

Government of the People's Republic of Bangladesh  
Energy and Mineral Resources Division  
Bangladesh Petroleum Institute (bpi.gov.bd)

**Citizen's Charter**

**1. Vision and Mission**

**Vision:** To build the Bangladesh Petroleum Institute as an internationally accepted Center of Excellence.

**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 (Name Designation, Telephone, E-mail)                                 |
|------------|--|---|---|--------------------------------------|---|---|
| (1)        | (2)  | (3)   | (4)                                       | (5)                                  | (6)   | (7)   |
| 1.         | Refund of Tender Security Money  | According to PPR 2008   | Assistant Director, Accounts Section      | As per Contract Agreement            | Following PPR 2008, on receipt of application from the non-responsive bidders their security money will be refunded within 3 (three) working days | Mahbuba Farjana<br>(Administration and Training).<br>Phone: 02-41090035<br>email: dir@bpi.gov.bd      |
| 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 and its implementation  | 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.  | Morsheda Akter Hena,<br>Assistant Director<br>Phone: 01715 135 728<br>email: morsheda_akter@yahoo.com |




2.2 Institutional Services

| Serial No. | Services  | Methods of services  | Required papers and place of availability  | Price of services and payment system             | Time limit  | Responsible/ authorized officer (Name Designation, Telephone, E-mail)                                      |
|------------|---|--|--|--|---|--|
| (1)        | (2)   | (3)  | (4)  | (5)  | (6)   | (7)  |
| 1.         | Human Resources Development through quality training  | -Class room lecture<br>- Practical training<br>-Seminar/Workshop | Training Section                           | Training Fee to be paid through issuing cheque . | Duration of Training  | Mahbuba Farjana<br>Director (Administration and Training).<br>Phone: 02-41090035<br>email : dir@bpi.gov.bd |
| 2.         | Sending request letters to the prospective organizations to nominate participants (prospective nominating organizations). | Preparaion of programme and its implementation                   | Training Section                           | Free of cost                                     | Depending on the training courses, 04 (four) to 06(six) weeks before the commencement of the training course. | Md.Sahiduzzaman<br>Senior, Scientific Officer (SSO)<br>Phone: 02-48955625<br>email: ssoexpl@ bpi.gov.bd    |
| 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) working days ahead of commencement   |  |
| 4.         | Preparation of different reports and information as per requirement of Energy and Mineral Resources Division              | Prepare required progress reports and implementation.            | Administration Section                     | Free of cost                                     | As per scheduled time/ date   | Dilara Parvin, Assistant Director<br>Phone : 02-8932438<br>email: adadm@bpi.gov.bd                         |
| 5.         | Auditorium and class room rent to interested group/organization   | Through requisition, if submitted properly.                      | Assistant Director, Administration Section | According to the Rules of BPI                    | -   |  |
| 6.         | Approval of supply of stationeries and materials required for different courses (participants/officer related to course)  | Through prescribed requisition form (Subject to availability )   | Assistant Director, Store Section          | Free of cost                                     | Maximum 24 hours.   | Dilara Chowdhury<br>Assistant Director<br>Phone: 01715 817352<br>email: adst@bpi.gov.bd                    |
| 7.         | Providing information related to the course (participating officers)  | Direct   | Training section                           | Free of cost                                     | During course period  | Md.Sahiduzzaman<br>Senior Scientific Officer (SSO)<br>Phone: 02-48955625<br>email: ssoexpl@ bpi.gov.bd     |

2.3 Internal Services

| Serial No. | Services  | Methods of services                                | Required papers and place of availability | Price of services and payment system | Time limit  | Responsible/ authorized officer (Name Designation, Telephone, E-mail)   |
|------------|---|--|---|--------------------------------------|---|---|
| (1)        | (2)   | (3)  | (4)                                       | (5)                                  | (6)   | (7)   |
| 1.         | Selection of officers of BPI 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                 | Mahbuba Farjana<br>(Administration and Training).<br>Phone: 02-41090035<br>email: dir@bpi.gov.bd<br><br>Md. Sahiduzzaman<br>Senior Scientific Officer (SSO)<br>Phone: 02-48955625<br>email: ssoexpl@bpi.gov.bd<br><br>Assistant Director,<br>Library Section<br>Phone: 01675 148604<br><br>Dilara Parvin, Assistant Director<br>Phone: 02-8932439<br>email: adadm@bpi.gov.bd<br><br>Md. Sahiduzzaman<br>Senior Scientific Officer (SSO)<br><br>Assistant Director<br>Administration Section |
| 2.         | Approval of the requisition for stationeries received from officer(s)/employee (s) of BPI according to their entitlement. | Through prescribed form (Subject to availability ) | Assistant Director, Store Section         | Free of cost                         | Maximum 24(twenty four) hours. Immediately in case of emergency |   |
| 3.         | Photocopy (for officers, employees of BPI and the course participants)  | As and when required                               | Training Section                          | Free of cost                         | Immediately   |   |
| 4.         | 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                                      |   |
| 5.         | 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                                    |   |
| 6.         | Issuance of Library Cards to the officers of BPI  | As per requirement                                 | Assistant Director, Library Section       | Free of cost                         | After received application                                      |   |
| 7.         | Update contents of the website  | As and when required                               | Administration Section                    | Free of cost                         | When required   |   |
| 8.         | Issuance of Duplicate Certificate (Course Participants)   | Upon written application                           | Training Section                          | Free of cost                         | Within 03 (three) working days                                  |   |
| 9.         | Miscellaneous   | As and when required                               | Administration Section                    | According to the policy of BPI       | Time mentioned in the requisition                               |   |