



CITIZEN'S/CLIENT'S CHARTER

BOARD OF APPRENTICESHIP TRAINING (Southern Region)
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Updated on 03/01/2020

**CITIZENS’/CLIENTS’ CHARTER: BOARD OF
APPRENTICESHIP TRAINING, SOUTHERN REGION, CHENNAI**

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BOARD OF APPRENTICESHIP TRAINING (SOUTHERN REGION)
(Autonomous Organization under Ministry of Human Resource Development,
Department of Higher Education, Govt. of India)

CITIZENS CHARTER OF BOARD OF APPRENTICESHIP TRAINING, SOUTHERN
REGION, CHENNAI

1.0 Citizens Charters - Historical Background

1.1 Basic Concept, Origin and Principles

It has been recognized world over that good governance is essential for sustainable development, both economic and social. The three essential aspects emphasized in good governance are transparency, accountability and responsiveness of the administration. **Citizens' Charters** initiative is a response to the quest for solving the problems which a citizen encounters, day in and day out, while dealing with the organizations providing public services.

The concept of Citizens' Charter enshrines the trust between the service provider and its users. The concept was first articulated and implemented in the United Kingdom in 1991 as a national Programme with a simple aim: to continuously improve the quality of public services for the people of the country so that these services respond to the needs and wishes of the users.

The basic objective of the Citizens Charter is to empower the citizen in relation to public service delivery. Six principles of the Citizens Charter movement as originally framed, were:

- (i) Quality: Improving the quality of services;
- (ii) Choice: Wherever possible;
- (iii) Standards: Specify what to expect and how to act if standards are not met;
- (iv) Value: For the taxpayer's money;
- (v) Accountability: Individuals and Organizations; and
- (vi) Transparency: Rules/ Procedures/ Schemes/Grievances.

These were later elaborated under nine principles of Service Delivery as follows:-

- i) Set standards of service;
- ii) Be open and provide full information;
- iii) Consult and involve;
- iv) Encourage access and the promotion of choice;
- v) Treat all fairly;
- vi) Put things right when they go wrong;
- vii) Use resources effectively;
- viii) Innovate and improve;
- ix) Work with other providers;

1.2 In Indian Scenario

Over the years, in India, significant progress has been made in the field of economic development. This, along with a substantial increase in the literacy rate, (from 51.63% to 65.38% in the last decade) has made Indian citizens increasingly aware of their rights. Citizens have become more articulate and expect the administration not merely to respond to their demands but also to anticipate them. It was in this climate that since 1996 a consensus had evolved in the Government on effective and responsive administration. At a Conference of Chief Ministers of various States and Union Territories held on 24 May, 1997 in New Delhi, presided over by the Prime Minister of India, an 'Action Plan for Effective and Responsive Government' at the Centre and State levels was adopted. One of the major decisions at that Conference was that the Central and State Governments would formulate Citizens' Charters, starting with those sectors that have a large public interface. These Charters were required to include standards of service and time limits that the public can reasonably expect, avenues of grievance redressal etc.

Department of Administrative Reforms and Public Grievances (DAPRG) in Government of India initiated the task of coordinating, formulating and operationalizing Citizens' Charters. The Guidelines for formulating the Charters were communicated to various government departments/organizations to enable them to bring out focused and effective charters.

In line with above, Board of Apprenticeship Training (Southern Region), Chennai in consultation with stakeholders of National Apprenticeship Training Scheme (NATS) i.e. Aspirants of degree and diploma in engineering pass outs , Engineering and Polytechnic Institutions and Training Establishments has prepared the Citizens' Charter. The information's provided in this booklet are subject to revision from time to time. The aim/purpose of this Charter is to work for better quality in public service. A revised and updated information on the Citizens' Charter are available on the website [www. Boat-srp.com](http://www.boat-srp.com). Any claim by the citizens to be referred to the updated Citizens' Charter available on the website www.boat-srp.com.

2.0 PREAMBLE

2.1 National Apprenticeship Training -Background

Skill up gradation is fundamental to personal development, employment and employability. The Apprenticeship model is part of “School to Work” employability improvement.

To provide on the job training to fresh **engineering graduates and diploma holders in engineering** in an organized and effective manner, three Regional Boards of Apprenticeship Training (BOAT) and one Board of Practical Training (BOPT) were set up by the then Ministry of Education and Culture, Government of India, as autonomous organizations in 1969. The Regional offices of the Boards are located at **Kanpur, Chennai, Mumbai and Kolkata.**

Board of Apprenticeship Training (Southern Region) is an autonomous organization under Ministry of HRD, Dept. of Higher Education, Govt. of India implementing NATS in southern States of India covering Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana, two UTs i.e. Puducherry and Lakshadweep.

This Board also organizes Centralised Apprenticeship fairs across southern region, online computer based selection methodology, Quality Improvement programme, viz. Career Guidance Programme, Supervisory Development Programme, Meet the Apprentices Programme etc. for the technical students.

2.2 Apprentices Act 1961 (Amendments)

The Apprentices Act 1961 was amended to bring the training of **Graduates and Diploma holders in engineering / technology under its purview in 1973**, the Boards of Apprenticeship Training / Practical Training were notified as authorities under the Act to implement the scheme in their respective Region and was brought into operation from the middle of **1975. The Chief Executive Officer of the Board is Director of Training**, who is assisted by Deputy Director of Training and Assistant Directors of Training. They are designated as Regional Central Apprenticeship Adviser, Deputy Regional Central Apprenticeship Adviser and Assistant Regional Central Apprenticeship Advisers respectively.

Under the Provisions of the Act, it is a statutory obligation on the part of industries / establishments to engage a prescribed number of apprentices in their organizations

every year on regular basis. The Regional Central Apprenticeship Adviser notifies the number of Apprentices to be engaged by these establishments based on the **training facilities and technical manpower deployed** in the industry / establishment in various disciplines. So far, 163 subject fields of engineering / technology other than optional trade have been notified as designated subject fields for providing Apprenticeship Training to **graduates and diploma holders in engineering / technology**.

Further, the students studying engineering / technology at graduate and diploma sandwich pattern are also provided industrial training on stipendiary basis under the purview of the Apprentices Act.

2.3 Monthly Stipend

The monthly stipend rates as notified by Government of India vide Notification No: **GSR 910(E) 23rd December 2014** is as follows:

Sl. No.	Candidate's minimum educational qualification required for being engaged as an apprentice	Category of Apprentice	Monthly Stipend
1.	Engineering Graduates	Graduate Apprentice	Rs.4984/-
2.	Sandwich Course Students of Engineering College	Graduate Apprentice (Sandwich)	Rs.3542/-
3.	Diploma Holders in Engineering	Technician Apprentice	Rs.3542/-
4.	Sandwich Course Students of Polytechnic College	Technician Apprentice (Sandwich)	Rs.2890/-

Under the scheme, the **Government of India, Ministry of Human Resource Development (MHRD), Department of Higher Education**, reimburses 50% of stipendiary amount to the training establishments through the respective **Regional Boards**. However, the training establishments are at **liberty to pay stipend at higher rates** than the minimum prescribed amount.

3.0 Vision

Board of Apprenticeship Training (Southern Region), shall be the best service provider of Skill Training under the Apprentices Act to meet the demand of the stakeholders and bridge demand-supply gap in skilled human resources.

4.0 Mission

The mission of Board of Apprenticeship Training is to facilitate fresh Graduates, Diploma holders in Engineering for acquiring practical training in Industries/Organizations and thus enhance their employability.

Our core Values are:

1. Equity
2. Transparency
3. Team Work
4. Staff Development

5.0 OBJECTIVES

The main objectives of Apprenticeship Training are as follows:

1. To **fulfil / match**, any gap, in so far as the **practical / hands on experience** of fresh graduate engineers, diploma holders in engineering are concerned, which they do not acquire during their regular studies under normal practice.
2. To establish liaison between the industries and technical institutions to improve the quality of technical education and develop human resource for the industries.
3. To secure facilities for training in different establishments, both private and public sector organizations for the products of technical institutions.
4. To make selections for placement from among the applicants who wish to undergo training.
5. To prepare training modules for the trainees in consultation with the industry, trainees and other agencies concerned.
6. To arrange for dissemination of information on various aspects of practical training through lectures, print materials and other media of communication.
7. To award certificates as may be appropriate to those who successfully complete the training course.
8. To enhance the technical competency to improve confidence level of qualified youth.

6.0 CLIENT's / STAKEHOLDERS OF BOAT

1. Industries/Establishments-Who fulfils the eligibility criteria as per Apprentices Act , 1961 amended in 1973 and thereafter from time to time
2. Institutions- Who fulfils the eligibility criteria as per Apprentices Act , 1961 amended in 1973 and thereafter from time to time
3. Students-Pass outs students from Engineering and polytechnic colleges and students undergoing sandwich courses in engineering and polytechnic colleges who fulfils the eligibility criteria as per Apprentices Act , 1961 amended in 1973 and thereafter from time to time
4. Citizens of India
5. People's representative
6. Regulatory Bodies –All India Council of Technical Education(AICTE)
7. Deemed Universities
8. Banks
9. Directorate of Technical Education of Andhra Pradesh, Telangana, Karnataka, Kerala, Tamil Nadu, Puducherry , Lakshadweep

7.0 BOAT (SR) SERVICES

S. No.	List of Main services & Service Standards
1	Enrolment validation of the students
2	Approval of enrolled eligible establishments
3	Registration No. generation of the students
4	Monitoring of training –quarterly progress report/performance approval
5	In order claim receipt and disbursal of stipend amount
6	Issue of Certificate of proficiency
7	Redressal of public Grievances a) Action or grievance forwarding and monitoring for action by officer concerned b) Monitoring of grievances(by senior officials)
8	Payments to Vendor

Note: The timeline of above services depends on submission of all required documents by stakeholders and approval from competent authority .The disbursal of stipend amount depends on the availability of funds received from Government.

8.0 Responsibilities Centre

Main services as per Section 6 above have been allocated to different responsibility centres of BOAT (SR) across the 5 States & 02 UTs under the jurisdiction of BOAT (SR).

They are listed below:

RC-1: Shri Paul Edward, Assistant Director of Training ,States: Andhra Pradesh & Telangana, stationed at Guntur Unit office of BOAT (SR) and also looking after Hyderabad Unit office of BOAT (SR)

RC-2: Shri R Rajamani, Assistant Director of Training, States: Kerala & ICT implementation

RC-3: Shri M Suresh Kumar, Assistant Director of Training, States: Tamil Nadu, Puducherry & Public Grievances

RC-4: Shri V S Pandey, Dy. Director of Training , States: Karnataka, PIO (RTI), Official Languages & looking after Unit office of BOAT (SR) at Bengaluru

RC-5: Shri S Yuvraj, Admin.-cum-Accts. Officer, States: All States stated above

9.0 Grievance Redressal Process

BOAT (SR) has grievance redressal mechanism in place and lead by an Assistant Director of this office.

For public Grievances & Citizen's /Client's Charter:-

Shri M Suresh Kumar, Assistant Director of Training

Board of Apprenticeship Training (SR), IVth Cross Road, CIT Campus, Taramani, Chennai-600113

Phone - (044) 22542492 /2236 (Extn. No. 207); Fax - (044) 22541263

9.1 Grievances lodging process

Visit the link <https://pgportal.gov.in> .Visit the website CPGRAMS –www.pgportal.gov.in -> register as user ->Register Grievances

Response Timeline for Grievances	
Final redressal of all grievances	Within two month

9.2 Expectations from the citizens with regard to Public Grievance Redress:-

i) Grievance is to be lodged after registering on the above given CPGRAMS/pgportal link and supporting documents may be uploaded, if found necessary.

ii) For registration, correct credentials (e.g. Name, Address, Phone, & E-mail) to be provided

iii) Issues given below will not be taken up for redressal and hence, may not be registered:-

- a) Sub - Judice cases or any matter concerning judgement given by court
- b) Personal & Family disputes
- c) RTI matters
- d) Anything that impacts upon territorial integrity of the country
- e) Suggestions

iv) Citizens should first take up their grievances directly with this office before proceeding to higher level

v) Any grievance send by e-mail will not be attended to/entertained. Please lodge your grievance at pgportal.gov.in

10.0 Right to Information

Under Section 5 (1) of the Right to Information Act-2005 (RTI Act, 2005) the following CPIO are appointed at the office of Board of Apprenticeship Training (SR), Chennai.

- 1) Central Public Information Officer (CPIO) for all the 05 States & 02 UTs in southern Region which includes Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana, two UTs i.e. Puducherry and Lakshadweep

Name of the CPIO : Shri Vijay Shanker Pandey

Contact Address: Board of Apprenticeship Training, (Southern Region),
Ivth Cross Road CIT campus Taramani Chennai.

Citizens of India who are interested to seek information from this office may send applications in appropriate manner, as it has been mentioned under RTI-Act / Rules therein, to the Central Public Information Officer (CPIO) as per the Rules laid down under the Right to Information Act-2005.

- 2) Name of the 1st Appellate Authority: Dr V Krubha Shankar

Contact Address: Board of Apprenticeship Training, (Southern Region),
Ivth Cross Road CIT campus Taramani Chennai.

However for any further information about the RTI-Act 2005, please visit www.rti.gov.in.

Under the following circumstance, the matter may be forwarded to the First Appellate Authority as per the provisions of the RTI Act-2005: 1. Delay in receiving information as per the provisions of the RTI Act-2005. 2. Denial of furnishing any information from the CPIOs as per the provisions of the RTI Act,

11. UNIT offices/Responsibility centre of BOAT (SR)

S. No .	Unit office/ Responsibility centre	Contact Person	Email ID	Address
1	Guntur	Sri Paul Edward –ADT	apofficer@boat-srp.com	O/o SBTET Gujjangundla Guntur
2	Hyderabad	Sri Paul Edward –ADT	tlofficer@boat-srp.com	O/o Commisionerate of technical education, IInd floor, Opposite Latha Talkies, Nampally, Hyderabad
3	Bengaluru	Sri V S Pandey DDT	knofficer@boat-srp.com	Room No. 310,3rd floor, Environmental Engg. dept., M Visvesarrya Block, SJ Polytechnic, Sheshadri Road Bengaluru 500001