

Government of the People's Republic of Bangladesh  
Energy and Mineral Resources Ministry ([www.moemr.gov.bd](http://www.moemr.gov.bd))  
Bangladesh Petroleum Institute ([www.energysector-bpi.org.bd](http://www.energysector-bpi.org.bd))

**Citizen's Charter**

**1. Vision and Mission**

**Vision:** To build the Bangladesh Petroleum Institute as an internationally accepted Center of Excellence and to create patriotic, dedicated to people's welfare, qualified and professional manpower.

**Mission:** Creation of skilled and professional manpower by Imparting quality training and conducting development programmes in the oil, gas and mineral sector.

**2. Commitment of services**

**2.1 Citizen's Charter**

| Serial No. | Services   | Methods of services   | Required papers and place of availability | Price of services and payment system | Time limit  | Responsible/ authorized officer   |
|------------|--|---|---|--------------------------------------|---|---|
| 1.         | Refund of Tender Security Money  | According to PPR 2008   | Assistant Director, Accounts Section      | As per Contract Agreement            | Following PPR 2008, non-responsive bidders security money will be refunded within 3 (three) working days of Contract Agreement. | Sanjida Sobhan, Director (Administration and Training). Phone: 02-8933335<br>e-mail: sanjida.sobhan@gmail.com |
| 2.         | Refund of Retention Money and Bank Guarantee   | According to PPR 2008   | Assistant Director, Accounts Section      | As per Contract Agreement            | Time mentioned in the PPR 2008 or after one year of payment of bill.  |   |
| 3.         | Meet up queries and training related information received from any person or organization (Individual /organization) | Organizing training programme   | Training Section                          | As per Contract Agreement            | Within maximum 01 (one) week time considering the importance of the subject and request for information                         |   |
| 4.         | Payment of utility services bills  | Payment is made upon submission of the bills received from DPDC, WASA, BTCL, City Corporation, Titas Gas, Internet etc. | Assistant Director, Accounts Section      | Through issuing cheque               | Within 05 (five) days of submission of bill along with required documents.  | Begum Morsheda Akter Hena, Assistant Director<br>Phone: 01715 135 728<br>E-mail: morsheda_akter@yahoo.com     |

| <b>2.2 Institutional Services</b> |  |  |  |  |   |   |
|-----------------------------------|--|--|--|--|---|---|
| 1.                                | Human Resources Development through quality training   | -Class room lecture<br>- Practical training<br>-Seminar/Workshop     | Training Section                           | Training Fee                           | Duration of Training  | Sanjida Sobhan,<br>Director (Administration and Training).<br>Phone: 02-8933334<br>e-mail: sanjida.sobhan@gmail.com |
| 2.                                | Sending request letters to the prospective organizations to nominate participants (prospective nominating organizations) | Preparation of programme and its implementation                      | Course Coordinator                         | Free of cost                           | Depending on the training courses, 04 (four) to 06(six) weeks before the commencement of the training | Begum Amina Nasrin, Scientific Officer (SO)<br>Phone: 01711 616 170<br>E-mail: ami_nasreen@ yahoo.com               |
| 3.                                | Inform the participants about postponement of the training (officers of different organizations)                         | Preparation of programmes and its implementation                     | Training Section                           | Free of cost                           | 05(five) days ahead of commencement   |   |
| 4.                                | Preparation of different reports and information as per requirement of Energy and Mineral Resources Division             | Prepare reports and progress status on activities of BPI as required | Administration Section                     | Free of cost                           | Monthly quatuty, half yearly , annually   | Begum DilaraParvin, Assistant Director<br>Phone: 01552 319272<br>E-mail: dilaraparvin3295@yahoo.com                 |
| 5.                                | Auditorium and class room rent to interested group/organization  | Through requisition, if submitted properly.                          | Assistant Director, Administration Section | According to the rules followed by BPI |   |   |
| 6.                                | Supply of stationaries and materials required for different courses (participants/officer related to course)             | Upon written requisition, through proper authority                   | Assistant Director, Store Section          | Free of cost                           | Maximum 24 hours.   | Begum Dilara Chowdhury<br>Assistant Director<br>Phone: 01715 817352<br>Email: dilara_chowdhury@yahoo.com            |
| 7.                                | Providing information related to course to the participants (participating officers)                                     | Written ( email , fax & verbally)                                    | Course Coordinator                         | Free of cost                           | During course period  | Begum Amina Nasreen<br>Scientific Officer (SO)<br>Phone: 01711 616170<br>Email:ami_nasreen@yahoo.com                |

| <b>2.3 Internal Services</b> |   |   |  |                                |  |   |
|------------------------------|---|---|--|--------------------------------|--|---|
| 1.                           | Selection of officers related to course and issuance of Office Order  | Preparation of programme and implementation                                     | Training Section                           | Free of Cost                   | 02(two) weeks before the commencement of course  | Sanjida Sobhan, Director<br>(Administration and Training).<br>Phone: 02-8933334<br>e-mail: sanjida.sobhan@gmail.com |
| 2.                           | Approv requisition for stationaries received from officers and employees of different level of BPI according to their entitlement | According to entitlement and by submitting written requisition(prescribel form) | Assistant Director, Store Section          | Free of cost                   | Maximum 24(twenty four) hours. In emergency cases, (immediately)                           |   |
| 3.                           | Wi-Fi internet connection maintenace  | As and when required  | Assistant Director, Administration Section | According to the policy of BPI | Maintenance of Wi-Fi connection within 03(three) working days of submission of requisition |   |
| 4.                           | Photocopy (for officers, employees of BPI and the course participants)  | As and when required  | Training Section                           | Free of cost                   | Within 01 (one) working day  | Course Coordinator  |
| 5.                           | Audio-visual services (officers and employees of BPI and course participants)   | As and when required  | Training Section                           | Free of cost                   | Within 01(one) working day   |   |
| 6.                           | Daily Newspaper, journal (Officers and employees of BPI and course participants)  | As and when required  | Assistant Director, Library Section        | Free of cost                   | According to the requisition   | Assistant Director,<br>Library Section<br>Phone: 01675 148604<br>E-mail:  |
| 7.                           | Issuance of Library Cards to the officers of BPI  | As and when required  | Assistant Director, Library Section        | Free of cost                   | After received application   |   |
| 8.                           | Update contents of the website  | As and when required  | Administration Section                     | Free of cost                   | When required  | Assistant Director<br>Administration Section  |
| 9.                           | Issue Duplicate Certificate (course participants)   | Upon written to application   | Training Section                           | Free of cost                   | Within 03 (three) working days   | Amina Nasreen<br>Scientific Offer(s.o)<br>Course Coordinator  |
| 10.                          | Miscellaneous   | As and when required  | Administration Section                     | According to the policy of BPI | Time mentioned in the requisition  | Assistant Director<br>Administration Section  |

