CITIZEN CHARTER



INDIAN STATISTICAL INSTITUTE



Indian Statistical Institute

An autonomous institution under the

Ministry of Statistics and

Programme Implementation

Government Of India

203, Barrackpore Trunk Road

Kolkata - 700108

Website : www.isical.ac.in

May 2016

PREFACE

INDIAN STATISTICAL INSTITUTE

- The Indian Statistical Institute (ISI) has been entrusted with the responsibility of teaching, training and research activities in the areas of Statistics, Mathematics, Computer ScienceEconomics, Biological Sciences, Physics, Geology, Statistical Quality Control and other related fields.
- The ISI has always endeavoured to imbibe a sense of commitment and dedication among its Faculty, Officers, Staff and students to perform their duties without any prejudice to anyone in a transparent manner.

Comment [C1]: Nomics,

- The Citizen's Charter is a commitment of ISI services to students, staff members, officers, faculty members and any other persons having any relation with the working / activities of the Institute.
- The Vision and Mission of ISI has been prepared keeping in mind the expectations of stakeholders and services to be provided to clients to their satisfaction.
- Information pertaining to admissions to various courses and recruitment to posts as well as tender documents is uploaded on the Institute's website. Users may download applications forms for admission and for recruitment to posts as well as tender documents. Admit cards, Letters for interviews and results for the entrance exams and the semester exams are also uploaded on the website.
- Periodic reports on the ongoing plan scheme are sent to the Ministry of Statistics and Programme Implementation (MOSPI) Government of India.
- Fair and transparent procedure is followed for acquisition of stores and undertaking works in the Institute. The procedure outlined in GFRs is followed.
- Steps have been taken to analyze every service and information required for the public and to provide timely and useful information to citizens in a rational and simple method.

- ISI has also taken steps to incorporate the view points of all related citizens for its services and the website is being updated and re-designed on the basis of feedback.
- The Citizen's Charter of ISI is revised one in year in the month of May.

CENTRES

Indian Statistical Institute, Kolkata
203, B.T. Road, Kolkata - 700108

Indian Statistical Institute, New Delhi
7, S.J.S. Sansanwal Marg, New Delhi - 110016

Indian Statistical Institute, Bengaluru
8th Mile, Mysore Road, R.V. College Post,
Bengaluru - 560059

Indian Statistical Institute, Chennai
SETS Campus, MGR Knowledge City, CIT Campus,
Taramani, Chennai - 600113

Indian Statistical Institute, Tezpur
Tezpur Central University, Napaam, Sonitpur,
Assam - 784028

VISION

The unique perception of nurturing Statistics as a unifying discipline, as envisioned by Professor PC Mahalanobis, and constantly enriching suitably with time and providing the basic philosophy for formulating the strategy for interlacing and encompassing newly emerging areas of research in all its scientific divisions.

MISSION

To promote the study and dissemination of knowledge of Statistics, to develop statistical theory and methods, and their use in research and practical applications generally, with special reference to problems of planning of national development and social welfare.

To undertake research in various fields of natural and social sciences, with a view to the mutual development of Statistics and these sciences.

To provide for, and undertake, the collection of information, investigation, projects and operational research for purpose of planning and the improvement of efficiency of management and production.

To undertake any other ancillary activities in fulfillment of the objectives stated above.

STAKEHOLDERS & CLIENTS

STAKEHOLDERS

- General Body of the ISI.
- ISI Council.
- Faculty & workers of ISI
- Ministry of Statistics & Programme Implementation Government Of India.

CLIENTS

- Students enrolled for the regular UG & PG course.
- \bullet The faculty, administrative staff & supporting staff of ISI.
- Research workers of ISI
- Probationers of the Indian Statistical Service undergoing training & refresher course.
- Personnel from different countries who come for pursuing regular & short term courses under ISEC.
- Professionals / advisors taken in various projects a part from regular staff of ISI.
- Ministry of Home, Defence, Finance & other ministries of Government Of India.
- State Governments / Union Territory Authorities.
- Various Public & Private sectors units.

SERVICE STANDARDS

| | | MAIN SERVICES | STANDARDS |
|----|---------------------|--------------------------------------------------------------------|-------------------------------------|
| 1) | Degree Programmes | Bachelor of Statistics (Hons) | Awarded Bachelor Degree |
| | | Bachelor of Mathematics (Hons) | Awarded Bachelor Degree |
| | | Master of Statistics | Awarded Master's Degree |
| | | Master of Mathematics | Awarded Master's Degree |
| | | Master of Science (Quantitative Economics) | Awarded Master's Degree |
| | | Master of Science (Library and Information Science) | Awarded Master's Degree |
| | | Master of Science (Quality Management Science) | Awarded Master's Degree |
| | | Master of Techonology (Computer Science) | Awarded Master's Degree |
| | | Master of Techonology (Quality, Reliability & Operations Research) | Awarded Master's Degree |
| 2) | Diploma/Certificate | Part-time Course in SQC | To Award Certificate |
| | | Postgraduate Diploma in Statistical Methods and Analytics | To Award Diploma |
| | | Postgraduate Diploma in Computer Applications | To Award Diploma |
| 3) | Fellowship | Junior/SeniorResearch Fellowship | To do Research on various fields |

REDRESSAL/INFORMATION MECHANISM

Anti-ragging Committee of ISI, Kolkata

Smarajit Bose, Chariman, ISRU, Sushmita Mukhopadhyay, BAU,Ranjan Seth, SQC,Mahuya Dutta, Stat-Math,Rajat Kumar De, MIU,Indranil Dasgupta, ERU,Partha Sarathi Ghosh, Convainer, GSU

Internal Complaints Committee

Amita Majumder, Chairperson, ERU, Dr. Ranu Bhattacharjee, External Expert, Prof, Mohuya Dutta, Stat Math, Prof. Nabanita Das, ACMU, Dr prasun Das, SQC & OR, Shri, G Kushari, convener, PH

Response to be expected by person lodging the grievance

Within One month

Timeline for redress

Within Three month

Vigilance Officer of the Institute

Prof. Rudra Pada Sarkar

CPIO of the Institute

Mr. Amal Krishna Biswas

Deputy Chief Executive (Admin.) of the Institute

Name of Appellate Authority

Prof. Sanghamitra Bandyopadhyay, Director, ISI

INDICATIVE EXPECTATIONS

FROM SERVICE RECIPIENTS

- Reading admission notice for submission of application forms for entrance examinations for the UG & PG courses with last date to apply.
- Downloading the application form for admission to UG & PG courses / sale of applications forms.
- Submission of duly completed forms with requisite fees.
- Checking the roll nos. & names of Centre's from the list of the eligible candidates for appearing in the entrance examinations.
- Holding of entrance exams / interviews of selected candidates.
- Submission of requisite certificates at the time of Interview.
- · Timely declaration of results.
- Beginning of academic session / regular holding of classes.
- Timely completion of courses / holding of semester exams.
- Awarding of Mark sheet after every semester & final exams.
- Timely holding of Convocation after declaration of final results.

MONTH & YEAR FOR NEXT REVIEW OF THE CHARTER

"Once in a year in the month of ${\tt May}"$

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