



CITIZENS'/CLIENTS' CHARTER

Board of Practical Training (ER)

Under Ministry of Human Resource Development

Department of Higher Education

Govt. of India

Block-EA, Sector-1, Salt Lake City, Kolkata-700064

Website : www.bopter.gov.in

Web portal : www.mhrdnats.gov.in

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CITIZENS'/CLIENTS' CHARTER : BOARD OF
PRACTICAL TRAINING, EASTERN REGION, KOLKATA

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**BOARD OF PRACTICAL TRAINING
(EASTERN REGION)
(Autonomous Organization under Ministry of Human
Resource Development, Department of Higher Education,
Govt. of India)**

CITIZENS CHARTER OF BOARD OF PRACTICAL TRAINING,
EASTER REGION, KOLKATA

1. Introduction

It has been recognised world-wide that good governance is essential for sustainable development, both Economic & Social. The 3 essential aspects emphasises in good governance are Transparency, Accountability and Responsiveness of the administration. The “Citizens’ Charter Initiative” is a response to the quest for solving the problems which a citizen encounters, day in day out, while dealing with organisations providing public services.

The concept of Citizens Charter enshrines the trust between the service provider and its users. The concept was first articulated and implemented in the United Kingdom in 1991 as a National Programme. The basic objective of the Citizens’ Charter is to empower the citizen in relation to public services delivery. The 6 principle of the Citizens’ Charter movement originally framed were:

- i) Quality: Improving the quality of services;
- ii) Choice: Wherever possible;
- iii) Standards: Specifying what to expect and how to act if standards are not met;
- iv) Value: For the tax payers money;
- v) Accountability: Individual and Organisations; and
- vi) Transparency: Rules/Procedures/Schemes/Grievances;

These were later elaborated under 9 principle of services delivery which are as follows:

- i) Set standards for services;
- ii) Public opinion and provide full information;
- iii) Consult and involve;
- iv) Encourage access and the promotion of choices;
- v) Treat all fairly;
- vi) Put things right when they go wrong;
- vii) Use resources effectively;
- viii) Innovate and improve;
- (ix) Work with other providers.

Over the years, in India, significant progresses were made in the field of economic development. This, along with a substantial increase in the literacy rate (from 51.63% to 65.38% in the last decade) has made Indian citizens increasingly aware of their rights. Citizens have become more articulate and expect the administration not merely to response to their demands but also to anticipate them. It was in this climate that a consensus began to evolve since 1996, in the Government, on effective and responsive administration. At a conference of Chief Ministers of various States and Union Territories held on 24/05/1997 in New Delhi, presided over by the then Prime Minister of India, an “Action Plan for Effective and Responsive Government” at the Centre and State levels was adopted. One of the major decision taken at that conference was that the Central and State Govt. would formulate Citizens’ Charters, along with all the organisations that have public interference. These Charters are to include, standards of services as well as the time limit that are reasonably expected for services delivery, avenues of grievances redressal etc.

The department of Administrative Reforms and Public Grievances (DARPG) initiated the task of coordinating, formulating and

operationalizing the Citizens’ Charter. The guidelines for formulating the Citizens’ Charter were communicated to various Government departments/organisations to enable them to bring out focused and effective Charters.

Accordingly, Board of Practical Training (Eastern Region), Kolkata in consultation with main stakeholders i.e. Technical Students, Technical Institutions and Training Establishments has prepared the Citizens’ Charter. The informations provided in this booklet are subject to revision from time to time. The aim/purpose of this Charter is to work for better quality in public service. A revised and updated information on the Citizens’ Charter are available on the website www.bopter.gov.in. Any claim by the citizens to be referred to the updated Citizens’ Charter available on the website www.bopter.gov.in.

2. About Board of Practical Training, Eastern Region, Kolkata

Board of Practical Training (Eastern Region) is an autonomous organization under Ministry of HRD, Dept. 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 and thereafter from time to time by arranging one year on-the-job stipendiary training in different establishments/ industries to the freshly passed out Degree & Diploma Holder Engineers 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. for the technical students.

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

3. Vision

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

4. Mission

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

5. Our Clients and Stakeholders

Passed out students who fulfill the eligibility criteria under the Apprentices Act, 1961 as amended in 1973 and thereafter from time to time.

Establishments who fulfill the eligibility criteria under the Apprentices Act, 1961 as amended in 1973 and thereafter from time to time.

Institutions who fulfill the eligibility criteria under the Apprentices Act, 1961 as amended in 1973 and thereafter from time to time.

6. Our Services

We deliver the following services as per the quality parameters mentioned as standard:

Sl. No.	Our Main Services	Service Standards
1.	To approve the enroled eligible Establishment	30 working days from date of enrolment.
2.	To approve the enroled eligible Students	10 working days from date of enrolment.
3.	To issue Registration No. of the apprentice	15 working days from date of uploading of valid Apprenticeship contract form.
4.	To monitor quality of Apprenticeship Training through Record of Progress (RoP)	10 working days.
5.	To ensure timely disbursement of stipend	30 working days from date of receipt of valid Claim Bill generated online duly signed and sealed.
6.	To issue Certificate of Proficiency (CoP) to the successful candidates	30 working days from date of receipt of valid CoP requisition form from establishment.

7. Expectations from our Clients

For effective delivery of the services by BOPT(ER) as per the service standard, the clients and stakeholders as referred under

Section 5 above are also required to ensure completion of activities under their role. Such major activities expected from our clients and stakeholders are mentioned below:

A. Students :

- 1) Passed out students should enroll themselves in www.mhrdnats.gov.in. Enrollment of aspiring, 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.
- 2) While enrolling, they should provide correct information as per requirement during enrollment and upload all required documents necessary for enrollment.
- 3) Students must preserve the enrollment number generated after successful enrollment for future reference.
- 4) Students must log on to National Portal (www.mhrdnats.gov.in) time to time to look for different openings and updates.

B. Establishment :

- 1) Establishments should read manuals published on website (www.bopter.gov.in) for enrollment with instant generation of ID and Password.
- 2) Establishment should voluntarily come forward to fulfill statutory obligation on their part as per provisions of the Apprentices (Amendment) Act, 1973 and thereafter from time to time.
- 3) 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 along with the photocopy of Trade license / Certificate of registration under Central / State Govt. etc.
- 4) Establishment should ensure that Apprenticeship Contract forms are created online on www.mhrdnats.gov.in within stipulated time frame and other documents are uploaded and guidelines are followed.
- 5) Apprenticeship Training is imparted as per the pre-formulated programme and as per guidelines mentioned in the Apprentice Act / Rules.
- 6) Establishment must ensure that quality training is imparted to the apprentices to improve their skill so as to make them more

employable. They should follow the guidelines provided on webportal.

- 7) Establishment, on successful completion of apprenticeship training, must award training completion certificate to the apprentices.
- 8) Establishment must pay stipend to apprentices (through the bank account of apprentices only) as per provisions under the Apprentice Act/ Rules.

General guidelines for establishments :

- i) It is statutory on part of establishment who fulfil the stipulated criteria in regards to employees (presently more than 40 including permanent, contractual, outsourced etc.) must engage apprentices under the Apprentices Act, 1961 as amended in 1973 by enrolling themselves on National Portal (www.mhrdnats.gov.in) and keep their profile updated. Establishments having manpower less than 6 (including all) are not eligible to engage Graduate and Technician apprentices. Organisations other than mentioned above may participate by enrolling themselves on the National Portal (www.mhrdnats.gov.in).
- ii) The establishments are required to upload all necessary documents and furnish necessary information during the process of enrolment and after proper verification of such details BOPT(ER) provides approval to the establishments.
- iii) Once approved, the establishments are required to engage apprentices immediately, generally not later than 2 months from the date of its approval.
- iv) Approved establishments must ensure that at no time during a financial year the training seats remain vacant for a period more than 30 days to avoid demand notice issued by the Board under Section 30 of the Apprentices (amendment) Act, 2014.
- v) Engagement of Apprentices may be done by creating panel of students from National Apprenticeship Training Scheme portal (www.mhrdnats.gov.in) / newspaper advertisement / campus selection interview/ walk-in interview etc. or by participating in centralized selection interview, Job Mela, etc. conducted by BOPT (ER).

- vi) The eligibility criteria including certificates and marksheets in original of selected apprentices must be verified for each candidate as a proof of qualification / caste etc. before their joining as Apprentice.
- vii) Contract of Apprenticeship should be created online through National Apprenticeship Training Scheme portal (www.mhrdnats.gov.in).
- viii) Establishment should ensure on time payment of stipend to the apprentices only through the Bank Account of the Apprentices.
- ix) On receipt of the registration number for each apprentices, claim bill for reimbursement of 50% central Govt. Share of stipend should be submitted every quarter to B.O.P.T(E.R) on line through National portal for each apprentices.

C. Institutes :

- 1) Technical Institutes/Regional Engineering Colleges/Polytechnic Institutes should enroll themselves.
- 2) They are required to propagate the National Apprenticeship Training Scheme (NATS).
- 3) They should organize “Apprenticeship Day” or “Apprenticeship Mela” every year to propagate the National Apprenticeship Scheme in association with BOPT(ER).
- 4) They should provide link of BOPT website (www.bopter.gov.in) on home page of their institution website.
- 5) They should ensure that the sandwich course students are enrolled through the institutes login for availing Sandwich training.

8. Responsibility Centres

Our main services as per Section 5 above have been divided to different responsibility centres of BOPT(ER) across the 13 States under the jurisdiction of BOPT(ER). They are listed below:

TS-1 : Shri Arunava Chakraborty, Assistant Director of Training

States : West Bengal, Tripura, Mizoram, Meghalaya, Andman & Nicobar Island

TS-2 : Shri K Chandra Mouli, Assistant Director of Training

States : Bihar, Jharkhand, Arunachal Pradesh, Sikkim

TS-3 : Smt. Sushmita Ghosh, Assistant Director of Training
States : Odisha, Assam, Manipur, Nagaland

TS-4 : Shri C. Raja Rao, Dy. Director of Training

States : All 13 States in Eastern Region & ICT Implementation in the Board

Extension Centre : OSD at Assam : Guwahati

Extension Centre : OSD at Bihar : Patna

Extension Centre : OSD at Jharkhand : Jamshedpur

Extension Centre : OSD at Odisha : Bhubaneshwar

Accts. & Admin. Sec. : Shri K. N. Mishra, Admin.-cum-Accts. Officer.

States : All States stated above.

9. Grievance Redressal Process

All Citizens / Stakeholders may contact the following designated officer, for redressal of grievance, providing a clear statements of grievance indicating the background and officials/channels previously approached for redressal.

The Grievance Officer shall be available between 2 PM to 5 PM on every Thursday in his chamber for redressal of the grievances of the citizens, if any, attending office in person.

The grievances can also be lodged online through Ministry of HRD web portal.

Name of 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-700 064

Contact Details :

Phone - (033) 2337 0750 / 51 (Extn. No. 205) ;

Fax - (033) 2321 6814

Website : www.bopter.gov.in

E-mail : aao@bopter.gov.in

Please superscribe the envelope as “Grievance” while submitting such grievance.

Grievance Lodging Process	
Please visit website : www.bopter.gov.in	
Timeliness for response	
Acknowledgement	5 working days
Final redressal of all grievances	10 working days

10. Citizen’s / Client’s Charter :

The Nodal Officer shall be responsible for various activities in formulation and implementation of Citizens’ Charter in BOPT(ER).

Name of Nodal Officer :

Shri K. Chandra Mouli, **Assistant Director of Training**

Contact Address:

Board of Practical Training (Eastern Region)
Block - EA, Sector - I, Salt Lake City, Kolkata-700 064

Contact Details :

Phone - (033) 2337 0750 / 51 (Extn. No. 102) ;

Fax - (033) 2321 6814

Website : www.bopter.gov.in

E-mail : ad2@bopter.gov.in

11. Information and Facilitation Desk (IFD)

- As per the guidelines of Govt. of India, BOPT(ER) has a computerised public interface, which caters to the following needs of the Citizens’ directly reporting for enquiring about services.
- It is aimed at dissemination information to the public.
- The counters are operated continuously during the office hours by trained officials with courtesy approach.
- The trained officials are able to converse in Bengali, Hindi & English and are Tech Savvy.

- For the convenient of the stakeholders, 4 counters equipped with computers and internet connectivity have been set up to carry out enrolment, updates and any other incomplete activities which require completion of the process, enabling BOPT(ER) to deliver the desired services.
- IFD also provide information regarding other services, schemes and procedures through Brochures, Booklets, Reports and LCD screens.
- The IFD also provide information for receiving complaints, issue acknowledgement slips etc.

12. Service Standards

We deliver the following services as per the quality parameters mentioned as standard:

SL. NO.	OUR MAIN SERVICES	SERVICE STANDARDS	PROCESS FLOWCHART
1	To approve the eligible enrolled students	10 working days from the date of enrolment.	Student Enrolment Process
2	To approve the eligible enrolled Institutions	10 working days from the date of enrolment.	Institution Enrolment Process
3	To approve the eligible enrolled establishment.	30 working days from the date of enrolment.	Establishment Enrolment Process
4	To approve the apprentices request prepared by the establishment	10 working days from the date of request.	Establishment requests for Apprentices (FTP)

SL. NO.	OUR MAIN SERVICES	SERVICE STANDARDS	PROCESS FLOWCHART
5	To register the Contact of Apprenticeship and issue Registration No. of the apprentice	15 working days from the date of creation/ uploading of valid Apprenticeship Contract	Contract Creation Process
6	To approve the quarterly Record of progress submitted by establishment	10 working days from the date of submission	Quarterly Record of Process (ROP) with Skill Assessment
7	To disburse 50% Central Govt. share of stipend of minimum prescribed rate on the basis of stipend claim request submitted by the establishment	30 working days from the date of receipt of valid CoP requisition Form establishment.	Stipend Claim Request
8	To issue Certificate of Proficiency (CoP) to the successful apprentices	30 working days from the date of receipt of CoP request submitted by establishment	Issuance of Certificate of Proficiency (CoP)

13. Main Services / Transactions

Sl. No.	Process common for all States	Documents Required	State	Responsible Person	Email ID
1.	Release of Approval/ Notification of eligible students/ establishments/ institutes 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	ad1@bopter.gov.in
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	ad2@bopter.gov.in
3.	To monitor progress of apprenticeship training through RoP (Record of Progress)	Record of Progress			

Sl. No.	Process common for all States	Documents Required	State	Responsible Person	Email ID
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	ad3@bopte.gov.in
5.	To issue Certificate of Proficiency to the successful apprentices	Issuance of F8 form	All 13 States under the jurisdiction of BOPT (ER)	Shri C. Raja Rao, Dy. Director of Training	dy.director@bopte.gov.in
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	aao@bopte.gov.in

14. Other Responsibility Centres {Extension Centres of BOPT (ER)}

Sl. No.	Other responsibility Centres	Contact Person	Email	Address
1.	Guwahati (for North East States)	OSD Assam	osdne@bopte.gov.in	Director of Technical Education, Assam, Khahilipara, Guwahati-9.

Sl. No.	Other responsibility Centres	Contact Person	Email	Address
2.	Bhubaneswar (for the State of Odisha)	OSD Odisha	bopte.odisha@gmail.com	Directorate of vocational education, Govt. of Odisha Shikshya Soudh, Unit-V, Bhubaneswar, Dist Khurda, Odisha-751001
3.	Jamshedpur (for the State of Jharkhand)	OSD Jharkhand	osdjh.bopte@gmail.com	AL-KABIR POLYTECHNIC, Kabir Nagar, Kopali, Via-Mango, Jamshedpur-831012, Jharkhand
4.	Patna (for the State of Bihar)	OSD Bihar	osdbr.bopte@gmail.com	BOPT (ER) Patna Extension Centre, Student Activity Centre, Room No. 1, 2nd Floor, NIT Patna Campus, Ashok Raj Path, Patna, Bihar-800005

15. Evaluation, Monitoring and the Review of Citizens' Charter

- Evaluation of this Citizens' Charter shall be done preferably on last Friday or any other convenient date in the last week of each quarter.
- The internal evaluation shall be done by a committee along with 2 senior staff members by the Nodal Officer for Citizens' Charter.
- A survey shall be done directly distributing a questionnaire to the stakeholders attending office on day to day basis to help the Nodal Officer in monitoring and reviewing the Citizens' Charter on the basis of feedback received from the survey.

Note: This booklet/Charter has been prepared on the basis of available information on this date. Citizens are required to refer our website www.bopte.gov.in for updated information.