

Sevottam Compliant System to Implement, monitor & review Citizen's/Client's Charter

| Task | Requirement | Compliance | | | | | | | | | | |
|---|---------------------------------|--|-----------|----------------|---------------|------------------|------|------|-----|-----|-----|-----|
| 1. Collection of Information on service standards achieved | | | | | | | | | | | | |
| 1. | Services to be delivered | Main two services to be delivered by NPTI are 1.No. of trainees trained every year 2. Trainee-weeks to be achieved every year | | | | | | | | | | |
| 2. | Indicators of Service Standards | No. of Trainees and No. of Trainee-weeks as per MoU/RFD | | | | | | | | | | |
| 3. | Service Standards | NPTI calculates the service standards using a scale as given below <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Excellent</th> <th>Very Good</th> <th>Good</th> <th>Fair</th> <th>Poor</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">100%</td> <td style="text-align: center;">90%</td> <td style="text-align: center;">80%</td> <td style="text-align: center;">70%</td> <td style="text-align: center;">60%</td> </tr> </tbody> </table> | Excellent | Very Good | Good | Fair | Poor | 100% | 90% | 80% | 70% | 60% |
| Excellent | Very Good | Good | Fair | Poor | | | | | | | | |
| 100% | 90% | 80% | 70% | 60% | | | | | | | | |
| 4 | Current Service Standard | 2011-12 <table border="1" style="margin-left: auto; margin-right: auto;"> <tbody> <tr> <td style="width: 60%;">Trainees</td> <td style="text-align: right;">14,603(V.Good)</td> </tr> <tr> <td>Trainee-Weeks</td> <td style="text-align: right;">1,18,800(V.Good)</td> </tr> </tbody> </table> | Trainees | 14,603(V.Good) | Trainee-Weeks | 1,18,800(V.Good) | | | | | | |
| Trainees | 14,603(V.Good) | | | | | | | | | | | |
| Trainee-Weeks | 1,18,800(V.Good) | | | | | | | | | | | |

| 2. Information on Service Standards achieved by Responsibility Centres(RCs) | | | | | | |
|--|--|---|------------------------|-------|----------------------------|--------|
| 1. | List of Responsibility Centers | Our responsibility centers are all our 9 Institutes as given below, <ol style="list-style-type: none"> 1. NPTI(CO),Faridabad 2. NPTI(NR), Badarpur 3. NPTI,HPTC, Nangal 4. NPTI, PSTI, Bangaluru 5. NPTI,HLTC, Bangaluru 6. NPTI(SR), Neyveli 7. NPTI(ER), Durgapur 8. NPTI(NER), Guwahati 9. NPTI(WR), Nagpur | | | | |
| 2. | Lists of services offered by Responsibility Centers | 1.To achieve No. of Trainees as per MoU/RFD 2.To achieve No. of Trainee-weeks as per MoU/RFD | | | | |
| 3. | Current Service Standards achieved by Responsibility Centers | Achieved during 2010-11 <table border="1" style="margin-left: 20px;"> <tr> <td>No. of Trainees</td> <td>15825</td> </tr> <tr> <td>Trainee Weeks (T-W)</td> <td>127207</td> </tr> </table> | No. of Trainees | 15825 | Trainee Weeks (T-W) | 127207 |
| No. of Trainees | 15825 | | | | | |
| Trainee Weeks (T-W) | 127207 | | | | | |
| 4. | Role of NPTI in service delivery by Responsibility Centers | NPTI Corporate office is facilitating service delivery by all its RCs. | | | | |

| 3. Plan for Stakeholder Consultation on Service Standards | | |
|--|--|--|
| 1. | Stakeholders | Heads of the Institutes (HOI)of all the RCs and MoP |
| 2. | Preparation of plan to receive stakeholders inputs | Regular meetings are held at NPTI CO with all the HOIs of RCs and also with MoP officials. |
| 3. | Collection of data on service recipient expectations | Feedback about training is obtained from various participants of various training courses. |

| | | |
|----|--|--|
| 4. | Tool for internal stakeholders consultations on services and service standards | Monthly progress reports are regularly obtained and meetings are conducted for Service Standards |
| 5. | Designing tool for external expert consultations on services and service standards | Regular client interactions during delivery of Services is obtained. |

4. Receiving inputs through Stakeholder consultations

| | | |
|----|---|---|
| 1. | Administering survey tools as per survey plan | Various formats are there as survey tools. |
| 2. | Analysing data collected through survey tools | Compiled results are analyzed as per survey plan. |
| 3. | Prioritizing Stakeholders Expectations | Prioritized in respect of Service Standards of No. of Trainees and Trainee-weeks. |

5. Consolidated internal information and stakeholder consultation result

| | | |
|----|--|---|
| 1. | Comparing existing service standards with stakeholder expectations | Comparing has been done of the existing standards with the stakeholder expectations. Monthly report formats clearly depict and compare Service Standard parameters with respect to targets. |
| 2. | Finalising Standards of Services delivered by NPTI | Standards of services delivered by NPTI in respect of No. of Trainees and No. of Trainee-weeks have been finalized. |

6. Prepare charter and get approval

| | | |
|----|---------------------------------|--|
| 1. | Prepare draft Citizen's Charter | Draft citizen's charter have been prepared |
| 2. | Circulate draft Citizen's | Draft citizen's charter was circulated for comments. |

| | | |
|----|---|--|
| | Charter for comments | |
| 3. | Finalise Charter | NPTI Citizen's charter has been finalised |
| 4. | Make Hindi version of the final Charter | Hindi version of the final charter has been made |
| 5. | Get charter approved | NPTI Citizen's Charter has been approved |

7. Publish charter in Public domain

| | | |
|----|--|--|
| 1. | Get approved charter uploaded on website, printed and disseminated | Charter has been uploaded on NPTI website, printed and disseminated. |
|----|--|--|

8. Ensure Implementation of Charter by staff

| | | |
|----|--|---|
| 1. | Communication to all staff | Staff communicated |
| 2. | Training/orientation sessions for staff on Citizen's Charter | Training/orientation sessions for staff on Citizen's Charter are conducted. |

9. Initiate process for Sevottam Compliance by RCs

| | | |
|----|------------------------|---|
| 1. | Provide inputs to RCs | All the RCs have been directed to implement Sevottam Compliant Citizen's Charter. |
| 2. | Agree roadmap with RCs | Discussed and agreed with RCs on a roadmap on achieving Sevottam compliance. |

