



CITIZEN CHARTER

Sardar Swaran Singh National Institute of Renewable Energy

(An Autonomous Institution of Ministry of New & Renewable Energy, Govt. of India, New Delhi)

12th km Stone Jalandhar-Kapurthala Road, Wadala Kalan, Kapurthala-144601 (Punjab)

Phone: 01822 255543-45

Fax: 01822 255544-45

E-mail: sss.nire@gmail.com

WEBSITE: <http://mnre.gov.in>

PREAMBLE

This charter is an instrument defining interface between the Sardar Swaran Singh National Institute of Renewable Energy and citizens. Though non justiciable, it provides a moral binding on all functionaries of the Institute to provide efficient services to the people through R&D. We are committed to provide the sustainable, most economical and clean energy to every citizen of India.

ABOUT US

Sradar Swaran Singh National Institute of Renewable Energy is an autonomous Institution of the Ministry of New and Renewable Energy, Govt. of India, to conduct state of the art Research, Design and Development activities in all the areas relating to new and renewable energy sources (especially in bio-energy), energy needs in rural areas, including human resources development at all levels, post doctoral research and research leading to commercialization of the new and renewable energy technology. The campus of the Institute is being developed on about 75 acres of land. The Governing Council under the Chairmanship of Secretary, MNRE manages the affairs of the Institute. It is proposed to fully operationalize the Institute during the 11th Five Year plan period. Accordingly, actions have been taken covering all the activities for establishment of the Institute.

VISION

- *To establish the Institute as an apex R &D institution for carrying out state-of-the-art research and developmental activities in the area of renewable energy and bio-energy in particular, including human resource development at all levels, post-doctoral research and research leading to commercialization of renewable energy technologies.*

MISSION

- *To be knowledge based R & D Institution of high quality and dedication.*
- *To provide services and to find optimum solutions for the major stakeholders across the entire spectrum of the bio-energy sector.*
- *To provide technical support to the biomass power project in achieving and sustaining quality such that products of highest quality and reliability are installed.*

- *To support the Rural Energy sector in developing the knowledge for promoting new technology.*

OBJECTIVES

- *To carry out and facilitate research, design, development, testing, standardization and technology demonstration eventually leading to commercialization of RD&D output in renewable energy sector with a focus on:*
 - i. *Bioenergy, biofuels and synthetic fuels in solid, liquid and gaseous forms for transportation, portable and stationary applications;*
 - ii. *Development of hybrid/integrated energy systems; and*
 - iii. *Bioenergy resource assessment*
- *To take up activities in the field of renewable energy, which have not been included in the activities of existing Centres of the Ministry (MNRE).*

- *To undertake and facilitate human resource development and training including post-doctoral research in the area of bioenergy.*
- *Providing technical support to the Ministry of New & Renewable Energy, State Nodal Agencies, Indian Renewable Energy Development Agency (IREDA) and Industries in the area of bioenergy.*

FUNCTIONS

- *Conduct resource surveys and Assessment of potential across the country in the bioenergy sector.*
- *Technology Assessment.*
- *In-house R &D programs in all emerging fields of bioenergy and new renewable energy areas.*
- *Joint technical programs with other national institutions and testing centres.*
- *Testing and certification of devices and systems.*

- *Techno-economic evaluation of bioenergy equipments and systems.*
- *Creating data base for bioenergy including information on patents.*
- *Compilation and dissemination of information on resources, technologies, products and applications.*
- *Providing technical support to industry on new product design and development and upgradation of products and manufacturing processes*
- *Organization of training programmes, seminars and workshops.*
- *Cooperation with scientific and technical Institutions abroad under bilateral and multilateral agreements and MoU.*
- *Assistance in curriculum development in renewable energy and undertaking concrete programmes for human resource development.*
- *Consultancy and advisory services in the bioenergy sector.*
- *Providing technical support to MNRE in policy planning and implementation.*

CLIENTS

- *All biomass based power plants in the state of Punjab and the Country at large.*
- *Industries using biomass for preparation of fuel briquettes.*
- *Biogas owners- Domestic and Community based.*
- *Individual farmers and farmer's co-operatives engaged in production and use of biomass resources for their captive use- biodiesel, energy efficient chulas, small gasifier etc.*
- *All teaching and research Institutions engaged in biofuel and bioenergy activities. All biomass and bioenergy related machinery manufacturers.*

INFORMATION FACILITATION COUNTER

The Institute maintains an Information Facilitation Counter (IFC) in the Technical Building, Sardar Swaran Singh National Institute of Renewable Energy, 12th km Stone, Jalandhar-Kapurthala Road, Wadala Kalan, Kapurthala-144601 (Punjab). The IFC disseminates information to the general public in respect of various schemes of the

Institute, procedures and guidelines for submitting applications, seeking R&D support and various publications by the Institute from time to time.

For any information, service standards or queries, you are welcome to contact or visit the IFC (Phone No. 01822- 255543, Fax: 01822-255544). You may also visit the Ministry's website at URL: <http://mnre.gov.in>, which displays policy, regulations, publications, Institute's RFD etc.

GRIEVANCES REDRESS MECHANISM

The Institute is committed to redress grievances in a responsible and effective manner.

The salient measures taken in this regard are:-

- *DR ANIL K. SARMA is designated as Officer (Public/Grievances). A Grievance Cell has been set up under his charge in the Technical Building of the institute. The public can meet him every Tuesday from 3.00 pm to 4.00 with their grievances. The*

Grievances may be sent by hand/post/e-mail/fax to the Grievance Cell of this Institute at the following address:

Dr. Anil K. Sarma, Officer(Public Grievance)

Sardar Swaran Singh National Institute of Renewable Energy,

12th km Stone, Jalandhar-Kapurthala Road,

Wadala Kalan, Kapurthala-144601 (Punjab).

Phone No. 01822- 255543, Fax: 01822-255544, E-mail: draksarama@gmail.com

- *Dissemination of information in regard to our latest policies and procedures is made available on our Ministry's website <http://mnre.gov.in> facilitating direct contact of Citizens with the Director, SSS-NIRE. Service standard is made available under RFD Document on the same website.*
- *The complainant, while acknowledging the grievance, shall be informed of the name and address of the concerned Scientist/Administrator to whom the complaint has been forwarded for redressal.*

- *The timely redressal of public grievances is and will continue to be monitored by the DIRECTOR (SSS NIRE). In case the grievances cannot be disposed of within 60 days of its receipt, an interim reply shall be sent to the complainant indicating a likely date by which a final reply would be made available. In case no final reply is made available, the matter may be taken up with the Director, SSS-NIRE, who monitors grievances. His address, E-mail and telephone number are given below:*

Dr A.K. Jain, Director

Sardar Swaran Singh National Institute of Renewable Energy,

12th km Stone, Jalandhar-Kapurthala Road,

Wadala Kalan, Kapurthala-144601 (Punjab).

Phone-Fax No. 01822- 255545, E-mail: akjain_123@yahoo.com

Grievances can be lodged from any internet facility on www.pgportal.nic.in

	<i>Particulars of Citizen / Client</i>	<i>Particulars of the Grievance</i>	
--	--	-------------------------------------	--

<i>Date of Receipt</i>	<i>Name</i>	<i>Address</i>	<i>Landline/ Mobile/ E-mail</i>	<i>Whether acknowledg- ment given at the time of receipt</i>	<i>Subject of the grievance</i>	<i>Office</i>	<i>Brief</i>	<i>Date of Acknowledgement Date of Redress</i>
------------------------	-------------	----------------	---	--	-------------------------------------	---------------	--------------	---

EXPECTATIONS FROM CLIENTS/CITIZENS

We expect every organization, public or private and all citizens

- *To share knowledge, information and experience in order to encourage penetration of new bioenergy systems.*
- *To use new bioenergy systems/devices that is becoming increasingly sustainable, convenient, efficient, safe and affordable.*
- *Request for testing and measurement of fuel parameters for all first and second generation biofuels.*

- *Send proposals for different research openings in prescribed proforma, complete in all respects.*
- *Interest for attending training and outreach programmes.*

OUR COMMITMENT TO CITIZENS WITH GRIEVANCES

The citizens approaching us to have their grievances redressed shall submit the following information:

- *State your identity and postal address, e-mail address and telephone number. Don't forget to put your signature or thumb impression on your letter.*
- *Please give details of the grievance with copies of supporting document.*
- *Visitors to give prior intimation about his/her visit, giving the contents of grievance.*
- *A centralized acknowledgement for the grievance will be sent within three days from its receipt.*

- *Their grievances will be forwarded to the concerned public authority within a period of fortnight and they will be intimated for follow up action accordingly.*
- *Visitors will be treated with courtesy and heard patiently. Efforts would be made to find an early solution to their complaint.*
- *Final disposal / status response will ordinarily be within a period of three months.*
- *We are committed to provide impartial, systematic and prompt services to the public in matters falling under the jurisdiction of the Institute.*
- **YOU ARE REQUESTED TO:**
- *Visit our Ministry's website <http://mnre.gov.in> for further details as Institute's website is under construction. Contact Director/Scientists for more information at the address: **Sardar Swaran Singh National Institute of Renewable Energy, 12th km Stone, Jalandhar-Kapurthala Road, Wadala Kalan, Kapurthala-144601 (Punjab)**. Brief details of allocation of work to the Director and Scientists with contact details are given below:*

Institute Head:

<i>Sl. No.</i>	<i>Name of Officer</i>	<i>Name of the Programme</i>	<i>Tele/Fax No.</i>	<i>Email</i>
1.	Dr. A.K. Jain, Director	Supervision of Scientific and Administrative Activities	01822-255545	akjain_123@yahoo.com

Scientists:

<i>Sl. No.</i>	<i>Name of Officer</i>	<i>Name of Programme</i>	<i>Tele./ Fax No.</i>	<i>E-mail</i>
1	Dr. Anil K. Sarma, Scientist 'D'	Bio-Diesel (Oilseed & Algae), Energy plantation, Thermocatalytic cracking of vegetable oil, Fuel Cells.	01822-255543	draksarma@gmail.com
2	Er. Sachin Kumar, Scientists 'B'	Bioethanol, Biogas, Gasification and Pyrolysis.	01822-255544	sachin.biotech@gmail.com