



नागरिक / ग्राहक चार्टर  
**CITIZEN'S/ CLIENT'S CHARTER**

**Board of Practical Training (ER)**  
Under Ministry of Human Resource Development  
Department of Higher Education  
Block – EA, Sector – I, Salt Lake City, Kolkata – 700 064  
Website : [www.bopter.gov.in](http://www.bopter.gov.in)  
Portal : [www.mhrdnats.gov.in](http://www.mhrdnats.gov.in)

January, 2017

## Citizen's Charter of Board of Practical Training, Eastern Region, Kolkata

Board of Practical Training (Eastern Region) is an autonomous organisation under Ministry of HRD, Deptt. of Higher Education, Govt. of India.

The primary objective of this Board is to implement and monitor the provisions of the Apprentices Act 1961 as amended in 1973, 1986 & 2014 by arranging one year on-the-job stipendiary training in different establishments/ industries to the freshly passed out Degree & Diploma Holder Engineers and also to the H.S.(+2) Vocational certificate holders of the approved Institutions of the Central/ State Government.

This Board also organizes Quality Improvement programme, viz. Career Guidance Programme, Supervisory Development Programme, Meet the Apprentices Programme. etc.

States and U.T.s under the jurisdiction of B.O.P.T.(E.R.): West Bengal, Bihar, Jharkhand, Odisha, Assam, Tripura, Nagaland, Manipur, Sikkim, Mizoram, Meghalaya, Arunachal Pradesh, Andaman & Nicobar Islands.

### Vision

- To build up the stock of well trained skilled technical manpower for the nation by utilising the training facilities available in industries/ organizations to the maximum possible extent under the able guidance of qualified and experienced persons.

### Mission

- To facilitate the fresh graduates and diploma holders in engineering/ technology including 10+2 vocational pass outs for acquiring knowledge and skill through need based practical training in industries/ organizations and thus to improve their employment opportunity in this competitive world.

### Our Clients and Stakeholders

- **Passed out students** who fulfils the eligibility criteria under the Apprentices Act 1961 as amended in 1973, 1986 & 2014
- **Establishments** who fulfils the eligibility criteria under the Apprentices Act 1961 as amended in 1973, 1986 & 2014
- **Institutions** who fulfils the eligibility criteria under the Apprentices Act 1961 as amended in 1973, 1986 & 2014

<b>Our Services</b>	
<b>Main Services</b>	<b>Standard</b>
To issue Notification to establishment	30 working days
Issue of Registration No. of the apprentice	15 working days from date of uploading of valid Apprenticeship contract form
To monitor quality of Apprenticeship Training through Record of Progress (RoP)	10 working days
To ensure timely release of stipend	30 working days from date of receipt of valid claim bill generated online duly signed and sealed.
To issue Certificate of Proficiency (CoP) to the successful candidates	30 working days from date of receipt of valid CoP requisition form from establishment

### **Expectations from our Clients**

- **Students :**

- Passed out students should enrol themselves in [www.mhrdnats.gov.in](http://www.mhrdnats.gov.in). Enrolment of aspiring and eligible candidates in the national portal is mandatory for availing Apprenticeship Training facility under National Apprenticeship Training Scheme (NATS) w.e.f 01.04.2016.
- They should provide correct information as per requirement during enrolment and upload all required documents necessary for enrolment.
- Students must preserve the enrolment number generated after successful enrolment for future reference.
- Students must log in to National Portal ([www.mhrdnats.gov.in](http://www.mhrdnats.gov.in)) time to time to look for different openings.

- **Establishment :**

- Establishments should read manuals published on website ([www.boptr.gov.in](http://www.boptr.gov.in)) for enrolment with instant generation of ID and Password.
- Establishment should voluntarily come forward to fulfil statutory obligation on their part as per provisions of the Apprentices (Amendment) Act, 1973, 1986 and 2014.
- Establishment to submit/upload duly filled in format entitled 'Information About the establishment for Assessment/ Re-assessment of Training facilities under the Apprentices Act 1961 as amended in 1973, 1986 and 2014' along with the photocopy of Trade licence /Certificate of registration under Central/State Govt. etc.

- Establishment should ensure that Apprenticeship Contract forms are created online, signed and sealed and uploaded on [www.mhrdnats.gov.in](http://www.mhrdnats.gov.in) within time frame and other documents are enclosed/uploaded and guidelines are followed.
- Apprenticeship Training is imparted as per the pre-formulated programme and as per guidelines mentioned in the Apprentice Act/ Rules.
- Establishment must ensure that quality training is imparted to the apprentices to improve their skill so as to make them more employable.
- Establishment on successful completion of apprenticeship training must award training completion certificate to the apprentices.
- Establishment must pay stipend to apprentices (through the bank account of apprentices) as per provisions under the Apprentice Act/ Rules.

● **General guidelines for establishments :**

- Step I: Engagement of Apprentices may be done by creating panel of students from National Apprenticeship Training Scheme portal ([www.mhrdnats.gov.in](http://www.mhrdnats.gov.in)) / newspaper advertisement / campus selection interview/ walk-in interview etc. or by participating in centralised selection interview, job mela , etc. conducted by BOPT (ER).
- Step II: The eligibility criteria including certificates and mark sheets in original of selected apprentices must be verified for each candidate as a proof of qualification /caste etc. before their joining as Apprentice.
- Step III: Contract of Apprenticeship should be created online through National Apprenticeship Training Scheme portal ([www.mhrdnats.gov.in](http://www.mhrdnats.gov.in)) before commencement of training.
- Step IV: Establishment should ensure on time payment of stipend to the apprentices only through the Bank Account of the Apprentices.
- Step V: On receipt of the registration number for each apprentices, claim bill for reimbursement of 50% central Govt. Share of stipend should be submitted quarterly to B.O.P.T(E.R) on line through National portal for each apprentices mentioning their allocated registration number and other details.

● **Institutes :**

- Technical Institutes/ Regional Engineering Colleges/Polytechnic Institutes/ Vocational Institutes should enrol themselves.
- They are required to propagate the National Apprenticeship Training Scheme (NATS).

- They should organize “Apprenticeship Day” or “Apprenticeship Mela” every year to propagate the National Apprenticeship Scheme inviting BOPT to participate.
- They should provide link of BOPT website (www.bopter.gov.in) on home page of their institution website.
- They should ensure that the sandwich course students are enrolled through the institutes log in for availing Sandwich training.

### **Responsibility Centres**

- DD (T) & ICT, Shri C. Raja Rao, States : All 13 states in Eastern Region
- AD-I, Shri Arunava Chakraborty, States : West Bengal, Tripura, Mizoram, Meghalaya, Andaman & Nicobar Island
- AD-II, Shir K.C. Mouli, States : Bihar, Jharkhand, Arunachal Pradesh
- AD-III, Smt. Sushmita Ghosh, States : Orissa, Assam, Manipur, Nagaland
- Extension Centre – Jamshedpur, Jharkhand
- Extension Centre – Bhubaneshwar, Orissa
- Extension Centre – Guwahati, Assam

### **Grievance Redress Process**

All citizens/stakeholders may contact the designated officer for redressal of grievance providing a clear statement of grievance, indicating the background and officials/channels previously approached for redressal.

#### **Name of the Grievance Officer:**

Shri Kailash Nath Mishra, Administrative-cum- Accounts Officer  
 Contact Address: Board of Practical Training (Eastern Region)  
 Block - EA, Sector-I, Salt Lake City, Kolkata-700064.  
 Contact Details: Phone –(033) 2337 0750/51; Fax –(033) 2321 6814

Website : [www.bopter.gov.in](http://www.bopter.gov.in)

Email : aao@bopter.gov.in

Please super scribe the envelope as “Grievance” while submitting such petition

**For Citizen's/ Client's Charter:**  
Shri K. Chandra Mouli, Assistant Director of Training  
Contact Address: Board of Practical Training (Eastern Region)  
Block - EA, Sector-I, Salt Lake City, Kolkata-700064.  
Contact Details: Phone –(033) 2337 0750/51; Fax –(033) 2321 6814  
Website : [www.bopter.gov.in](http://www.bopter.gov.in)  
Email : [ad2@bopter.gov.in](mailto:ad2@bopter.gov.in)

### **Grievance Lodging Process**

Please visit Website : [www.bopter.gov.in](http://www.bopter.gov.in)

### **Timeliness for response**

Acknowledgement	5 working days
Final redress of all grievances	10 working days

### **Review of the Citizen's/ Client's Charter**

- Citizen's/Client's Charter shall be reviewed in January every year

## Service Standards

<b>Sl. No.</b>	<b>Service/ Transaction</b>
1	Release of Approval/ Notification of eligible establishments to participate in NATS under the Apprentices (Amendment) Act, 1973, 1986 and 2014
2	Issue of Registration No. of the apprentice/ Verification of registration of valid contract of Apprentices
3	To monitor progress of Apprenticeship Training through Record of Progress (RoP)
4	To validate claim bills regarding on time submission of Record of Progress (RoP) & overall progress
5	To issue Certificate of Proficiency to the successful apprentices
6	To ensure timely release of stipend/ Disbursement of 50% Central Government Share of Stipend to training establishment

## Main Service/ Transactions

Sl. No.	Process common for all States	Documents Required		State	Responsible Person	Email ID	Phone/ Mobile
1	Release of Approval/ Notification of eligible establishments to participate in NATS under the Apprentices (Amendment) Act, 1973, 1986 and 2014	Establishment assessment form, Latest IT Return copy, Year of Incorporation, Module of Training facility		West Bengal, Tripura, Mizoram, Meghalaya, Andaman & Nicobar Island	Shri Arunava Chakraborty, Assistant Director of Training	<a href="mailto:Ad1@bopster.gov.in">Ad1@bopster.gov.in</a>	9432641911
2	Issue of Registration No. to the apprentice/ Verification of registration of valid contract of Apprentices	Apprenticeship Contract Registration Form		Bihar, Jharkhand, Sikkim, Arunachal Pradesh, Mining Engineering	Shri K. Chandra Mouli, Assistant Director of Training	<a href="mailto:Ad2@bopster.gov.in">Ad2@bopster.gov.in</a>	9432590884
3	To monitor progress of apprenticeship training through RoP (Record of Progress)	Record of Progress					
4	To validate claim bills regarding on time submission of Record of Progress (RoP) & overall progress	Stipend Claim reimbursement form		Odisha, Assam, Manipur, Nagaland	Smt. Sushmita Ghosh, Assistant Director of Training	<a href="mailto:ad3@bopster.gov.in">ad3@bopster.gov.in</a>	9836912233
5	To issue Certificate of Proficiency to the successful apprentices	Issuance of F8 form					
6	To ensure timely release of stipend/ Disbursement of 50% Central Government Share of Stipend	Stipend Claim reimbursement form	-	All 13 states in Eastern Region	Shri Kailash Nath Mishra, Administrative-cum-Accounts Officer	<a href="mailto:aao@bopster.gov.in">aao@bopster.gov.in</a>	9748066127



**Responsibility Centres {Extension Centres of BOPT (ER)}**

<b>Sl. No.</b>	<b>Responsibility Centres and Subordinate Organization</b>	<b>Contact Person</b>	<b>Email</b>	<b>Mobile</b>	<b>Address</b>
1	Guwahati (For North East States)	Mr J. Sekhar	osdne@bopter.gov.in	09859191176	Director of Technical Education, Assam Kahilipara, Guwahati-9
2	Bhubaneswar (For the State of Odisha)	Mr Rajiv Thakur	rajeevthakur_del@yahoo.com	08583967237	Directorate of vocational education, Govt. of Odisha Shikshya Soudh, Unit-V, Bhubaneswar, Dist- Khurda, Odisha- 751001
3	Jamshedpur (For the State of Jharkhand)	Mr I. Sekhar	sekhar@bopter.gov.in	09852341007	AL-KABIR POLYTECHNIC, Kabir Nagar, Kopali, Via-Mango, Jamshedpur-831012, Jharkhand