

# CITIZEN'S CHARTER

(2023 - 24)



## NATIONAL SUGAR INSTITUTE, KANPUR

Address	KALYANPUR, KANPUR - 208017 (U.P.) INDIA,
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## **VISION & MISSION**

### **VISION**

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

### **MISSION**

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

Consultancy to the sugar & allied industry for higher productivity, production of clean & green form of energy and other value added products,

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

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

**MAIN SERVICES / TRANSACTIONS**

S. No.	Services /Transaction	Responsible Person (Designation)	Email (Official)	Mobile / Phone no.	FOR MORE DETAILS
1.	<b>Administration</b>	Senior Admin. Officer	<a href="mailto:sao.nsi@gov.in">sao.nsi@gov.in</a>	0512-2988833	See page no. 04
2.	<b>Education</b>	Asstt. Prof. of Sugar Tech.	<a href="mailto:ashok.garg@gov.in">ashok.garg@gov.in</a>	0512-2988829	See page no. 06
3.	<b>Examination</b>	Controller of Examination	<a href="mailto:virendra.kumar89@gov.in">virendra.kumar89@gov.in</a>	0512-2988827	See page no. 07
3.	<b>Consultancy</b>	Asstt. Prof. of Sugar (Extension)	<a href="mailto:shailendrak.trivedi@gov.in">shailendrak.trivedi@gov.in</a>	09696502008	See page no. 08
4.	<b>Analytical Services</b>	Prof. of Sugar Engineering Prof. of Bio-Chemistry Asstt. Prof. of Sugar Technology Asstt. Prof. of Agri. Chemistry Junior Scientific Officer (PC)	<a href="mailto:dswain.nsi@gov.in">dswain.nsi@gov.in</a> <a href="mailto:seema.parooha@gov.in">seema.parooha@gov.in</a> <a href="mailto:ashok.garg@gov.in">ashok.garg@gov.in</a> <a href="mailto:drashok.kumar@gov.in">drashok.kumar@gov.in</a> <a href="mailto:sudhanshu.mohan@gov.in">sudhanshu.mohan@gov.in</a>	0512-2988828 0512-2988836 0512-2988837 09452529215 0512-2988834	See page no. 09
5.	<b>Bureau of Sugar Standards</b>	Asstt. Prof. of Sugar Technology	<a href="mailto:ashok.garg@gov.in">ashok.garg@gov.in</a>	0512-2988829	See page no. 10

**ADMINISTRATION**

Contact Person	:	<b>SHRI BRIJESH KUMAR SAHU</b> (Senior Administrative Officer)
Contact No.	:	0512-2988833
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 and 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 Director duly forwarded by H.O.D.
5	Processing of resignation	One month or subject to condition of fulfilling all terms & conditions as per 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 transfer/repatriation	15 working days	Submission of application in prescribed proforma along with 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). Employees to submit self attested bills.
12.	Telephone reimbursement	07 working days	
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 : **SHRI ASHOK K. GARG** (Asth. Prof. of Sugar Technology)

Contact No. : 0512-2988829

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 VIRENDRA KUMAR** (Controller of Examination)

Contact No. : 0512-2988827

Stake Holder : National Sugar Institute Students

S. No.	Nature of Work	Time taken by dealing assistant to process	Time limit for completing
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 S.K.Trivedi, Asstt. Prof. Sugar Technology**

Contact No. : 09696502008

Stake Holder : Sugar factories, Distilleries & other related organizations

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



**ANALYTICAL & EQUIPMENT DESIGNING SERVICES**

Contact Person	:	Prof. of Sugar Engineering Prof. of Bio-Chemistry Asstt. Prof. of Sugar Technology Asstt. Prof. of Agri. Chemistry Junior Scientific Officer (PC)
Contact No.	:	0512-2988837, 0512-2988828, 0512-2988836, 09696502008, 0512-2988834
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 : **SHRI ASHOK K. GARG** (Asstt. Prof. of Sugar Technology)

Contact No. : 0512-2988829

Stake Holder : Sugar factories & other related organizations

S. No.	Nature of the Service	Time required for Analysis / Supply	Requirement from the Stake Holder / Employees
1	Grading of Sugar	05 working days	After receipt of request letter for grading with Sugar Sample & the desired fee for analysis.
2	Issue / Sale of Indian Sugar Standard grades	05 working days (By Post)	After receipt of request letter along-with demand draft or Online payment through <b>BHARATKOSH</b> (submit copy of Challan & receipt generated from <b>NTRP</b> portal) & complete details of Indian Sugar Standard grades required with <b>GST No.</b> of sugar factory or end user should be made available to the section.