

# CITIZEN'S CHARTER

(2016 -17)



सत्यमेव जयते

## NATIONAL SUGAR INSTITUTE, KANPUR

Address	KALYANPUR, KANPUR - 208017 (U.P.) INDIA,
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Website ID	<a href="http://www.nsi.gov.in">www.nsi.gov.in</a>
Date of Issue	AUGUST 2016
Next Review	APRIL 2017

## **VISION & MISSION**

### **VISION**

**WELL DEVELOPED SUGAR & ALLIED INDUSTRY IN INDIA**

### **MISSION**

To Cater to the need of technical manpower for the sugar & allied Industry,

Consultancy to the sugar & allied industry for higher productivity, value addition through production of clean & green form of energy,

Research & Development on issues relating to sugar & allied industry,

To become an Institute of eminence imparting teaching & training in the field of Sugar Technology, Sugar Engineering & Alcohol Technology.

## MAIN SERVICE / TRANSACTIONS

S. No.	Service / Transaction	Weight %	Responsible Person (Designation)	Email (Official)	Mobile / Phone no.	Process	Documents Required	Fees		
								Category	Mode	Amount
1.	Administration		Senior Admin. Officer	<a href="mailto:sao.nsi@gov.in">sao.nsi@gov.in</a>	0512-2570575	See page no. 03				
2.	Education		Asstt. Prof. of Sugar Tech.	<a href="mailto:jahar.singh@gov.in">jahar.singh@gov.in</a>	0512-2573286	See page no. 05				
3.	Examination		Controller of Examination	<a href="mailto:malayk.banerjee@gov.in">malayk.banerjee@gov.in</a>	0512-2570236	See page no. 06				
3.	Consultancy		Prof. of Sugar Engineering	<a href="mailto:dswain.nsi@gov.in">dswain.nsi@gov.in</a>	0512-2573610	See page no. 07				
4.	Analytical Services		Prof. of Sugar Technology	<a href="mailto:ashutosh.bajpai@gov.in">ashutosh.bajpai@gov.in</a>	0512-2570288	See page no. 08				
			Prof. of Sugar Engineering	<a href="mailto:dswain.nsi@gov.in">dswain.nsi@gov.in</a>	0512-2573610					
			Prof. of Bio-Chemistry	<a href="mailto:seema.parooha@gov.in">seema.parooha@gov.in</a>	0512-2570542					
			Chief Design Engineer	<a href="mailto:jp.shrivastava59@gov.in">jp.shrivastava59@gov.in</a>	0512-2575447					
			Asstt. Prof. of Agri. Chemistry	<a href="mailto:drashok.kumar@gov.in">drashok.kumar@gov.in</a>	09452529215					
5.	Bureau of Sugar Standards		Prof. of Sugar Technology	<a href="mailto:ashutosh.bajpai@gov.in">ashutosh.bajpai@gov.in</a>	0512-2570288	See page no. 09				

## ADMINISTRATION

Contact Person : **SHRI. RAKESH SHUKLA** (Senior Administrative Officer)

Contact No. : 0512-2570575

Stake Holder : National Sugar Institute Employees

S. No.	Name of the Service	Processing period for applications / requests	Requirement from the Stake Holder /Employees
1	Leave Applications (EL, CL, Commuted & Study Leave) sanction by the Institute.	EL /CL /Commutated Leave etc. will be processed in 03 working days Study Leave forwarded in 07 working days.	Submission of application complete in all respects on prescribed proforma with supporting documents & recommendations of the H.O.D.
2	Permission for visiting abroad	07 working days	Application to be submitted in the prescribed proforma duly recommended / forwarded by the departmental Head.
3	NOC for passport	10 working days	Application to be submitted in the prescribed proforma along with relevant supporting documents, duly recommended by H.O.D.
4	NOC for higher studies	07 working days	Application to be submitted to the Director duly forwarded by H.O.D.
5	Processing of resignation	One month subject to condition of fulfilling all terms & conditions as per central government rules.	Employees should submit resignation duly forwarded by H.O.D.
6	Release of terminal benefits	30 working days	Submission of No Due Certificate after acceptance of resignation.
7	Release of Advance: 1. Computer Advance 2. Motorcycle Advance 3. Festivals Advance	Interest bearing advances will be forwarded in 05 working days & festival advance will be processed in 05 working days before the festival.	Employees should submit their application in prescribed proforma complete in all respect along with relevant documents as required.
8	TA advance on	15 working days	Submission of application in prescribed proforma along with

	transfer/repatriation		relevant supporting docs. duly recommended by H.O.D.
9.	LTC approval /advance	15 working days	Submission of application in prescribed proforma along with relevant supporting docs., duly recommended by H.O.D.
10	LTC Settlement/Reimbursement	Processing by Establishment Department within 05 working days and final settlement by the Department within next 05 Accounts working days.	Submission of claim/supporting bills & documents as per norms.
11.	Tuition fee	Application will be processed on quarterly basis within 15 working days.	Employees should submit their claims in prescribed proforma along-with relevant supporting documents within 10 days of each quarter ending. (1 <sup>st</sup> to 10 <sup>th</sup> of Jan /April /July /Oct).
12	Telephone reimbursement	07 working days	Employees to submit self attested bills.
13	Forwarding application for outside employment/NOC for outside employment	07 working days	Employees should submit their application in prescribed proforma along-with relevant supporting documents, duly recommended by H.O.D.
14	Leave Salary and Pension	10 working days	
15	Medical reimbursement (Hospitalization Case)	15 working days	Subject to submission of relevant documents and approval from Competent Authority as applicable
16	Submission of APAR's	As per specified time lines	
17	Staff Grievances	Response will be communicated within 03 working days	
18	Recruitment of C & D group	As per requirement, vacancy & NIFT norms.	

### SALES & PURCHASE DEPARTMENT

S. No.	Nature of work	Time required for process	Requirement from the Stake Holder
1	Class room, factory, farm & other purchases	< 15000 within 07 working days > 15000 to 1Lakh within 15 working days > 1Lakh within 03 months	Submission of request for the purchase to the Senior Admin. Officer Giving sufficient time as per the norms.

**EDUCATION**

Contact Person : **DR. JAHAR SINGH** (Assistant Prof. of Sugar Technology)

Contact No. : 0512-2573286

Stake Holder : National Sugar Institute Students & Visiting Faculty

S. No.	Nature of work	Time required for process	Requirement from the Stake Holder
1	Guest Faculty Payment	Processing by Education Section in 07 working days and generation of cheques by Accounts Cell within 07 working days.	Submission of claim form in the prescribed proforma duly recommended by CCs.
2	Issue of Bona-fide Certificates to students	03 working days	Application to be submitted to Education Section in the proper format.
3	Shortage of Attendance & Medical Cases	Processing to be done by the Education Section dealing Assistant within 03 working days.	Request to be forwarded to the Education Section on or before last date.
4	Permission letter for opening lab & class room on holidays.	02 working days	Submission of request to the Education Section forwarded by the HOD's
5	Hospitality arrangement for external examiner etc.	03 working days	Submission of request to the Education Section forwarded by the HOD's
6	Request for field trip	07 working days	Submission of request to the Education Section forwarded by the HOD's

**EXAMINATION**

Contact Person : **SHRI. M.K. BANERJEE** (Controller of Examination)

Contact No. : 0512-2570236

Stake Holder : National Sugar Institute Students

<b>S. No.</b>	<b>Nature of Work</b>	<b>Time taken by dealing assistant to process</b>	<b>Time limit for completing</b>
1	Issue Provisional Certificate/Equivalence Certificate	Within 03 working days	07 working days
2	Verification of students data		15 working days
3	Re-evaluation/ Scrutiny		15 working days
4	Issue bona-fide Certificate		07 working days
5	Issue Duplicate/Additional Mark-sheet		20 working days

**CONSULTANCY**

Contact Person : **SHRI. D. SWAIN** (Prof. of Sugar Engineering)

Contact No. : 0512-2573610

Stake Holder : Sugar factories, Distilleries & other related organizations

<b>S. No.</b>	<b>Nature of work</b>	<b>Time required for preparation of the Visit Report</b>	<b>Requirement from the Stake Holder / Employees</b>
1	Advisory Services	Within 07 days after site visit or submission of data by the factory.	Request letter from concerned factory with details of problems / services required and requisite fees.
2	Extension Services	a. Within 15 days in case of General check-up, Co-generation & Ethanol Production, Capacity Enhancement  b. Within 30 days in case of preparation of DPR.	



**ANALYTICAL & EQUIPMENT DESIGNING SERVICES**

Contact Person : Prof. of Sugar Technology  
Prof. of Sugar Engineering  
Prof. of Bio-Chemistry  
Chief Design Engineer  
Asstt. Prof. of Agri. Chemistry

Contact No. : 0512-2570288, 0512-2573610, 0512-2570542, 0512-2575447.

Stake Holder : Sugar factories, Distilleries & other related organizations

S. No.	Nature of the Service	Time required for Analysis	Requirement from the Stake Holder / Employees
1	Analysis of Sugar, Sugar House products & Distillery products sample	10 working days	Request letter of required Analysis with desired sample & fees.
2	Supply of fabrication or General arrangement drawings of Sugar factory process equipments	10 working days	Request letter of required drawing along-with & fees.

**BUREAU OF SUGAR STANDARDS**

Contact Person : **DR. A. BAJPAI** (Prof. of Sugar Technology)  
Contact No. : 0512-2570288  
Stake Holder : Sugar factories & other related organizations

<b>S. No.</b>	<b>Nature of the Service</b>	<b>Time required for Analysis / Supply</b>	<b>Requirement from the Stake Holder / Employees</b>
1	Grading of Sugar	05 working days	Request letter for grading with the Sugar Sample.
2	Sale of Sugar Standard Grades	03 working days	Request letter along-with demand draft & the complete details of Sugar Standard Grades required.