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Citizens' Charter

नागरिक अधिकार पत्र



HIPA



HIPA/CC - 02

Haryana Institute of Public Administration

76, HIPA Complex, Sector-18, Gurgaon-122015

Website: <http://hipagurgaon.gov.in>

E.mail : sevottam_hipa@hipa.in

Ph. No. 0124-2340690, Fax No. 0124-2348452

Haryana Institute of Public Administration, Gurugram is an apex State Administrative Training Institute funded by the Govt. of Haryana. It was established in 1983 with the objective of providing training, consultancy and carrying out research to improve efficiency and effectiveness in administration. The Institute endeavors to realize its objectives by enhancing professional knowledge, skills and inculcating attitude essential for an individual and organization to perform in an excellent manner.

HIPA is located in Gurugram in close proximity to the National Capital. The institute owns 7 acre campus with four storied building duly equipped with excellent infrastructural facilities consisting of spacious auditorium, conference rooms, smart class-rooms equipped with modern training aids, computer labs, Library & Information Centre. The Institute's has an excellent hostel having well-furnished, comfortable accommodation for about 90 trainees at one time including a spacious dining hall, mess facilities besides provision for indoor and outdoor games with updated infrastructure.

Vision: To develop, strengthen and upgrade qualities of professionalism, responsiveness, integrity and courage amongst Civil Servants, and endeavour to promote excellence and good governance in the State of Haryana; through research, training and updated guidance aimed at sharpening the skills, enhancing knowledge and bring attitudinal change required to cope with the requirements of fast changing scenario.

Mission: We dedicate ourselves to ensure the Need Based Quality Training & Seek to: - Strengthen knowledge and skill base in Haryana. - Develop a holistic approach. - Enable specialist services to be up-to date in terms of emerging technologies and innovations. - Inculcate attitudes of Professionalism and Social Responsibility. - Knowledge management and dissemination of information. - Research aimed at enhancing efficiency and effectiveness in Administration.

Objectives: The core objective of the Institute is to improve the administrative ability and competence of the officers of the state with a view to enhance overall administrative efficacy of the state and its responsiveness to the needs of the public. The other objectives are detailed below:

- To inculcate a sense of purpose, greater dedication and appropriate skills among the officers of the state government
- To develop managerial skills, organizational capability, leadership and decision-making ability for development planning and efficiency in the implementation of policies, programmes and projects.
- To undertake, promote & coordinate research and training in various spheres of governance
- To provide consultancy services in public administration and development interventions.
- To promote modern management science as a major instrument for development of economic and social activities of the State Government, its institutions and organizations.
- To serve as the apex institute for the collection and dissemination of information pertaining to development administration.

Key Services:

The key services being provided by HIPA to its clients are detailed below:

- Courses for new entrants to the All India Services, Haryana Civil Services, and allied services of the State Government.
- In-service refresher courses for officers of the State Government.
- In-service training related to the theory and practice of public administration to IAS officers of the Haryana cadre and HCS officers.
- Subject specific short-term in-service training programmes for officers of different departments of the State Government.
- Need-based Training Programmes for various Corporations/Boards and other autonomous bodies of the State Government and Central Government.
- Training Courses for Ministerial Staff to improve the efficiency of officials right at the cutting edge level, the Institute also conducts training for supervisory level and class III employees of the

State Government through its Secretariat Management School (SMS) Gurugram and Divisional Training Centres (DTC's) Panchkula, Hisar and Rohtak.

- Training programmes sponsored by DOPT, Government of India and on the subjects sponsored by other National and International Agencies.
- Seminars and Workshops to facilitate frequent interaction among the administrators, academicians and professionals on various subjects of interest.
- Undertake, promote and co-ordinate research, case studies and training in the fields of Public Administration and Management either on its own or in collaboration with other agencies including Universities and training institutions of the Government of India as well as the State Government.
- Undertake publication of newsletter and research papers.
- Participate in the organization of conferences, seminars and workshops on specialized areas of Public Administration.

Organizational Structure: The HIPA is governed by a Governing Body, which is headed by the Chief Minister of Haryana and an Executive Council, headed by the Chief Secretary of the State. A senior IAS officer is appointed as the Director General of the institute, who looks after day to day activities of the institute with the assistance from the Executive /Additional or Joint Director, faculty and supporting staff.

The prime activity of HIPA is to conduct training programmes in Public Administration, General Management and other allied subjects for different levels of employees of the State as well as Central Government at its main campus at Gurugram and its three Divisional Training Centers (DTCs) at Panchkula, Hisar and Rohtak. The Institute is engaged in studies and consultancy along with training programmes. There are specialized training centers such as Secretariat Management School, Excise, Taxation, and Centre of Entrepreneurship Development. The Institute has launched a forum - Haryana Development Forum (HDF) as an association to provide a platform for various sections of the society to share their expertise and experience to make a meaningful contribution to the development of the State. At present the Institute is engaged in projects sponsored by DoPT, Government of India. The Institute is also having a HUDCO Chair and Sevottam Cell, the projects sponsored by HUDCO and Deptt. of Administrative Reforms & Public Grievances, Ministry of Personnel, Public Grievances and Pensions.

The Institute's professional structure consists of the following core faculties:-

(a) General Public Administration, (b) Behavioural Sciences, (c) Economics and Development Planning (d) Financial Management, (e) Sociology and Social Development, (f) Disaster Management, (g) Information Technology, (h) Urban Development (HUDCO Chair), (i) Rural Development, (j) Law, (k) Divisional Training Centre, Panchkula, (l) Divisional Training Centre, Hisar, (m) Divisional Training Centre, Rohtak, (n) Secretariat Management School, Gurugram, (o) Centre for Excise & Taxation, Gurugram, (p) Centre for Revenue Training, Gurugram, (q) Sevottam Cell.

In addition to the above to bring excellence in the public delivery system, a Government of India sponsored and funded cell known as Sevottam Cell with the mandate to raise the standard of public service, enhance the customers satisfaction, provide effective and efficient services besides bringing a continuous improvement in its services and delivery process is also in operation. Besides the above, there is Centre for Urban Development Studies sponsored by the HUDCO, Govt. of India to conduct studies concerning to urban sector development and to organize capacity building training programmes for the urban functionaries and elected municipal councilors associated with various urban institutions including local bodies in the state.

Each faculty functions with considerable autonomy and flexibility and is responsible for designing, developing and carrying out training programmes, research and consultancy. The Institute maintains a permanent core faculty of well-qualified and experienced members, while subject specialists and management experts are invited as guest faculty from time to time.

The Institute is headed by Dr. G.Prasanna Kumar,IAS (Retd.), Director General assisted by Dr. Ekta Chopra,HCS, Joint Director and Mrs. Rekha, Assistant Director (Admn.). The detail of the officers in Administration and Accounts Section is given below:

Institute's Consultant, Faculty, Centre Heads & Officers

S.No.	Name	Designation	Contact Number & Room No.	E-mail address
1.	Sh. M.K.Midha,IAS (retd.)	Consultant, Sevottam Cell	9312643100 Room No. 222A	sevottam_hipa@hipa.in
2.	Sh. Mukesh Mathur	HUDCO	9971133008 Room No. 307	mmathur51@gmail.com
3.	Sh. Ashok Yadav	DETC	8826233505 Room No. 306	detchipa@gmail.com
4.	Sh. Ashok Vasistha	OSD	9873690521 Room No. 218	ashokv@hipa.in
5.	Dr. Abhay Kr. Shrivastava	Faculty of Disaster Management	9873289737 Room No. 221	abhays@hipa.in
6.	Sh. R.K. Gulati	Faculty of Computer Sciences	9810473203 Room No. 212	rakeshg@hipa.in
7.	Mrs. Aarti Dudeja	Faculty of Public Administration	9810247653 Room No. 207	aartid@hipa.in
8.	Dr. Manveen Kaur,	Faculty of Rural Development & Faculty Training Coordinator	9811938168 Room No. 208	manveenk@hipa.in
9.	Dr. Rachna Gupta	Faculty of Behavioural Sciences	9810882811 Room No. 205	rachnag@hipa.in
10.	Ms. Divya Jyoti	Faculty of Computer Sciences	9871259953 Room No.313	divyaj@hipa.in
11.	Dr. Rajvir S. Dhaka	Faculty of Public Administration	9911399437 Room No. 220	rajvird@hipa.in
12.	Dr. Devendra Singh	Faculty of Computer Sciences	9891664972 Room No.210	devendras@hipa.in
13.	Dr. Bhuwan Kumar	Faculty of Disaster Management	9971318383 Room No.206	bhuwank@hipa.in
14.	Dr. Lalit Kumar	Faculty of Financial Management	9416382720 Room No.312	lalits@hipa.in
15.	Dr. Anshu Tiwari	Faculty of Disaster Management	9212341279 Room No.308	anshut@hipa.in
16.	Sh. M.M.Alam	Faculty of Law	9718179400 Room No.204	mohdmalam@hipa.in
17.	Dr. Jogender Singh	Assistant Librarian	9868122758 Library	jogenders@hipa.in
18.	Sh. Ram Saran	Principal, DTC, Panchkula	9872669450	dtcpkl@hipa.in
19.	Sh. D.N.S.Chahal	Principal, DTC, Hissar	9416576429	dtchisar@hipa.in
20.	Sh. V.P.Asija	Principal, DTC, Rohtak	8930096247	dtcrohtak@hipa.in
21.		CAO	0124-2345781 Room No. 311	
21.	Sh. A.N.Dhiman	AO	9650685399	amardhiman@rediffmail.com

			Room No. 310	
22.	Sh. Karambir Singh	Supdt.	9312401670	karambirs@hipa.in
			Room No. 110	

Grievance Redressal Mechanism: To sort out the grievances of the clients and ensure their speedy redressal a well knit, effective and a robust mechanism has been evolved. The following officers have been notified as the Nodal Officers to deal with the grievances of clients as and when reported:

❖ Grievances relating to training

S.No.	Name	Designation	Contact Number	E-mail address
1.	Dr. Manveen Kaur	Faculty Training Coordinator	9811938168	manveenk@hipa.in

❖ Grievances relating to Hostel & Sports

1.	Dr. Abhay Kumar Shrivastava	Hostel Warden	9873289737	abhayk@hipa.in
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❖ Grievances relating to Library

1.	Dr. Jogender Singh	Assistant Librarian	9868122758	jogenders@hipa.in
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❖ Grievances relating to Administration

1.	Ms. Rekha	Assistant Director	9999330686	rekhad@hipa.in
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❖ Grievances relating to Payments of outsourced agencies, caterers and suppliers of various material

1.	Sh. B.S. Sangwan	CAO	0124-2345781	
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Note: In DTCs the Principal of the Centre shall be directly and solely responsible to receive and sort out the grievances received from the clients instantly by using his own good office.

The routine complaints of the clients normally may pertain to quality of training, sanitation, upkeep of class rooms, corridors, hostel accommodation, catering service in the mess, gym and also reception counter where registration or other relevant information is expected to be prompt and regular. Any complaint or grievances of a client shall be addressed to the Course Co-ordinator or Additional Course Co-ordinator who shall forward it immediately to the concerned Nodal Officer of the concerned branch with the request to sort out the grievance within the stipulated time stated in the related SOP. All complaints pertaining to sanitation, upkeep of hostel and mess shall be taken up on priority and resolved within hours and the complainant shall be instantly intimated of the action taken. In case the grievance is not sorted out within the stipulated period (which shall be normally from 12 hours to 48 hours at the most) and with a reasonably good standard, the matter shall be brought to the notice of Faculty Training Co-ordinator who shall intervene instantly and talk personally to Nodal Officer and get the matter sorted out within 12 hours. In case the grievance or the complaint still persists it shall be duty of the Faculty Training Co-ordinator to bring it to the notice of Joint Director of the Institute and ensure that the same is taken to the logical end with her intervention in a period not exceeding 6 hours. All complaints regarding the delay or non-payment of suppliers or caterers shall be referred to the concerned Nodal Officer who shall ensure the matter to be sorted out within 12 hours. All the serious grievances so received shall be entered into a register with the appropriate entries and it shall be ensured that all are taken to the logical conclusion by all means. This register may be put up occasionally to the D.G. for his information. Joint Director shall be the Principal Nodal Officer to ensure redressal. It is also worth to state that this institute like other government departments of Haryana is in the domain of Haryana Lokayukt for the redressal of public grievances.

Measurable deliverables the institute shall ensure the 90 percent compliance of the Annual Training Calendar. In the training session, there shall be 100 percent utilization of the training hours. There shall be all out effort to make the training need based and purposeful. There shall be 100 percent evaluation and feed back of all the training courses conducted which shall be used for further improvement. Stay of the trainees in the hostel shall be made as comfortable as possible and services to be provided to the trainees shall be of high order. There shall be 100 percent and speedy resolution of all grievances reported.

This Citizen Charter shall be revised from time to time keeping in view the suggestions received from the clients, members of the faculty and officials. The revisions of the citizen charter may also be required in view of feed-back of the clients, changed mandate and also due to emerging technologies and innovations.

*Every Job is a self-portrait of the person who did it
Autograph your work with excellence*

-Jassica Guidobono



Dr. G. Prasanna Kumar, IAS (Retd.),
Director General,
HIPA, Gurugram

Approved

A handwritten signature in blue ink, likely of Dr. G. Prasanna Kumar, IAS (Retd.), Director General, HIPA.

Dr. G. Prasanna Kumar, IAS (Retd.)
Director General, HIPA