



National Institute of Technical Teachers' Training and Research
GOI, Ministry of Education, Shanti Marg, Shamla Hills, Bhopal- 462 002

Citizen / Client Charter
(2022-2023)

SERVICES/ FACILITIES OFFERED: TO BE DISCLOSED: CITIZEN / CLIENT CHARTER

S. No	Services/Facilities Offered	Description	Contact Person	Contact Number	Remarks
1.	Academics	Department of Applied Science Education	Dr. P.K. Purohit, Head of the Department	9826098924	pkpurohit@nitttrbpl.ac.in
		Department of Civil & Environmental Engineering Education	Dr. Subrat Roy, Head of the Department	7869529500	sroy@nitttrbpl.ac.in
		Department of Computer Science & Engineering Education	Dr. Sanjay Agrawal, Head of the Department	9425004434	sagrawal@nitttrbpl.ac.in
		Department of Electrical & Electronics Engineering Education	Dr. A.S. Walkey, Head of the Department	8989792155	aswalkey@nitttrbpl.ac.in
		Department of Mechanical Engineering Education	Dr. A.K. Sarathe, Head of the Department	9425392466	aksarathe@nitttrbpl.ac.in
		Department of Media Research & Development Education	Dr. S.S. Kedar, Head of the Department	9425007408	sskedar@nitttrbpl.ac.in
		Department of Technical & Vocational Education and Research	Dr. Nishith Dubey, Head of the Department	9229241793	ndubey@nitttrbpl.ac.in
		Department of Curriculum Development and Assessment Education	Dr. Anju Rawlley, Head of the Department	9406947814	arawlley@nitttrbpl.ac.in
		Department of Management Education	Dr. Parag Dubey, Head of the Department	9425012819	pdubey@nitttrbpl.ac.in

2.	Administration	All works related to HR, General administration, Personnel and service matters, Services contracts, court cases, all legal matters, recruitment, reservation, public grievances, receipt & despatch, Pension, other routine administrative & establishment matters	Dr. R.K. Dixit, Dean Administration Dr. A.K. Sarathe, Associate Dean Administration	9425163874 9425392466	Please visit the below link https://nitttrbpl.ac.in/establishment.php (Under Construction)
3.	Library	<p>The NITTTR Library provides vital support for on-going teaching and training program and research. The library is rapidly developing its collection of books, reference books, periodicals, and electronic resources. At present, the Library has a collection of over 43,000 books, which includes, text books, reference books and a fine collection of books on Hindi Literature and Language. The Magazines and Newspaper Section includes popular Magazines and Newspapers both in English and Hindi.</p> <p>Online Information Resources are very important for academic and research institutes in today's knowledge economy. The library provides its users access to electronic journals. In addition to this, the Library provides access to e-books. The air-conditioned Reading Hall provides a peaceful environment for encouraging to study.</p>	<p>Shri Mahadev Savadatti (Sr. Librarian) Email: msavadatti@nitttrbpl.ac.in</p> <p>Smt. Shobha Lekhwani (Librarian)</p> <p>Shri Sanjay Tripathi (Librarian) Email: sanjay.tripathi@nitttrbpl.ac.in</p>	7987942381 9827311930 9977026879	Please visit the below link https://nitttrbpl.ac.in/new/institutelibrary.php
4.	Hostel	<p>Institute has three hostels for the students and Trainees:</p> <p>Chandtrakanta Hostel: It consist of G+2 floors with 101 single and 9 double bedded rooms. The hostel has separate kitchen and dining facility. A gymnasium is also located in the hostel premises.</p> <p>Visvesvaraya Hostel: It has G +1 floor with 26 double bedded rooms with attached toilets and bathrooms. It has separate kitchen and dining facility. All the rooms are air conditioned and equipped with all modern amenities.</p>	<p>Warden : Dr. AS Walkey,</p> <p>Warden : Dr. Parag Dubey,</p>	8989792155 9425012819	Please visit the below link https://nitttrbpl.ac.in/new/hostel.php

		<p>Executive Trainees Hostel: The hostel consists of G+3 floors including one basement and one lower ground floor. The hostel has 100 double bedded rooms with attached toilet & bathroom. It has separate kitchen and dining facilities located in the lower ground floor. The basement portion is utilized as parking area. All the rooms are air conditioned and equipped with all modern amenities.</p>			
5.	Institute Health Centre	<p>The institute has one health centre located in the campus premises. It has one full time Medical Officer , one-part time homeopathy doctor and one trained . nurse. Important medicines are kept in the health center to cater the needs of the institute employees, trainees and students on daily basis.</p>	<p>Dr. N. Banerjee Smt. Nisha Sharma</p>	<p>8989205570 9669541164</p>	<p>Please visit the below link https://nitttrbpl.ac.in/new/health_center.php</p>
6.	Computer Centre	<p>Computer Centre The Computing Centre came into existence in early 1980's, which was setup under the multilaterally funded UNDP project, and had distinction of having state of the art computing infrastructure, which not only served the purpose of the project but also introduced computing courses in the technical institutions in western region of the country. During the same period interaction with industry was initiated when transformer design division of BHEL, Bhopal got involved in development of engineering designs and drafting with the help of the department. Currently the computer centre is part of Computer Science and Engineering Education department.</p> <p>Computer Centre is equipped with 2 no. RS3 rack servers and 2 no. RS2 rack servers. It is connected on Fiber optic cable backbone-based network, and is serving various Intranet based & web based applications and programmes. NPTEL Instructional Video programmes are also provided. The network is spread out campus-wide.</p>	<p>Dr. Sanjay Agrawal, (Professor & Head) Email: sagrawal@nitttrbpl.ac.in</p>	<p>9425004434</p>	<p>Please visit the below link https://nitttrbpl.ac.in/new/computer_centre.php</p>

		<p>The computer centre has computer systems connected on LAN, and having access to Laser & inkjet printers, and scanners.</p> <p>24 hrs. Internet service with 100 Mbps speed through National Knowledge Network (NKN) project of Government of India, is provided.</p> <p>The network is spanning the entire campus including academic buildings, guest houses, student hostels and residences. This gigabit network infrastructure comprises of layer -3 and layer-2 high performance switches. This network is based on fiber optics backbone which is currently supporting about 600 nodes and has a capacity to support about 1200 nodes. All the computer systems can be used for data exchange, hardware resource sharing and for internet connectivity. Journals subscribed through INDEST consortium are available throughout the campus-wide LAN. It also serves NPTEL video and web-based lessons on the network. The internet connectivity is available on 24X7 basis. Currently Internet facility is provided with 1000 Mbps speed through National Knowledge Network (NKN) project of Government of India. The Institute's network management system and data centre are in computer centre. These are kept alive round the clock.</p>			
7.	Central facility for Learning resource Development	<p>The Department of Media Research and Development Education (DMRDE) from its very inception, is actively engaged in production of learning resources for technical and higher education as well as in conducting training programmes for technical teachers and various stake holders. The resources developed till date include celluloid film-based media to latest digital media. Currently the department develops customised learning resources such as</p>	Dr. S.S. Kedar, (Professor & Head)	9425007408	

		MOOCs video programmes, computer-based presentations, e-content, 2D/3D animations, spoken tutorials, graphical resources. The department is actively involved in establishing online platforms to offer institutional online courses and massive open online courses for teachers.			
8.	Accounts	The Accounts Section of the Institute facilitate all financial transactions in-terms of Income, Expenditure & Receipt. This includes Preparation of Budget Estimate, Preparation of Payrolls, Passing of Bills, maintaining proper records of transactions, processing of various types of Advances and its recovery, Grant-in-Aid, Annual Accounts, Income Tax work , Bank reconciliation, Ledger posting etc.	Shri M.R. Khan (I/c Accounts Officer) Email: mrkhan@nitttrbpl.ac.in Shri Mr. P.G. Dhapodkar (Assistant Accountant) Email: pgdhapodkar@nitttrbpl.ac.in Smt. Shweta Mani (Cashier) Email: smani@nitttrbpl.ac.in	9893451872 9425017540 9893293337	Please visit the below link http://nitttrbpl.ac.in/new/accounts.php
9.	Central Stores	The Central Stores of the institute takes care of the procurement of goods and services as per the Government of India GFR applicable from time to time. The section adopts standard practices in work for timely supply. The section also contributes to Rajbhasha Hindi related activities. The purchase section is headed by Professor In-charge of Stores and senior executive officer is the Stores and Purchase Officer (SPO).	Prof. Asmita Khajanchee Professor I/c Stores Email: aakhajanchee@nitttrbpl.ac.in	7999531884 9617671967	Please visit the below link http://nitttrbpl.ac.in/new/central_stores.php
10.	Work Centre	The institute has Work Center in Mechanical Engineering Department. The center is equipped with all necessary gadgets and machines for preparing teaching aids, models, and experimental set-up for hands- on experience. This center also assists trainees and faculties in their projects and developmental works. Work center has machinery / equipments which are of great educational and experimental values.	Dr. A.K. Sarathe, Professor I/c Work Centre Email: aakhajanchee@nitttrbpl.ac.in	9425392466	Please visit the below link http://nitttrbpl.ac.in/new/work_centre.php (Under Construction)

11.	SC/ ST/ OBC/ PWD and Minority Cell	<p>Liaison Office SC/ST/PWD & Minority and Nodal Officer SC/ST/PWD & Minority</p> <p>Liaison Officer OBC</p> <p>Secretary of the Cell</p>	<p>Prof.(Dr.) Vandana Somkuwar, Professor</p> <p>Prof.(Dr.) S.S. Kedar, Professor</p> <p>Prof. A.K. Sarathe, Professor and Associate Dean (Administration)</p>	<p>9425006075</p> <p>9425007408</p>	<p>Please visit the below link http://nitttrbpl.ac.in/new/minority_cell.php</p>
12.	Women Cell	<p>In order to comply to the letter received no 1-1/2013-GBC dated 27-05-2013 from MHRD Government of India, regarding Administrative measures to tackle the menace of sexual crime against women, the "Women Cell" was re-organized in the month of December 2019</p>	<p>Prof. Susan Mathew, Associate Professor, Chairperson</p> <p>Prof. Chanchal Mehra , Associate Professor, Member Secretary</p>	<p>9425649673</p> <p>8109585310</p>	<p>Please visit the below link http://nitttrbpl.ac.in/new/women-cell.php</p>
13.	Right to information	<p>To provide available information of the Institute as enshrined in RTI ACT to the Indian citizen on payment of prescribed fees.</p>	<p>Dr. KK. Jain, First Appellate Authority;</p> <p>&</p> <p>Dr. S.S. Kedar, Public Information Officer</p> <p>Dr. A.K. Sarathe, Assistant Public Information Officer</p>	<p>9425017472</p> <p>9425007408</p> <p>9425392466</p>	<p>Please visit the below link https://nitttrbpl.ac.in/new/rti.php</p>
14.	Public Grievance Redressal	<p>Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery.</p>	<p>Prof. Sanjay Agrawal, Chairman</p>	<p>9425004434</p>	<p>Please visit the below link https://nitttrbpl.ac.in/new/files/Transparency_Audit/4.5_ii.pdf</p>

15.	Extension Centre	<p>NITTTR, Bhopal continues to provide extension services to the states in the region directly as well as through the extension centres at Pune, Ahmedabad and Panaji (Goa) in planning, implementation, monitoring and evaluation of state and polytechnic specific projects, and the community polytechnic scheme. The extension centres of NITTTR, Bhopal are providing pedagogy, and content updating programmes, which have been very effective both for institutional and industrial growth. Sufficient manpower in terms of faculty and supporting staff has been provided to the centres, so as to enable them to perform activities as planned.</p> <p>For the Effective implementation of all the programmes and projects in the client states, NITTTR has established three extension centres in the respective states. These extension centres are located at Ahmedabad, (Gujarat); Pune (Maharastra) , Panaji (Goa) and Raipur (Chhatisgarh).</p>	<p><u>Extension Centre Ahmedabad, Gujarat</u></p> <p>Dr. Nishith Dubey, (Coordinator and Professor) Email: ndubey@nitttrbpl.ac.in,</p> <p><u>Extension Centre Goa</u></p> <p>Dr. Alan Sanjay Rocha, (Coordinator and Professor) Email: asrocha@nitttrbpl.ac.in</p> <p><u>Extension Centre Raipur, Chhattisgarh</u></p> <p>Dr. Parag Dubey (Coordinator and Professor) Email: pdubey@nitttrbpl.ac.in</p> <p><u>Extension Centre Pune, Maharastra</u></p> <p>Dr.VD Patil (Coordinator and Professor) Email: vdpatil@nitttrbpl.ac.in</p>	<p>9229241793</p> <p>9226456408</p> <p>9425012819</p> <p>9422346736</p>	
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