

# CITIZEN'S/CLIENT'S CHARTER



**NATIONAL PRODUCTIVITY COUNCIL**

(UNDER DPIIT, MINISTRY OF COMMERCE AND INDUSTRY)

GOVERNMENT OF INDIA

5-6, INSTITUTIONAL AREA, LODI ROAD, NEW DELHI 110003

WEBSITE: [www.npcindia.gov.in](http://www.npcindia.gov.in)

## **ABOUT US:**

National Productivity Council of India (NPC), established in the year 1958, is an autonomous organization under Department for Promotion of Industry & Internal Trade, Ministry of Commerce and Industry, Government of India. Besides undertaking research in the area of productivity, NPC has been providing consultancy and training services in areas of Industrial Engineering, Agri-Business, Economic Services, Quality Management, Human Resources Management, Information Technology, Technology Management, Energy Management, Environmental Management etc., to the Government and Public & Private sector organizations. NPC is a constituent of the Tokyo-based Asian Productivity Organisation (APO), an Inter-Governmental Body of which the Government of India is a founding member.

## **VISION**

NPC to be the knowledge leader in productivity to provide state of our services to the Indian economy to become globally competitive.

## **MISSION:**

Contribute to the sustainable, inclusive socioeconomic development of the country by enhancing productivity.

## **OBJECTIVES:**

- To promote innovation - led productivity in a sustained manner in all spheres of national economy through holistic and inclusive approach by addressing the triple bottom line – Economic, Environmental and Social.
- To propagate productivity consciousness and culture amongst Govt., Business and Society.
- To demonstrate value addition through generation and application of advanced productivity tools and techniques for multiplier effect.
- To act as a total solution provider for Industry, Services, and Agriculture sectors for augmenting productivity through Training, Consultancy and Research wherever needed through alliances and partnerships.
- To act as a catalyst in institution building and developing platforms for collaborative networking to strengthen the productivity movement.
- To act as a think tank by providing productivity related evidence-based policy support and advice in while tracking the emerging trends.
- To be an independent oversight entity for various national programs, schemes, and interventions.
- To recognize productivity champions through awards, affiliations, certifications, accreditations etc.
- To enhance international outreach for sharing the gains of productivity on mutual basis.
- To be repository of productivity and competitiveness data across all sectors at the state and national level.
- To devise national productivity standards across all sectors and self-assessment web based measurement tools for productivity diagnosis.

## **ACTIVITIES:**

NPC activities are-

- To Stimulate and Promote Productivity Consciousness
- To Provide Consultancy Services to Increase Productivity
- To Undertake Research in Productivity Areas and maintain Database of Productivity
- To Undertake Preparation & Implementation of Projects/Schemes of Public & Private Sector.
- To Facilitate Strengthening of Regional/Local and Sector-wise Productivity Organizations
- Promotion of IT enabled services and e-Governance.



NPC aims at being a promotional body with a professional approach and competence. It seeks to realize its primary objective of productivity promotion through various means, including:



### **1) Consultancy:**

NPC's consultancy services rely on problem solving and total solutions; a participative and holistic approach; developmental attitude, with Identifying frontier areas in the field of productivity and quality, catalysing work on them suiting to the local needs and promoting new institutions where needed apart from providing inputs to policy making.

NPC offers consultancy services in the areas of: Process Management, Strategic Productivity, Technology Management, Energy Management, Human Resources Management, Pollution Control, Environment Management, Information Technology, Economic Services, Agri-Business, Total Quality Management (TQM), Benchmarking & ISO 9001/140001/50001 and OHSAS 18001 Standards.

## **2) Capacity Building & Training:**

NPC offers a wide range of training programmes, seminars, workshops and conferences for officials of all levels from state and central Governments, Public Sector Units, Financial Institutions and/or Academic Institutions to improve people's behavioural, managerial and technical competencies especially aim at making people realize their full potential. We also customize training according to the needs of the client.

## **3) Evidence Based Research:**

As a national think tank on productivity issues, the NPC conducts research to collect and analyze data and information on productivity-related topics in various sectors of the Indian economy. The topics include the existing challenges and emerging needs of sectors. NPC also organizes regional and sectoral conferences to impart knowledge on emerging issues and findings and discuss management strategy for the same. Conducting studies, research surveys, evaluations etc. on matters relating to productivity /quality improvement for enterprises, governments and others. Generally, we do Productivity related research which involves studies of Micro & Macro level evidence based research leading towards inputs for Policy formulation.

## **4) Monitoring & Evaluation:**

Monitoring of a program or intervention involves the collection of routine data that measure progress toward achieving program objectives. It is used to track changes in programme performance over time. The common types of monitoring are

- (i) Results monitoring
- (ii) Compliance monitoring
- (iii) Context (situation) monitoring
- (iv) Beneficiary monitoring
- (v) Financial monitoring
- (vi) Organisational monitoring.

## **5) Productivity Promotion:**

Every year from 12th to 18th February observed as “**Productivity Week**” to enhance productivity and consciousness across all sectors throughout the country on a continual basis. NPC also celebrated this every year.

## **6) Centre of Excellence:**

NPC have centre of excellence in-

### **a) Centre of Excellence in Industry 4.0.**

National Productivity Council (NPC) in association with Asian Productivity Organization (APO), Japan established Centre of Excellence on IT for Industry 4.0 (CoE: IT for I4.0) in June, 2017 with the following objectives: i) Create Awareness & Develop knowledge base on I4.0; ii) Showcase connected industries using I4.0 technologies; iii) Disseminate knowledge to various stakeholders.

### **b) Centre of Excellence in Training for Energy Efficiency:**

CETEE is the culmination of Indo-Japanese Governmental Co-operation and has been implemented with the assistance of Bureau of Energy Efficiency (BEE), Ministry of Power, Govt. of India, New Energy Development Organization (NEDO), Govt. of Japan. Energy Audit and Efficiency Practical Training and Facilities through:

- Pump Training Facility

- Fan Training Facility
- Boiler Training Facility
- Steam Trap Training Facility
- Open Burner Training Facility
- Combustion Furnace Training Facility

**c) Centre of Excellence in Quality Management:**

The word quality is often used indiscriminately for many different meanings. Quality can be defined as “fitness for use,” “customer satisfaction,” “doing things right the first time,” or “zero defects.” These definitions are acceptable because quality can refer to degrees of excellence. Quality control is the science of keeping these characteristics or qualities within certain bounds. In a manufacturing or service environment, there are two major categories of quality: quality of design and quality of conformance.

**7) Recruitment:**

National Productivity Council has been assisting public and private sector organizations in recruitment by conducting examinations both online & offline followed by interviews. The recruitment assistance has been provided successfully to various government and private sector organizations such as Office of the Controller General of Patents, Designs and Trade Marks (CGPDTM), Ministry of Commerce and Industry, Airport Authority of India, BSES, Paradip Port Trust etc. NPC specialises in providing end to end solution for recruitment including application processing, providing payment gateway, question paper setting, conduct of offline and online examination, evaluation, conduct of Interviews etc. NPC has been conducting examinations at PAN India level. We also conduct trade related skill tests and typing tests. In past, NPC conducted recruitment for CGPDTM for Group ‘A’ posts for approximately 63000 candidates in 2018 and for 82000 candidates in 2015 across the country.

**8) Water Audit:**

A water audit is a study of the water use of an entity. It starts at the point where water enters the premises and goes up to the point where the waste water is discharged, critically examining all aspects of use. The audit establishes the quantity/volume of water being used, wastage if any, leakages existing, excess use etc., and identifies areas where consumption can be reduced. It critically examines existing treatment systems and practices and recommends changes to improve efficiency and reduce usage.

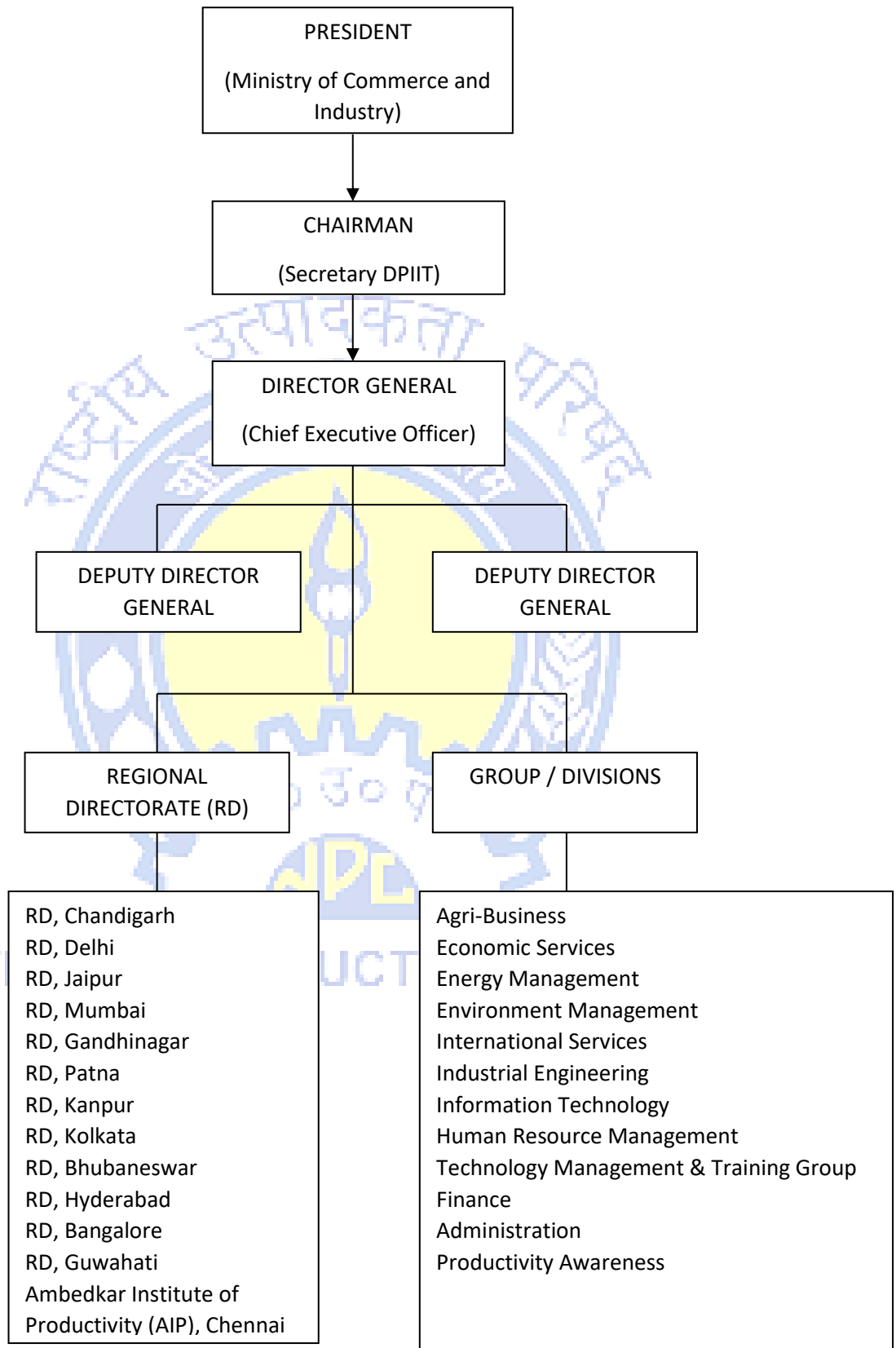
**WHY NPC:**

- NPC is a not for profit institution under the Ministry of Commerce & Industry, Government of India.
- NPC has a rich pool of well trained full time water audit professionals for conducting water audits.
- Rich experience for providing value added EM services to several international, national as well as unit level clients in consulting as well as capacity building.
- PAN India presence, NPC has 12 Regional Directorates in India with HQ at Delhi.
- NPC has carried out the Water Balance Study in various plants.

**9) “5S” Certification:**

NPC has put-in-place a “National 5S Certification scheme” to develop and sustain a productivity culture across country which encompasses high quality housekeeping & physical environment at the workplace. This Scheme is meant to be the vehicle to foster, motivate, recognize and certify Excellence in '5S' implementation for visibly demonstrating both progress and compliance.

**ORGANISATION STRUCTURE:**



**OFFICES:**

National Productivity Council has PAN India presence with HQ present in New Delhi and 12 regional offices located across the nation as per the below:

Pan-India Presence	
HQ, Delhi	1
Regional Directorates	12
AIP Institute, Chennai	1



**NAMES, DESIGNATIONS AND OTHER PARTICULARS OF THE PUBLIC INFORMATION OFFICERS & FIRST APPELLATE AUTHORITY**

[SECTION 4(1)(b)(xvi)]

**First Appellate Authority**

<b>Sl. No.</b>	<b>Name &amp; Designation</b>	<b>Address</b>	<b>Tele: (Office) Tele: (Res.)</b>
1.	Dr. K.P. Sunny Director & GH (ES), HQ	Room No. 307 National Productivity Council Utpadakta Bhawan Lodhi Road, New Delhi	011-24607350 (O) 011-24615002 (FAX)  Email: <a href="mailto:kp.sunny@npcindia.gov.in">kp.sunny@npcindia.gov.in</a>

**Transparency Officer**

<b>Sl. No.</b>	<b>Name &amp; Designation</b>	<b>Address</b>	<b>Tele: (Office) Tele: (Res.)</b>
1.	Shri Rajesh Sund Director & GH (PA), HQ	Room No. 309 National Productivity Council Utpadakta Bhawan Lodhi Road, New Delhi	011-24607303 (O) 011-24615002 (FAX)  Email: <a href="mailto:rajesh.sund@npcindia.gov.in">rajesh.sund@npcindia.gov.in</a>

**Nodal Officer**

<b>Sl. No.</b>	<b>Name &amp; Designation</b>	<b>Address</b>	<b>Tele: (Office) Tele: (Res.)</b>
1.	Shri Vijay Kumar GH (Admin), HQ	Room No. 409 National Productivity Council Utpadakta Bhawan Lodhi Road, New Delhi	011-24607369 (O) 011-24615002 (FAX)  Email: <a href="mailto:rajesh.sund@npcindia.gov.in">rajesh.sund@npcindia.gov.in</a>

**Public Grievance Officer**

<b>Sl. No.</b>	<b>Name &amp; Designation</b>	<b>Address</b>	<b>Tele: (Office) Tele: (Res.)</b>
1.	Dr Rajat Sharma Secretary & Group Head (Fin.)	Room No. 407 National Productivity Council Utpadakta Bhawan Lodhi Road, New Delhi-110003	011- 24607372 (O) 011- 24615002 (FAX)  Email: <a href="mailto:rajat.sharma@npcindia.gov.in">rajat.sharma@npcindia.gov.in</a>



Names, Designation and other Particulars of Central Public Information Officer at NPC. HQ

Sl. No.	Name & Designation of Central Public Information Officer	Address	Address of the Central Public Information Officer/ Tele.Nos./EPABX Nos. /FAX and E- Mail
1.	Dr Rajat Sharma Secretary & Group Head(Fin.)	Room No. 407 National Productivity Council Utpadakta Bhawan Lodhi Road, New Delhi-110003	011- 24607372 (O) 011- 24615002 (FAX) Email: <a href="mailto:rajat.sharma@npcindia.gov.in">rajat.sharma@npcindia.gov.in</a> <a href="#">n</a>

Designated Public Information Officers for NPC's Regional Offices

S. NO.	Name & Designation of Central Public Information Officer	Regional Directorates	Address of the Central Public Information Officer/ Tele.Nos./EPABX Nos. /FAX and E-Mail
1	Sh. D. Sreenivasulu, CPIO	AIP, Chennai	National Productivity Council No. 6, SIDCO Indl. Estate Amabattur Chennai, Tamil Nadu – 600098 Tel : (O) 26255216, 26251808, 26254904 (R) 24844521 Fax : (044) 26254904/26255012 Email : <a href="mailto:d.sreenivasulu@npcindia.gov.in">d.sreenivasulu@npcindia.gov.in</a>
2	Sh. C. Narendra CPIO	Bengaluru	National Productivity Council 2nd Floor, Abhaya Complex KSDB Building, 55, Risaldar Street Seshadripuram Bangalore 560 020 Tel: 080-23467294 / 95 Fax: 23467296 Email : <a href="mailto:c.narendra@npcindia.gov.in">c.narendra@npcindia.gov.in</a>
3	Sh. G. Saravanan CPIO	Bhubaneswar	National Productivity Council A/7, Surya Nagar, Bhubaneswar-751003, Odisha Tel : 0674 2397381/26, Fax : 0674 2397380 Email : <a href="mailto:g.sarvanan@npcindia.gov.in">g.sarvanan@npcindia.gov.in</a>
4	Sh. S.P Singh CPIO	Chandigarh	National Productivity Council SCO 40 (1st Floor), Sector-7 C Madhy Marg, Chandigarh – 160019 Tel : (O) 2794108, 2794110 Fax : (0172) 2794109 Email : <a href="mailto:sp.singh@npcindia.gov.in">sp.singh@npcindia.gov.in</a>

5	Sh. K.D. Bhardwaj CPIO	Delhi	National Productivity Council Utpadakta Bhavan, 5-6 Institutional Area, Lodhi Road, New Delhi – 110003 Ph No : 011-24607343 Email- kd.bhardwaj@npcindia.gov.in
6	Sh. Manoj Kumar Verma CPIO	Guwahati	National Productivity Council Rajgarh Road, P.B. No. 32, Ulubari P.O. Guwahati, Assam – 781 007 Tel : (O) 2453396, 2451896 Fax : (0361) 2450160 Email : mk.verma@npcindia.gov.in
7	Sh. Shirish Paliwal CPIO	Gandhinagar	National Productivity Council E – 5, GIDC, Electronic Estate, Sector 26 Gandhi Nagar, Gujarat – 382028 Tel : (O) 079-23287344, 23287345 Fax : 079-23287443 Email : shirish.p@npcindia.gov.in
8	Sh. B. Hemant Kumar Rao CPIO	Hyderabad	National Productivity Council 10th Floor, Eastern Wing Gagan Vihar Complex, M.J. Road, Nampally Hyderabad, Andhra Pradesh -500001 Tel : (O) 040-24733473 Fax: 040-24606981 Email : hemant.rao@npcindia.gov.in
9	Sh. Mukesh Singh CPIO	Jaipur	National Productivity Council SB-96, Jawahar Lal Nehru Marg, Bapu Nagar, Jaipur – 302 004 Tel : (O) 2702935 Fax : (0141) 2703573 Email : mukesh.singh@npcindia.gov.in
10	Sh. Amitava Ray CPIO	Kanpur	National Productivity Council 4th Floor, Kabir Bhavan (U.P.H.C. Ltd.'s building, Directorate of Industries (U.P.) Campus) G.T. Road Kanpur – 208 002 Phone: 0512-2224176 Tele-Fax: 0512-2224177, 3025735 Email : amitava.ray@npcindia.gov.in
11	Sh. S Mallik CPIO	Kolkata	National Productivity Council 9, Syed Amir Ali Avenue, Park Circus, Kolkata, West Bengal – 700017 Tel : (O) (033)-22876069, 22873116 Fax : (033) 22873919 Phone (M) +91 96548-77750 Email-: s.mallik@npcindia.gov.in

12	Dr. Arundhati Chattopadhyay CPIO	Mumbai	National Productivity Council Novelty Chambers, 7th Floor, Grant Road Mumbai, Maharashtra – 400007 Tel : (O)23002924, 23071322 (R) 0251- 2400561 Fax : (022) 23073323 Email : <a href="mailto:achattopadhyay@npcindia.gov.in">achattopadhyay@npcindia.gov.in</a>
13	Sh. P.R. Upadhyay CPIO	Patna	National Productivity Council 2nd Floor, Sudama Bhawan Boring Road Crossing, Patna, Bihar – 800001 Tel : (O)6122572311 Fax : (0612) 2572577 Email: <a href="mailto:pr.upadhyay@npcindia.gov.in">pr.upadhyay@npcindia.gov.in</a>



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