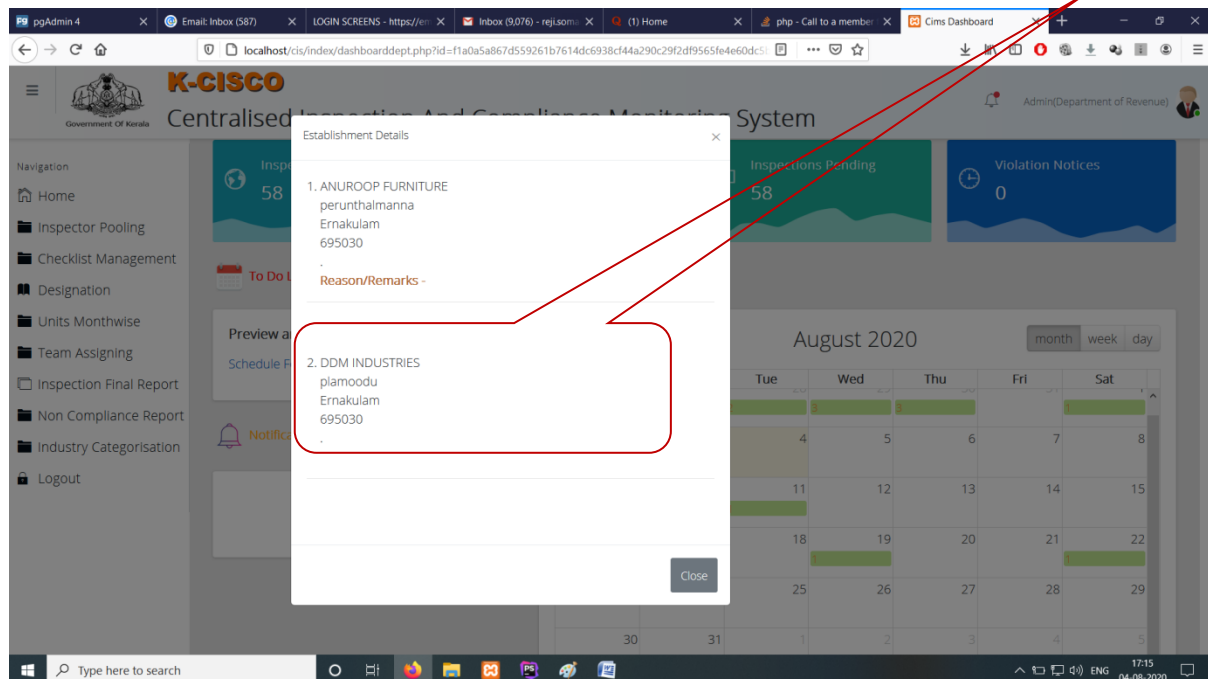
The items available in the dashboard are **inspections scheduled, inspections conducted, inspections pending and the violation notices that are issued.**

1	<b>Inspection scheduled</b>	Gives an account of the total number of inspections that have been scheduled.
2	<b>Inspection conducted</b>	Gives an account of the total number of inspections that have been conducted by the inspectors.
3	<b>Inspection pending</b>	Gives an account of the number of inspections that are yet to be conducted by the inspectors.
4	<b>Violation notices</b>	Gives an account of the total number of notices that have been issued to the units.



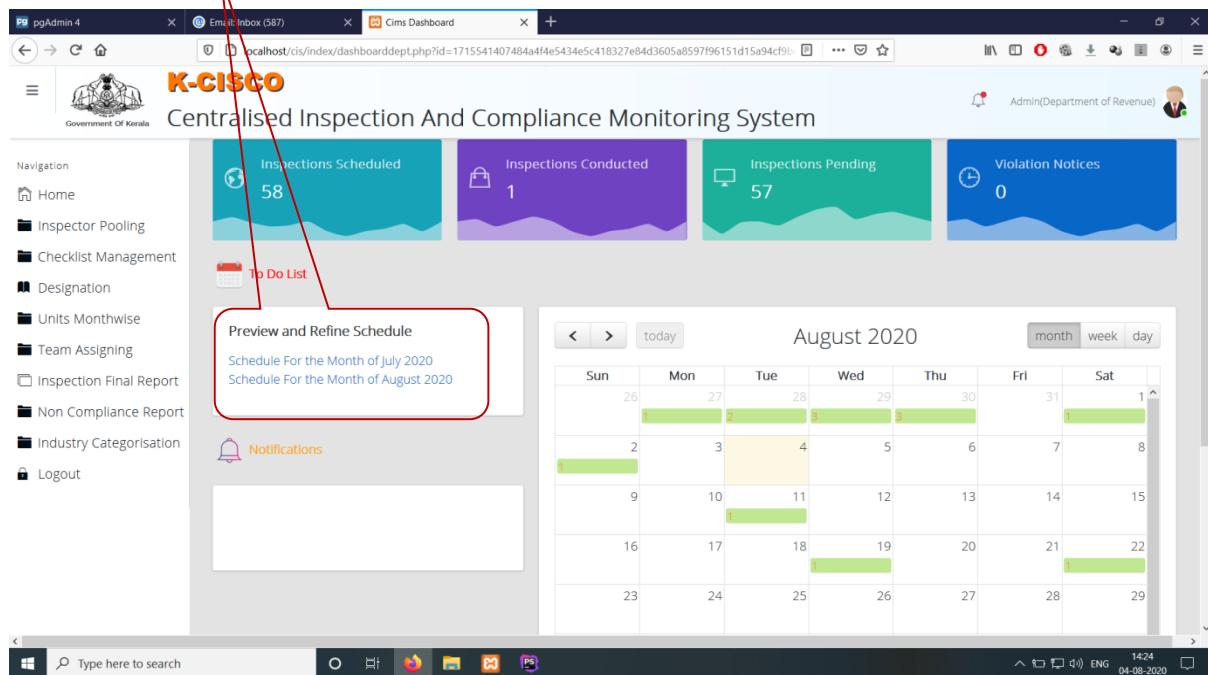
There is a **calendar** for **displaying the total number of units schedule against a date**.

Clicking that option gives you the detailed outlook of the units that scheduled on that date.



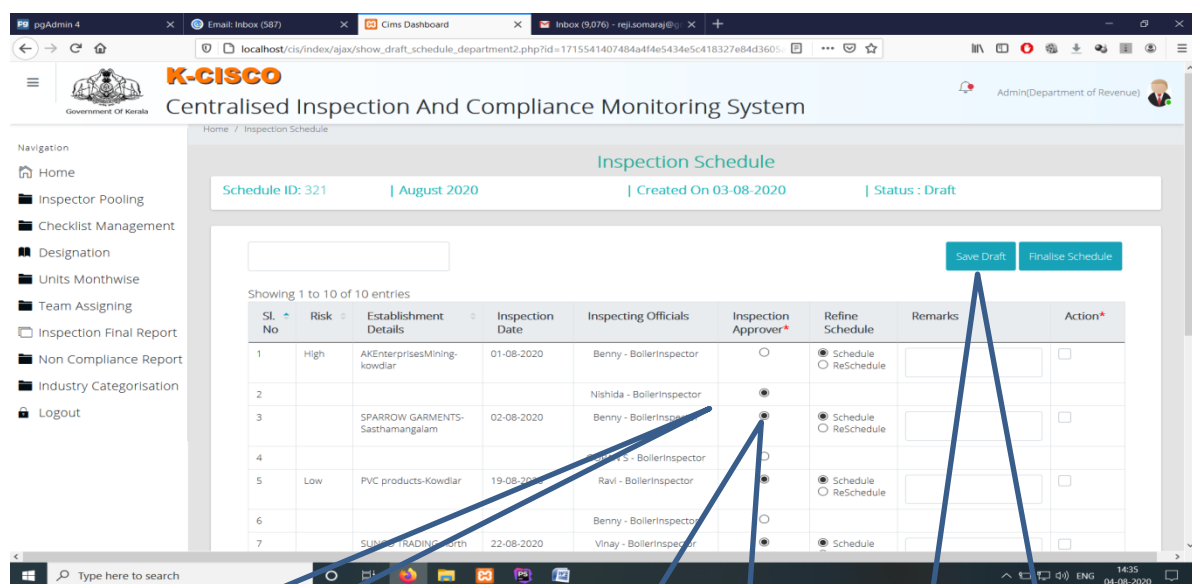
## Preview and refine schedule

This is for refining the schedule generated by the department admin



This option will be available once the schedule has been generated. On clicking that you will be redirected to the page shown below.

## Finalising the schedule(will be redirected here on clicking preview and refine schedule)



Inspection approver  
for the establishment

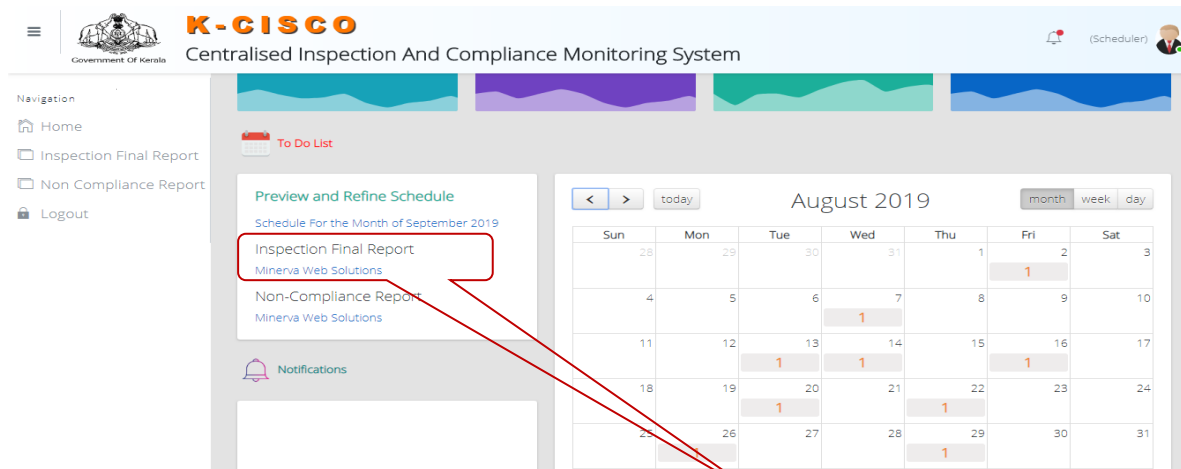
Schedule status updation  
to schedule/reschedule

Save Draft is for saving  
incomplete schedule



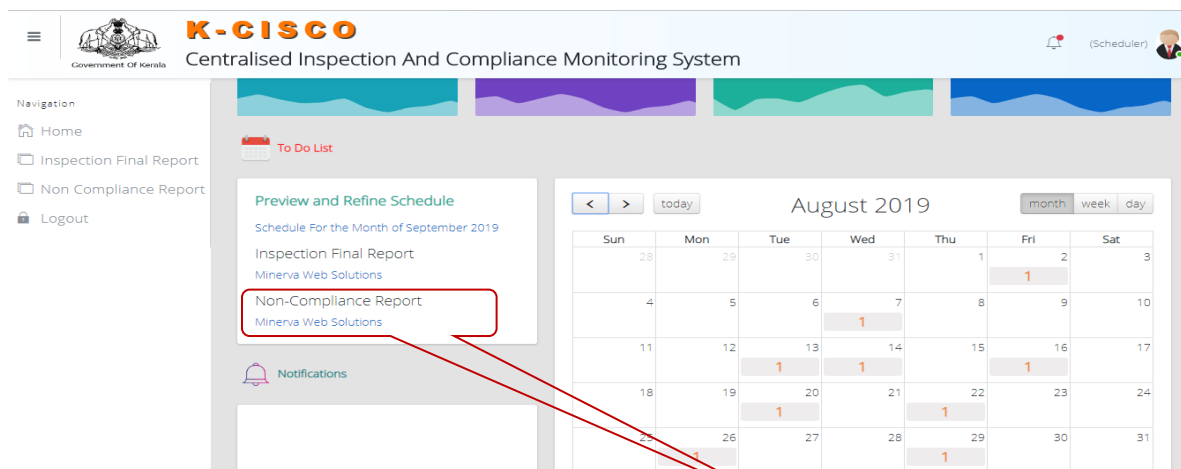
Only when **all** the establishment that are to be scheduled has the inspection approver option set, the schedule can be **finalized**.

## Inspection Final Report



The department administrator has the option of generating **final report** from the dashboard itself once its been approved by the inspector.

## Non-Compliance Report



The department administrator has the option of generating **non-compliance report** from the dashboard itself once its been approved by the inspector.


## MENUS

The menu available in the homepage are


1. User Management
2. Units for inspection(month wise)
3. Team Assigning
4. Inspection final report
5. Non-compliance report
6. Logout

## 4.1.1 User Management

☰



**K-CISCO**  
Centralised Inspection And Compliance Monitoring System



Admin(Department)

Home

User Management

Units for Insp.(Monthwise)

Industry Categorisation

Team Assigning

Inspection Final Report

Non Compliance Report

Logout

User Registration

Name\*

Ramesh

Phone Number\*

Enter Phone Number Here..

Department\*

Department

Role\*

Inspector

Email Address(Login ID)\*

Enter Email Address Here..  
( Your email id is vinay[at]nic[dot]in )

District\*

Thiruvananthapuram

Designation\*

BoilerInspector

Office

update

This option is for creating users , assigning roles to the concerned officer for login to the KCISCO system.

## 4.1.2 Unit for inspection (Month wise)

Assigning the number of units to be scheduled month wise

The number of units to be scheduled for each month should be set. Only those number of units will be randomly selected for scheduling.

### 4.1.3 Industry Categorization

Home / Inspection Report

Industry Categorization

Showing 1 to 10 of 114 entries

SL No	Establishment	District	Sector	Risk	Last Inspected Date	Type of Establishment	Action
1	Kizhakehalackel rocks - kidanganoor	Thiruvananthapuram	Manufacturing	High	dd / mm / yyyy	not_defined	<input type="checkbox"/>
2	Tranquility Industries - malanvadi road	Ernakulam	Manufacturing	Medium	dd / mm / yyyy	not_defined	<input type="checkbox"/>
3	Rivendel Enterprises - Frank Fort	Thiruvananthapuram	Manufacturing	Medium	dd / mm / yyyy	not_defined	<input type="checkbox"/>
4	COMMERCIAL BUILDING VETTAMUKU - Thycaud, Trivandrum	Thiruvananthapuram	Manufacturing	Low	dd / mm / yyyy	not_defined	<input type="checkbox"/>
5	HPCL Dealership - Vazhuthacaud	Thiruvananthapuram	Manufacturing	High	dd / mm / yyyy	not_defined	<input type="checkbox"/>
6	P M Tailoring - Over bridge	Thiruvananthapuram	Manufacturing	High	dd / mm / yyyy	not_defined	<input type="checkbox"/>

The Administrator has to set the type of sector, risk category, last inspected date and type of establishment as large, medium or small.

For saving the values please **click** the checkbox and click **save** button.

## 4.1.4 Team Assigning



Navigation

- Home
- User Management
- Units for Insp.(Monthwise)
- Industry Categorisation
- Team Assigning** →
- Inspection Final Report
- Non Compliance Report
- Logout

Home / Inspection Team Size

### Inspection Team Size

Showing 1 to 10 of 113 entries

Sl. No	Establishment	Risk Category	Service	Team Size*	Action*
1	ABC ENTERPRICE	Medium	Factory license	2	<input type="checkbox"/>
2	Abstergo eng	Low	Factory license	6	<input type="checkbox"/>
3	ADHITHI BANANA PRODUCT	Low	Factory license	9	<input type="checkbox"/>
4	Agney polysoft india pvt.ltd	Medium	Factory license	2	<input type="checkbox"/>

Previous 1 2 3 4 5 ... 12 Next

On clicking the **Team Assigning** option, the interface will be displayed for capturing the following items against each units

- **risk category**
- **service**
- **team size for conducting inspection**

For saving the entered details, select the action button against each record , then press **save** button

### 4.1.5 Inspection Final Report

The screenshot shows the K-CISCO Centralised Inspection And Compliance Monitoring System interface. The navigation menu on the left includes 'Inspection Final Report', which is highlighted. The main content area displays a table of inspection reports. The table has columns for 'SI. No.', 'Establishment Name', 'Inspection Date', 'Inspection Report', and 'Action'. Two entries are listed, both with 'Generate' links in the 'Inspection Report' column. Red circles and arrows highlight the navigation menu, the 'Generate' links, and the search bar.

SI. No.	Establishment Name	Inspection Date	Inspection Report	Action
1	AKEnterprisesMining	01-08-2020	Generate	
2	PVC products	19-08-2020	Generate	

Department Administrator can generate the inspection report once the inspection report is filled and approved by the Authorized officer after conducting the inspection scheduled.

## 4.1.6 Non-Compliance Report

The screenshot shows the K-CISCO Centralised Inspection And Compliance Monitoring System interface. The left sidebar contains a navigation menu with the following items: Home, Units for Insp.(Monthwise), Industry Categorisation, Team Assigning, Inspection Final Report, Non Compliance Report (circled in red), and Logout. The main content area displays the 'Non Compliance Report' page. It features a table with the following columns: SI. No., Establishment Name, Inspection Date, Non-Compliance Report, and Action. The table contains two entries:

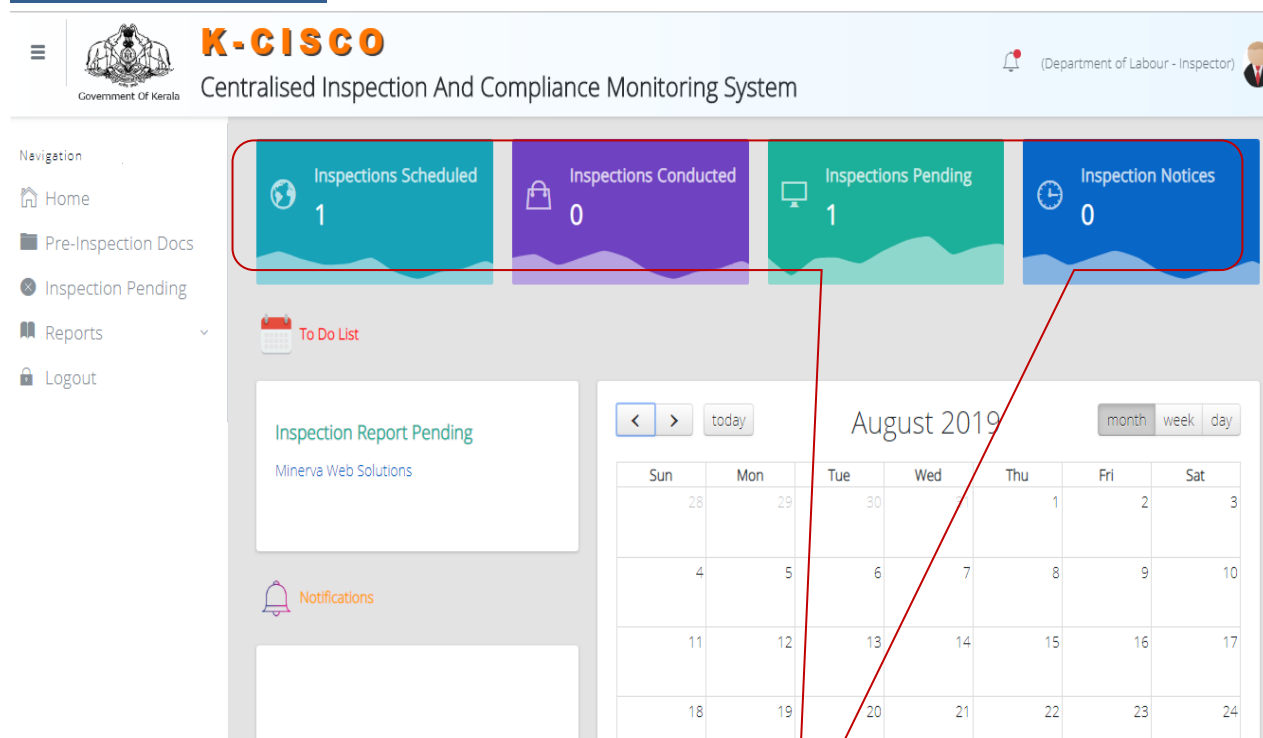
SI. No.	Establishment Name	Inspection Date	Non-Compliance Report	Action
1	PVC products	19-08-2020	Generate	<input type="checkbox"/>
2	AKEnterprisesMining	01-08-2020	Generate	<input type="checkbox"/>

Below the table, it says 'Showing 1 to 2 of 2 entries'. A red box highlights the 'Generate' button in the 'Non-Compliance Report' column of the table. A red arrow points from the 'Generate' button to the 'Non-Compliance Report' menu item in the sidebar.

Department Administrator can generate the non-compliance report once the inspection report is filled and approved by the Authorized Officer.

## 4.2 Role of Inspector

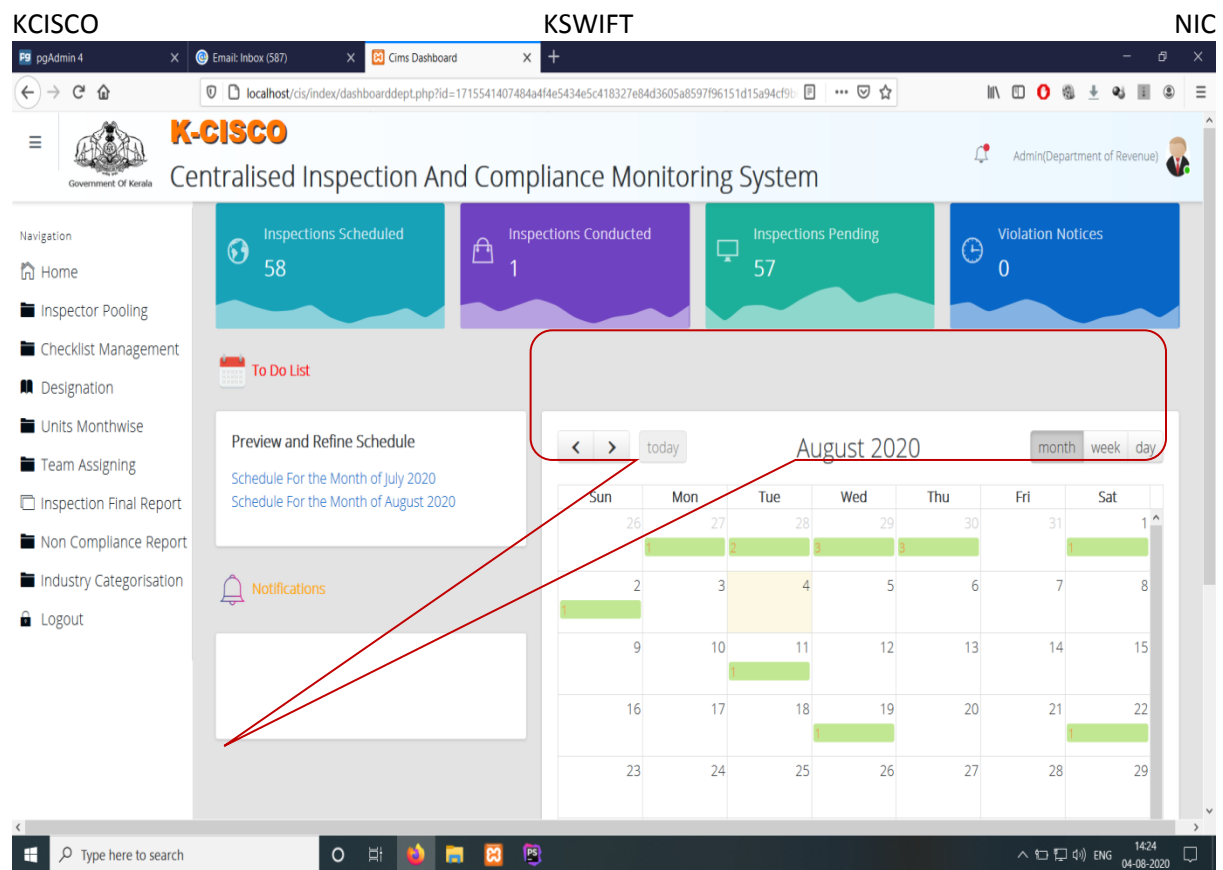
### Inspector Homepage



The items available in the dashboard are inspections scheduled, inspections conducted, inspections pending and the violation notices that are issued.

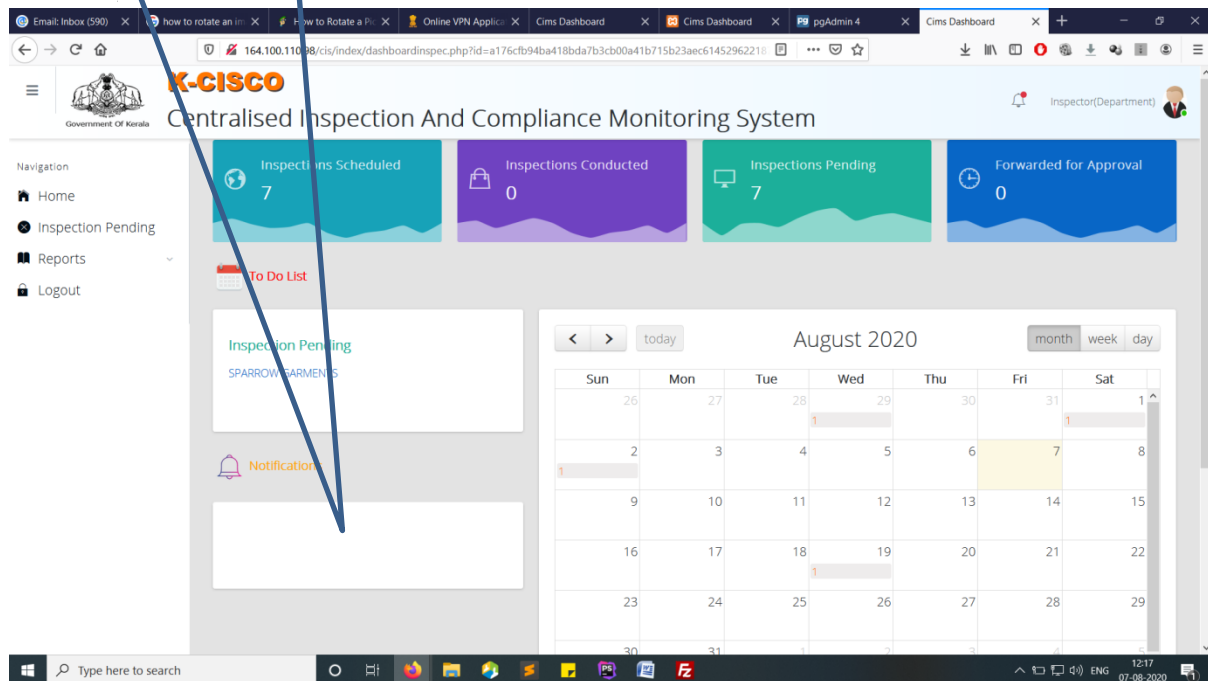
1.	<b>Inspection scheduled</b>	Gives an account of the total number of inspections that have been scheduled by the inspector.
2.	<b>Inspection conducted</b>	Gives an account of the total number of inspections that have been conducted by the inspector.
3.	<b>Inspection pending</b>	Gives an account of the number of inspections that are yet to be conducted by the inspector.
4.	<b>Violation notices</b>	Gives an account of the total number of notices that have been issued to the units.





There is a calendar for displaying the total number of units schedule against a date by the inspector.

Clicking this, Inspection pending and Inspection Conducted details will be displayed.



## MENUS

### Navigation

- Home
- Inspector Pooling
- Checklist Management
- Designation
- Units Monthwise
- Team Assigning
- Inspection Final Report
- Non Compliance Report
- Industry Categorisation
- Logout

### 4.2.1 Inspection Pending

System will display the Units/ Establishments pending for conducting inspections .

Navigation: Home, Inspection Pending, Reports, Logout

Home / Inspection Pending

Inspection Report | Report Approval

Units Pending for Inspection

Showing 1 to 1 of 1 entries

Sl. No.	Establishment Name	Inspection Date	Inspection Team	Inspection Report
1	wooden furniture	03-07-2020	[Team Icon]	[Report Icon]
2	Faizy Club Soda and Softdrinks	18-07-2020	[Team Icon]	[Report Icon]
3	SCARCO DISPLAYSYSTEM	25-07-2020	[Team Icon]	[Report Icon]
4	Agney polysoft india pvt.ltd	14-07-2020	[Team Icon]	[Report Icon]
5	Hitech Enterprises	29-07-2020	[Team Icon]	[Report Icon]

Team size will be displayed

Navigation: Home, Inspection Pending, Reports, Logout

Home / Inspection Pending

Inspection Report | Report Approval

Showing 1 to 1 of 1 entries

Sl. No.

Department	Inspector
Department	Ashin, BollerInspector
	Benny, BollerInspector

Close



Navigation

Home

Inspection Pending

Reports

Logout

Home / Inspection Pending

Inspection Report

Report Approval

## Units Pending for Inspection

Showing 1 to 1 of 1 entries

Sl. No.	Establishment Name	Inspection Date	Inspection Team	Inspection Report
1	wooden furniture	03-07-2020		
2	Falzy Club Soda and Softdrinks	18-07-2020		
3	SCAFCO DISPLAYSYSTEM	25-07-2020		
4	Agney polysoft India pvt.ltd	14-07-2020		
5	Hitech Enterprises	29-07-2020		

Establishment : wooden furniture - Inspection date : 03-07-2020

Service/License

---Select Service/License For Entering Observation---

---Select Service/License For Entering Observation---

Factory license

While clicking the Inspection report , service/ license for the selected establishment will be populated. User has to select the item for submitting the observation against the selected item.



Navigation

Home

Inspection Pending

Reports

Logout

Establishment : wooden furniture - Inspection date : 03-07-2020

Service/License

Factory license

Save Draft

Sent For Approval

Sl. No.	Description	Compliance Status*	Violation Of Act/Rule /Section	Observation(Mandatory to submit your observation against each check list)**	Remarks
1	Existing Building proposed to taken to use as Facotory	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/> Section for factories and boilers <input type="checkbox"/> Second section for factories and boilers		

The user has to submit the observation details against each check list for a particular item selected, item. After submitting the details, he has to click the button **Send for approval**.

#### 4.2.2 Reports

The screenshot displays the K-CISCO Centralised Inspection And Compliance Monitoring System interface. The header includes the Government of Kerala logo, the K-CISCO logo, and the system name. The navigation menu on the left lists 'Home', 'Inspection Pending', 'Reports', and 'Logout'. The 'Reports' menu item is highlighted with a red arrow. The main content area shows the 'Inspection Status Report' page, which includes a search bar, a table with columns 'Sl. No.', 'Establishment Name', 'Inspection Date', and 'Report Status', and a message 'No data available in table'. The footer shows 'Showing 0 to 0 of 0 entries' and 'Previous Next' links.

Navigation

- Home
- Inspection Pending
- Reports
- Logout

Home / Inspection Status Report

### Inspection Status Report

Show 10 entries

Search:

Sl. No.	Establishment Name	Inspection Date	Report Status
No data available in table			

Showing 0 to 0 of 0 entries

Previous Next

## 4.3 Role of Inspection Approval Authority

### Homepage

The inspection approver on login will be able to view the list of pending reports on the menu as well as on the dashboard

**K-CISCO**  
Centralised Inspection And Compliance Monitoring System

Government Of Kerala

(Department of Labour - Inspector)

Navigation

- Home
- Pre-Inspection Docs
- Inspection Pending
- Reports
- Logout

Inspections Scheduled: 1

Inspections Conducted: 0

Inspections Pending: 1

Inspection Notices: 0

To Do List

Inspection Report Pending

Minerva Web Solutions

Notifications

August 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24

### 4.3.1 Inspection pending for approval

The User can view the inspection reports before approving .

Once approved, no further updating can be done.

**K-CISCO**  
Centralised Inspection And Compliance Monitoring System

Navigation: Home, Pre-Inspection Docs, Inspection Pending, Reports, Logout

Establishment: Minerva Web Solutions - Inspection date - 20-08-2019

Service/License: Building and Other Construction Workers Act

**Approve**

Sl. No.	Description	Compliance Status	Violation Of Act/Rule/Section	Observation	Remarks
1	Registration Certificate In respect of the Establishment exhibited	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="checkbox"/> Failed to provide adequate number of latrines and urinals to employees <input checked="" type="checkbox"/> Failed to exhibit the	asdf	aaaaaaaa

### 4.3.2 Reports

**K-CISCO**  
Centralised Inspection And Compliance Monitoring System

Navigation: Home, Inspection Pending, Reports, Inspection Conducted, Logout

Home / Inspection Status Report

**Inspection Status Report**

Show 10 entries

Search:

Sl. No.	Establishment Name	Inspection Date	Report Status
No data available in table			

Showing 0 to 0 of 0 entries

Previous Next