



S.A.S. Nagar

Citizen's / Client's Charter

for

**National Institute of Pharmaceutical Education & Research,
(NIPER) S. A. S. Nagar (Mohali) Punjab 160062 INDIA**










(2016-2017)

Website ID: <http://www.niper.ac.in>

Vision









"To become a globally recognized brand in the areas of education and research in pharmaceutical sciences for the benefit of people of India and other countries and the growth of the pharmaceutical industry."

Mission

-  Imparting quality education in the areas of Pharmaceutical Sciences.
-  Promotion of innovative and translation research.
-  National / international collaborative research and linkages.
-  Study of national / international pharmaceutical policy issues.
-  Collaboration with Pharma industries to meet the global challenges.
-  Creation of specialized centres to cater to the needs of pharmaceutical industries & other research & teaching institutes.
-  Conducting programmes on drug surveillance including study of sociological aspects of drug 'use and abuse'.
-  Community pharmacy and pharmaceutical management.
-  Continuing education programme.

Objectives

The main objectives of the Institute are:

-  Toning up the level of pharmaceutical education and research by training the future teachers, research scientists and managers for the industry and profession.
-  Continuing education programmes.
-  Creation of National Centres to cater to the needs of pharmaceutical industries and other research & teaching institutes.
-  Collaboration with Indian industries to meet the global challenges.
-  National / International collaborative research.
-  Curriculum and media development.
-  Study of sociological aspects of drug 'use and abuse', and rural pharmacy, etc.
-  Conducting programmes on drug surveillance, community pharmacy and pharmaceutical management.

Services / Transactions

S. No.	Services / Transactions	Process	Document Required	Fees	
				Mode	Amount
1.	Analysis of samples received at the Central Instruments Laboratory (CIL).	<p>Receipt of indent / request from the:</p> <p>(a) Industry / Private Institutes.</p> <p>(b) SMPIC / Government Institutions.</p> <p>(c) Faculty / Students of NIPER, Mohali.</p>	A formal request is required in writing / through e-mail.	<p>Cash / DD</p> <p>Cash / DD</p> <p>Cash / DD</p>	As decided vide Office Order No. NIPER / RGO /)) / 2014 / 1560 dated 01.10.14 (Copy available on the institute website)
2.	Summer Training of six weeks duration for Students from various pharmaceutical institutes, colleges & universities during June & July every year in different departments.	<p>The applicants should apply through proper channel in the prescribed format along with required supporting documents.</p> <p>The application should be submitted 35 days prior.</p>	<ol style="list-style-type: none"> 1. Application form in prescribed format (available on institute's website). 2. Recommendations from the Head of the department / institute / college on a letter head addressed to the Dean, NIPER, Mohali. 3. Self-attested copies of mark sheets / grades obtained in the first year of the Postgraduate course. 4. Photocopy of the student ID card duly attested by the HoD. 	Cash / DD	Rs. 10,000/-

Grievance Redressal Mechanism

S. No.	Name & Designation of the Grievance Officer	Appellate Authority	Area of Grievance	E-mail	Contact Number
1.	Wg Cdr P J P Singh Waraich (R), Registrar	Director, NIPER, Mohali	Policy Matters	registrar@niper.ac.in	0172-2230068
2.	Dr. Asit K. Chakraborti, Dean & Professor	Director, NIPER, Mohali	Academics Related	dean@niper.ac.in	0172-2214695
3.	Wg Cdr P J P Singh Waraich (R), Registrar	Director, NIPER, Mohali	Vigilance Related	registrar@niper.ac.in	0172-2230068
4.	Sh. Sushil Kumar Singh, Deputy Registrar (A&P)	Registrar, NIPER, Mohali	Charter Related	drap@niper.ac.in	0172-2292204
5.	Shri Sushil Kumar Singh, Deputy Registrar (A&P)	Registrar, NIPER, Mohali	General Matters & Personnel Related	drap@niper.ac.in	0172-2292204
6.	Shri Jitendra Kumar Chandel, Deputy Registrar (F&A)	Registrar, NIPER, Mohali	NPS Related	drfa@niper.ac.in	0172-2292009
7.	Shri M. Jose, Finance & Accounts Officer	Registrar, NIPER, Mohali	Pensioners Related	fao@niper.ac.in	0172-2292099

List of Stakeholders / Clients

S. No.	Stakeholders / Clients
1.	Department of Pharmaceuticals, Ministry of Chemicals & Fertilizers
2.	Other Government Institutions, Colleges, Universities & Departments
3.	Pharmaceuticals Companies / Firms
4.	Public Funded Research & Development Institutions
5.	Other NIPERs
6.	NGOs
7.	Students and research scholars

Responsibility centers and subordinate organizations: NIL

Indicative expectations from service recipients

S. No.	Indicative Expectations from Service Recipients
1.	Timely submission of request / indents or requirements by the line departments.
2.	Timely follow up action by the recipients.
3.	Stakeholder's response and participation in utilization of information / data for varied uses.
4.	Adoption / implementation of Govt. of India action plans for efficient resource utilization
5.	Regular feedback of the adoption measures and constraints in implementation.
6.	Deployment of the personnel trained in pharmaceutical sciences & management in related activities.

Action Plan to mitigate potential areas of corruption in the National Institute of Pharmaceutical Education & Research, S.A.S. Nagar (Mohali)

- Wide publication of Tender documents of procurement of goods and services by giving sufficient time to submit the bids.
- Publication of Tender Notice in the local / national newspapers and their uploading on the Institute website to enable e-publishing.
- Electronic Transfer of funds to all suppliers / vendors / agencies dealing with the Institute.
- Electronic Transfer of funds of salary and other payment of the employees.
- Conducting internal audit for assessing the extent of corruptions in various operation.
- Developing transparency in various forms such as publicizing accounts, budget, contract arrangement, annual report etc.
- Imparting training around ethics and developing code of ethics among the employees in the context of corruption mitigation.
- Communication and training on the anti-corruption commitment for all employees.
- Encouraging employees to participate in anti-corruption meetings, workshops, etc.
- Interacting with Suppliers / Vendors / Agencies regarding the extent of corruption in course of dealing with various operations of the Institute.
- Displaying anti-corruption posters, slogans, banners, etc. at various places of Institute.