

CITIZEN CHARTER OF BIJU PATNAIK NATIONAL STEEL INSTITUTE

Vision

“To emerge as a Centre of Excellence that will provide Technology and Skilled/Trained manpower to the Iron & Steel Industries with emphasis on the Secondary Steel Sector”.

Mission

To provide training and further education (TAFE) in niche application areas, carry out Research, Technology Development & Demonstration (RTD) in the areas of Energy and Environment, and Provide Technical Assistance (TA) Services to Iron and Steel Industry to Support Advance of Sustainable Steel Industry in the country

Charter of Service

Sl.No	Service	Responsible Person with designation	Telephone No.	e-mail ID	Process	Time taken	Fee
1	Timely response to letters from clients/citizens under RTI Act,2005	Shri D.P. Panda Manager (FHR)	8018096 578	bpnsi @ bpnsi. org	The application may be submitted as per provisions and procedures under Right to Information Act, 2005. RTI applications relating to the jurisdiction of the Institute.	As per RTI norms	As per RTI norms
2	Prompt payment to vendors and officials for invoices/ bills/ reimbursements submitted	Shri D.P. Panda, Manager (FHR)	8018096 578	bpnsi @ bpnsi. org	Bills should be submitted in the Accounts Dept. with supporting documents.	Within 7 days from the receipt of undisputed bills	Not Applicable

Public Grievance Officer:

Shri D.P. Panda
Manager (FHR)
Biju Patnaik National Steel Institute
Common Facility Centre, JCD-NIMZ, Pankapal Square,
Kalinga Nagar-755026
Ph-8018096578 (email: bpnsi@bpnsi.org)