



## **CITIZEN'S CHARTER/CLIENTS CHARTER**

**National Power Training Institute**

**(Ministry of Power)**

**NPTI, Sector-33, Faridabad**

**[www.npti.in](http://www.npti.in)**

**November, 2011**

# Citizen's / Client's Charter

## i) ABOUT US

National Power Training Institute (NPTI), an ISO 9001 & ISO 14001 organization under the Ministry of Power, Govt. of India is a National Apex body for Training and Human Resources Development in Power Sector with its Corporate Office at Faridabad. NPTI had been providing its dedicated service for more than four decades. NPTI operates on an all India basis through its nine Institutes in different zones of the country.

## ii) VISION

NPTI cherishes a vision of value orientation and value addition to national and transnational Power and Energy Sectors through training and Human Resources Development endeavoring to energize the people who energize the nation.

## iii) MISSION

Emerge as Global Leaders in enhancing Human and organizational excellence in Power and Energy Sectors by blending frontier technologies with management to facilitate HRD interventions that are instrumental in providing reliable, safe, and economic and clean power.

## iv) SERVICE STANDARD

SERVICE STANDARDS		
Sl. No.	Main Services	Standard
1.	No. of Trainees to be trained every year	To achieve No. of Trainees as per MoU/RFD
2.	Trainee-weeks to be achieved every year	To achieve No. of Trainee-weeks as per MoU/RFD

NPTI calculates the service standards using a scale as given below

Excellent	Very Good	Good	Fair	Poor
100%	90%	80%	70%	60%

## v) GRIEVANCE REDRESSAL MECHANISM IN NPTI

Grievance officers are designated at all Institutes of NPTI. The grievance received by the Grievance Officer through post / grievance box is forwarded to the concerned department for redressal and the status is informed to the head of the Institutes. All Grievance Officers of NPTI have to submit a status report of grievance to the Chief Grievance Officer in NPTI Corporate Office by 7<sup>th</sup> of every month for appraisal of Director General. The following are the contact details of the Grievance Officers at various Institutes.

Sl. No.	Name of the Institute with Complete Address	Name of the Grievance Officer	Telephone Numbers & E-Mails
1	National Power Training Institute, Corporate Office, Sector-33, Faridabad-121003 (Haryana)	Shri S.K. Choudhary, Director & Chief Grievance Officer	0129-2270949 <a href="mailto:skchoudhary@npti.in">skchoudhary@npti.in</a>
2	National Power Training Institute (Northern Region), Badarpur, New Delhi-110044	Dr. S. Selvam, Deputy Director & Grievance Officer	011-26947043, 011-26940722 <a href="mailto:nptibadarpur@npti.in">nptibadarpur@npti.in</a>
3	National Power Training Institute (Eastern Region) City Centre, Durgapur-713216	Shri S.K. Srivastava, Dy. Director & Grievance Officer	0343-2545888, 2546237 <a href="mailto:nptidurgapur@npti.in">nptidurgapur@npti.in</a>
4	National Power Training Institute (Western Region), South Ambazari Road, Gopal Nagar, Nagpur-440022	Shri S.R. Titoniya, Dy. Director & Grievance Officer	0712-2231478, 2226176 <a href="mailto:nptinagpur@npti.in">nptinagpur@npti.in</a>
5	National Power Training Institute (Southern Region), Block 14, NLC Township, Neyveli-607803	Shri S. Amrithvalli, Asstt. Director & Grievance Officer	04142-269426, 269427 <a href="mailto:nptineyveli@npti.in">nptineyveli@npti.in</a>
6	National Power Training Institute (NE Region), ASEB Complex, Narangi, Guwahati-781026	Shri K. Muthukumar, Dy. Director & Grievance Officer	0361-2655625-26 <a href="mailto:nptiguwahati@npti.in">nptiguwahati@npti.in</a>
7	Power System Training Institute (National Power Training Institute), P.O. Box 8201, Subramanyapuram Road, Banashankari li Stage, Bengalure-560070	Ms. Alka Yadav, Asstt. Director & Grievance Officer	080-26713758 <a href="mailto:nptipsti@npti.in">nptipsti@npti.in</a>
8	Hot Line Training Centre (National Power Training Institute), 26 <sup>th</sup> KM, Kankapura Road, Somanahalli Gate, Udaypura Post, Bengalure-560082	Shri L. Shivakumar, Asstt. Director & Grievance Officer	080-28432596, 28432212 <a href="mailto:nptihlhc@npti.in">nptihlhc@npti.in</a>
9	Hydro Power Training Centre (National Power Training Institute), Opp. Nangal Dam Railway Station, Nangal, Distt. Ropar (Punjab)-140124	Shri Rajneesh Vachaspati, Asstt. Director & Grievance Officer	01887-220573 <a href="mailto:nptinangal@npti.in">nptinangal@npti.in</a>

a. Name and Contact details of the Chief Grievance Officer : Shri S.K. Choudhary  
 Director  
 Corporate Office,  
 NPTI Complex, Sector-33,  
 Faridabad – 121 003, Haryana

b. Helpline No./Website/Portal :  
 Tele-Fax: 0129- 2270949  
 Website: [www.npti.in](http://www.npti.in)  
 E-mail: [skchoudhary@npti.in](mailto:skchoudhary@npti.in)

c. Response to be expected by a person lodging the Grievance:  
 All complainants shall be provided acknowledgement on receipt of grievance within three days from the day of receipt by the Grievance Officer. All grievance received by post/grievance box shall be acknowledged and a record shall be maintained.

**1. Information on receipt**

Details of Grievance received shall be maintained by the Grievance Officer in a register as per the following format.

Sl. No.	Date of Receipt	Particulars of citizen/Client				Particulars of Grievance			
		Name	Address	Landline/ Mobile	Whether acknowledgement given at the time of receipt	Subject of the Grievance	Office	Brief Description	Date of acknowledgment/Date of redress
					Yes/No				

**2. Communication to Complainant:**

All complainants shall be given grievance number and expected time of redressal by the Grievance Officer as per the time norm. Complainant can approach higher authorities if grievance is not resolved within the prescribed timeline. If Grievance is not resolved within the expected time, the Complainant shall be provided the following information by the Grievance Officer.

- a. Information on reasons for delay.
- b. Updated expected time of redress.
- c. If not addressed within the expected time, action to be taken by the complainant.

At the time of final redress the complainant shall be provided with the following information by the office responsible for redress of the Grievances:

- a. Action taken for redress.

b. If not satisfy with the redress action, avenues for pursuing the matter.

This information shall be given in the same letter / order through which the final decision on redress is conveyed to the complainant.

3. **Criteria for classification:**

Sl. No	Criteria	Grievance category
1.	Charter Related	Issues regarding mission, vision, service standards.
2.	Policy Related	Issues regarding admission, conducting of courses, allotment of residential accommodation, etc.
3.	Personnel related	Issues regarding recruitment and promotion, MACP, advances, medical reimbursement, TA/DA, issues related to SC/ST/OBC/PH, etc.
4.	Pensioner's related	Issues regarding Payment of pension, Gratuity, Leave Encashment, arrears, medical reimbursement etc.
5.	Vigilance related	Issues regarding corruption, deficiencies in tenders/irregularities in award of work / payment, delay in payment, etc.

4. **Time norms for redress:**

Sl. No	Grievance Category	Time norms for redress
1.	Charter Related	4 weeks
2.	Policy Related	6 weeks
3.	Personnel related	6 weeks
4.	Pensioner's related	4 weeks
5.	Vigilance related	4 weeks

5. **Level of responsibility for redress:**

Sl. No	Grievance Category	Timelines for Redressal by Grievance Officer at Regional Institute Level	Timelines for Redressal by Chief Grievance Officer at Corporate Office	Timelines for Redressal by Director General, NPTI
1.	Charter Related	4 weeks	4 weeks	4 weeks
2.	Policy Related	6 weeks	4 weeks	4 weeks
3.	Personnel related	6 weeks	4 weeks	4 weeks
4.	Pensioner's related	4 weeks	4 weeks	4 weeks
5.	Vigilance related	4 weeks	4 weeks	4 weeks

6. **Analysis and prevention:**

All grievances shall be analyzed to find out the root cause of the frequent grievances in any particular area and matters shall be taken up with the competent authority for necessary modification in the policy / rules and regulations to prevent the same. The following format shall be used for root cause analysis of Grievance prone areas by every Grievance Officer:

S. No.	Date and Description of Grievance	Grievance prone areas identified	Root cause identified	Action required to improve system	Planned date and Authority responsible for taking action	Action taken date

7. **Periodic Review:**

All the Grievance officers of NPTI Institutes have to submit a monthly progress report to the Chief Grievance Officer at NPTI Corporate Office by 7<sup>th</sup> of every month. Thereafter, the Chief Grievance Officer shall take up the matter with the Director (F&A) for resolving unaddressed grievances. The status of all grievances shall be appraised to Director General regularly.

8. **Grievance Redress Mechanism Design & Implementation Process:**

This section describes the step by step process for implementing the GRM:

**Step: 1- Design of GRM:**

All the Grievances are first received by designated Grievance Officers of the respective Institutes of NPTI by Post / Grievance Box. All the grievances are categorized as per criteria defined, level of responsibility for redress and timeline for redress for each level. The details of complainant, complaint description and any other information provided by the complainant are noted. Thereafter, the grievance is forwarded to the concerned department for redressal and the status is informed to the head of the Institute. All the Grievance Officers of NPTI have to submit a status report of grievances to the Chief Grievance Officer in NPTI Corporate Office by 7<sup>th</sup> of every month for appraisal of Director General. All Grievances which remain unaddressed are taken up by the Chief Grievance Officer with the respective departments and the Director General is appraised of the status.

**Step: 2- Implementation of GRM:**

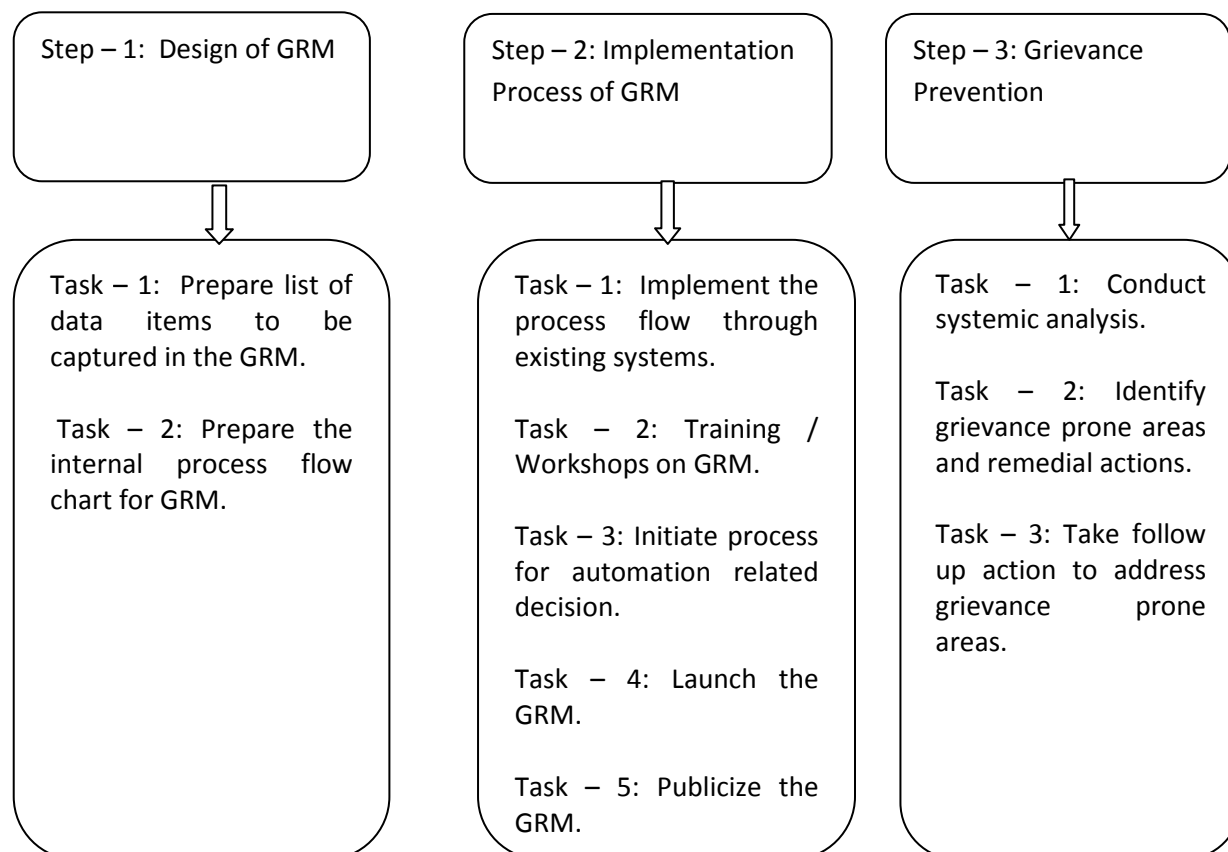
The Chief Grievance Officer ensures that the Grievance Officers are nominated as each

Institute of NPTI. These Grievance Officer are responsible for implementing the process as documented above and ensure that they are aware and trained in respect of their role in implementation of the process flow. They shall also conduct a publicity campaign to make all stakeholders aware of the GRM in alignment with the process flow in the GRM that are actually working as in above task. The basic information regarding GRM is also made available through the citizen charter.

**Step: 3- Grievance Prevention:**

All the grievances are analyzed for finding the root cause using the information on grievance description and subsequent redress provided to the complainant. The most frequent types of grievance and the most frequent cause behind the grievance are identified and remedial action is taken for modification of citizen’s charter, the service delivery system and / or the GRM need/s to be modified in order to prevent the root causes from recurring. They identified remedial actions are assigned to appropriate personnel depending on the nature of action which could range localize process improvements to apex level policy changes. Localized process improvements are implemented quickly in a time bound manner with clear responsibilities to appropriate functionaries. Every quarter, results of the previous quarter’s analysis is reviewed to ensure that there is no backlog in the localized process improvements.

**Grievance redressal mechanism and implementation process – at a Glance**



## **vi) STAKEHOLDERS**

All the Heads of the Institutes (HOI) and Ministry of Power are our stakeholders.

## **vii) RESPONSIBILITY CENTERS AND SUBORDINATE ORGANISATION**

NPTI has 9 Institutes as per details below who are the Responsibility Centres,

1. NPTI, Corporate Office (CO), Faridabad
2. NPTI, Northern Region (NR), Badarpur
3. NPTI, Hydro Power Training Institute (HPTC), Nangal
4. NPTI, Power System Training Institute (PSTI), Bangaluru
5. NPTI, Hot Line Training Centre (HLTC), Bangaluru
6. NPTI, Southern Region (SR), Neyveli
7. NPTI, Eastern Region (ER), Durgapur
8. NPTI, North Eastern Region (NER), Guwahati
9. NPTI, Western Region (WR), Nagpur

## **viii) INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS**

Following are different expectations from service recipients.

- i) Good quality of class room training with experienced faculty
- ii) Good study material
- iii) Good lodging and boarding
- iv) Some outbound training, Visits to sites, Cultural programs during training
- v) Sports facilities etc.

## **ix) MONTH AND YEAR OF REVIEW OF THE NEXT CHARTER**

September, 2012

### **OUR ADDRESS**

Principal Director(CP&M)  
NPTI Corporate Office  
Sector-33, Faridabad-121 003  
[www.npti.in](http://www.npti.in)  
0129- 2255213  
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