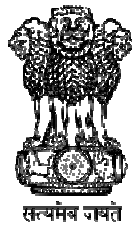


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Citizens'/Clients' Charter
of
National Telecommunications Institute
for
Policy Research, Innovations& Training
(NTIPRIT)

Issue: September, 2014



National Telecommunications Institute for Policy Research, Innovations & Training
Ministry of Communications & Information Technology
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Preface

Use of multiple-technologies, multi-operator scenario and fast growing telecom sector demanded that the officers of DoT are kept abreast of latest developments in the telecom field. In order to meet the training needs of technical officers of DoT, National Telecom Academy was established in September 2010. Subsequently, during April 2011, the scope of NTA was enhanced by including Policy Research and Innovation and the academy was renamed as National Telecommunications Institute for Policy Research, Innovations & Training (NTIPRIT).

The National Telecommunications Institute for Policy Research, Innovations & Training (NTIPRIT), under Department of Telecommunications (DoT), Ministry of Communications & IT, is a Central Training Institute (CTI) recognised by Department of Personnel & Training (DoPT). The NTIPRIT is presently operating from the premises of Advance Level Telecommunications Training Centre of Bharat Sanchar Nigam Limited (BSNL), Ghaziabad.

NTIPRIT has been mandated to conduct training need analysis, coordination, organisation and impart training to officers of Indian Telecom Service (ITS) Cadre, BWS-Civil & Electrical, feeder cadres and sectoral training in the field of Telecommunications. Besides training, it also has two verticals namely Policy Research & Innovations. Policy Research division is responsible to carry out various studies and surveys for providing inputs to government on ICT policy and plan formulations. Innovation division is mandated to promote innovation and applied research in telecom sector.

At present, the Institute does not deal directly with the citizens in general. However, a miniscule of its service can be said to be concerned with the citizens particularly the applicants who intend to join various courses of NTIPRIT. The major part of the service being delivered by this Institute is for the officers of Department of Telecommunications, Ministry of Communications & IT and other government agencies. All government employees are also citizens. It is because of the same, that the charter prepared by the institute has been named as “Citizens’/Clients’ Charter”.

Institute has identified some of the core services being offered by its various divisions and their standards, for the purpose in its first charter, in line with the Performance Monitoring and Evaluation System. While identifying the services, the focus has been on measurable and verifiable services and their standards. The charter contains Grievance Redressal Mechanism related to the services mentioned in the Citizens’/Clients’ Charter.

Vision and Mission of NTIPRIT

Vision

To emerge as a National Institute of international repute striving to become a World class think tank and Centre of excellence in the field of training in telecommunications, policy research and innovation, for the benefit of Telecom fraternity in particular and public in general.

Mission

To contribute towards welfare of mankind & strengthening of Indian economy by:

- Capacity building of telecom professionals especially the officers of Government of India
- Being a think tank on telecom policy research facilitating Government decisions
- Facilitating technology research& innovation for India centric low cost green telecom products
- Extending consultancy support for faster, efficient and economic design & deployment of ICT solutions

Objectives

- Timely conduction of induction training programs for DoT officers
- Conduct in-service training program every month for capacity building of DoT officers
- Facilitate to meet the telecom training needs of other Government departments
- Take up research and study assignments as per directions of DoT
- Provide platform to Telecom Industry for sharing knowledge and deliberating policy issues
- Extend telecom consultancy & training support to developing countries
- To setup, maintain Knowledge Repository for dissemination of information related to standards.
- To contribute to telecom skill building initiatives of Govt. of India

Details of Services Provided & Service Standards

Sl. No	Services	Service/Performance Standards	Contact details of the responsible Officer	Weightage In %age	Process	Documents required	Fee
1.	Hostel arrangement for probationers & in-service trainees	Book hostel with ALTTC, BSNL within one week before the start of course	Director (E&A) 0120-2709007	8	Training cell to provide schedule & list of trainees	List of trainees	
2.	Classroom/Lab facilities for probationer & in-service trainees	Book classroom with ALTTC, BSNL within one week before the scheduled start	Director (E&A) 0120-2709007	8	Concerned course Director to inform Training cell to provide schedule and lab requirement with a copy to Administration cell	<ul style="list-style-type: none"> • Course confirmation • List of trainees 	
3.	Training Calendar for induction courses	Two weeks before start of induction batch	Director (Trg) 0120-2707370	8	Training cell consults various divisions, prepares schedule and gets approval of Sr. DDG	<ul style="list-style-type: none"> • Approval of batch alongwith joining date from DoT Headquarter • Approved training curriculum 	
4.	Training calendar for in-service courses	Before 28 th February of each year	Director (Trg) 0120-2707370	8	Training cell consults various divisions, prepares schedule considering the induction courses	<ul style="list-style-type: none"> • Training calendar for induction courses • Proposals 	

Sl. No	Services	Service/Performance Standards	Contact details of the responsible Officer	Weightage In %age	Process	Documents required	Fee
					calendar, submits it to the Academic Council for review and recommendation and gets approval of Sr. DDG	from the respective faculties	
5.	Execution of training programmes (a) Induction courses (b) In-service courses	As per schedule	Respective course Directors	40 5	<ul style="list-style-type: none"> • Timetable preparation • Notification to concerned faculty of NTIPRIT • Invitation to guest Faculty • Arrangement for backup faculty • Hand-out preparation • Conduction of Test as per syllabus (wherever applicable) 	<ul style="list-style-type: none"> • Schedule • Requisite number of participants 	<ul style="list-style-type: none"> • No fee for departmental trainees • Fee for other organizations as defined by DoT HQ
6.	Disposal of trainee feedback about the course (content, duration, quality of delivery etc.) at the end of	Compliance/disposal of feedback of trainees: within four weeks of course conduction	Course Director or Director (Trg) (as applicable)	5	<ul style="list-style-type: none"> • Forwarding the feedback points to concerned division for comments (in case ADG / AD / JTO / Consultant is not available in the concerned division) and 	Compiled feedback of trainees	

Sl. No	Services	Service/Performance Standards	Contact details of the responsible Officer	Weightage In %age	Process	Documents required	Fee
	course				disposal by Training cell Or • Compliance /disposal by the concerned division		
7.	Processing & disposal of training requests from DoT units	One month from receipt of request	Director (Trg) and concerned division of NTIPRIT	3	Training cell consults concerned divisions & sends reply	Detailed request	
8.	Processing & disposal of training requests from other organizations	Two months from receipt of request	Director (Alliances)	3	Alliances division consults concerned divisions & sends reply	Detailed request	
9.	Confirmation of nomination to trainees for in-service courses	One week before start of course	ADG(Trg)	3	When requisite number of nominations available, e-mail confirmation is sent	List of nominations with contact details	
10.	Process policy research proposal referred by DoT	Within one month of receipt of proposal	DDG (NGN& PR)	3	• Proposal examination by Director (PR) • Consultation with other divisions as required	Detailed proposal	

Sl. No	Services	Service/Performance Standards	Contact details of the responsible Officer	Weightage In %age	Process	Documents required	Fee
					<ul style="list-style-type: none"> Approval of competent authority for course of action 		
11.	Process Innovation cases referred by DoT	Within one month of receipt of proposal	DDG (WA & I)	3	<ul style="list-style-type: none"> Proposal examination by Director (Innovation) Consultation with other divisions as required Approval of competent authority for course of action 	Detailed proposal	
12.	Process-respond to MoU/ association proposal from other organisations	Within thirty days of receipt of proposal	DDG (Alliances)	3	<ul style="list-style-type: none"> Proposal examination by Director (Alliances) Seek more information as required Approval of competent authority for course of action 	Detailed proposal	

GrievanceRedressalMechanism

In case of non-compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for grievance redressal:

Shri H.S. Jakhar, Director (E & A)

NTIPRIT

Room No. 708, Admin Building, ALTTC, Ghaziabad-201002

Tel. No. 0120-2709007

E-mail: dir.admn@ntiprit.gov.in

Escalation of Grievance

In case the grievance is not redressed as per the expectations of the service recipients/stakeholders, the same can be taken up at higher level with the following nodal authority:

Shri Arun Gupta

DDG (T & A)

NTIPRIT

Room No. 706, Admin Building, ALTTC, Ghaziabad-201002

Tel. No. 0120-2709001

E-mail: ddg.admn@ntiprit.gov.in

List of Stakeholders

1. Successful candidates of Combined Engineering Service Examination of UPSC, who are allotted ITS/BWS/JTO cadre
2. Officers/Staff of Department of Telecommunications
3. Central Ministries/Departments/PSUs
4. State Governments/State PSUs
5. National/International Universities/Academia
6. R&D organizations
7. Telecom & ICT vendors/operators
8. Other approved/empanelled Training Institutes

Indicative Expectations from Service Recipients/Stakeholders

- i. Applications/ proposals are to be submitted in the formats prescribed, if any.
- ii. Relevant documents/ enclosures, if any, are to be submitted along with the application.
- iii. High level of involvement in the training process, where applicable
- iv. Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to.
- v. Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance.

Grievance in respect of service(s) included in the Citizens'/ Clients' Charter are to be lodged with:-

Shri H.S. Jakhar, Director (E & A)

NTIPRIT

Room No. 708, Admin Building, ALTTC, Ghaziabad-201002

Tel. No. 0120-2709007

E-mail: dir.admn@ntiprit.gov.in

Mobile No.: 9868135587

Month and Year for the next Review of the Charter: July, 2015

Conclusion

As part of the Performance Monitoring and Evaluation System (PMES) for Government Departments, as approved by the Hon'ble Prime Minister, this Institute in its first endeavour, has formulated the Citizens'/Clients' Charter for the Institute. Constant feedback/ suggestions from the recipients/ stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback/suggestions on the Charter can be sent to:

Shri Arun Gupta

DDG (T & A)

Room No. 706, Admin Building, ALTTC, NTIPRIT

Ghaziabad-201002

Tel. No. 0120-2709001

E-mail: ddg.admn@ntiprit.gov.in

Appendix

Committee for drafting the Citizen's/Client's Charter

Ms. V. Sobhana	Deputy Director General
Shri R.K. Singh	Director
Shri S K Bhalla	Director
ShriPrasoon Chandra	Director