CITIZEN CHARTER OF BIJU PATNAIK NATIONAL STEEL INSTITUTE (2016-17)

Vision

“To emerge as a Centre of Excellence that will provide Technology and Skilled/Trained manpower to the Iron & Steel Industries with emphasis on the Secondary Steel Sector”.

Mission

To provide training and further education (TAFE) in niche application areas, carry out Research, Technology Development & Demonstration (RTD) in the areas of Energy and Environment, and Provide Technical Assistance (TA) Services to Iron and Steel Industry to Support Advance of Sustainable Steel Industry in the country

Charter of Service

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Service</th>
<th>Responsible Person with designation</th>
<th>Telepho ne No.</th>
<th>e-mail ID</th>
<th>Process</th>
<th>Time taken</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Timely response to letters from clients/citizens under RTI Act,2005</td>
<td>Shri C.P. Mohanty Sr. Asst. Professor</td>
<td>06752-232820</td>
<td><a href="mailto:cpm@bpnsi.org">cpm@bpnsi.org</a></td>
<td>The application may be submitted as per provisions and procedures under Right to Information Act, 2005. RTI applications relating to the jurisdiction of the Institute.</td>
<td>As per RTI norms</td>
<td>As per RTI norms</td>
</tr>
<tr>
<td>2</td>
<td>Prompt payment to vendors and officials for invoices/ bills/ reimbursements submitted</td>
<td>Shri D.P. Panda, Dy.Manager(F&amp;A)</td>
<td>06752-232820</td>
<td><a href="mailto:dpp@bpnsi.org">dpp@bpnsi.org</a></td>
<td>Bills should be submitted in the Accounts Dept. with supporting documents.</td>
<td>Within 7 days from the receipt of undisputed bills</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>

Public Grievance Officer:

Shri D.P. Panda
Dy. Manager (F&A)
Biju Patnaik National Steel Institute
Behind Gundicha Temple, Sarbodaya Nagar, Puri-752002
Ph-06752-232820 (email: dpp@bpnsi.org)