

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

<b>Task</b>	<b>Requirement</b>	<b>Compliance</b>										
<b>1. Collection of Information on service standards achieved</b>												
<b>1.</b>	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										
<b>2.</b>	Indicators of Service Standards	No. of Trainees and No. of Trainee-weeks as per MoU/RFD										
<b>3.</b>	Service Standards	NPTI calculates the service standards using a scale as given below  <table style="margin-left: auto; margin-right: auto; border: none;"> <tr> <td style="text-align: center;"><b>Excellent</b></td> <td style="text-align: center;"><b>Very Good</b></td> <td style="text-align: center;"><b>Good</b></td> <td style="text-align: center;"><b>Fair</b></td> <td style="text-align: center;"><b>Poor</b></td> </tr> <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> </table>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	100%	90%	80%	70%	60%
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100%	90%	80%	70%	60%								
<b>4</b>	Current Service Standard	<b>2013-14</b>										
		Trainees	15,333(V.Good)									
		Trainee-Weeks	1,24,740(V.Good)									

<b>2. Information on Service Standards achieved by Responsibility Centres(RCs)</b>						
<b>1.</b>	List of Responsibility Centers	Our responsibility centers are all our 9 Institutes as given below,  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				
<b>2.</b>	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				
<b>3.</b>	Current Service Standards achieved by Responsibility Centers	<b>Achieved during 2013-14</b> <table border="1" style="margin-left: 20px;"> <tr> <td><b>No. of Trainees</b></td> <td>19,759</td> </tr> <tr> <td><b>Trainee Weeks (T-W)</b></td> <td>1,30,758</td> </tr> </table>	<b>No. of Trainees</b>	19,759	<b>Trainee Weeks (T-W)</b>	1,30,758
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<b>4.</b>	Role of NPTI in service delivery by Responsibility Centers	NPTI Corporate office is facilitating service delivery by all its RCs.				

<b>3. Plan for Stakeholder Consultation on Service Standards</b>		
<b>1.</b>	Stakeholders	Heads of the Institutes (HOI)of all the RCs and MoP
<b>2.</b>	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.
<b>3.</b>	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.

<b>4. Receiving inputs through Stakeholder consultations</b>		
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.

<b>5. Consolidated internal information and stakeholder consultation result</b>		
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.

<b>6. Prepare charter and get approval</b>		
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.
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### **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.