

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 (Administration and Training). Phone: 02-41090035 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.	Md. Rubel Hossain Assistant Director Phone: 01843056615 email: rubel19forever@gmail.com

*Shahadat*  
**Md. Shahadat Hossain**  
Scientific Officer

*Asif*  
**Md. Asif Parvez**  
Scientific Officer  
Bangladesh Petroleum Institute  
Energy & Mineral Resources Division.

*Sahiduzzaman*  
**(Md. Sahiduzzaman)**  
Senior Scientific Officer (SSO)  
Bangladesh Petroleum Institute (BPI)  
Energy & Mineral Resource Division

*Mahbuba Farjana*  
**মাহবুবা ফারজানা**  
সিনিয়র সায়েন্স অফিসার (SSO)  
বাংলাদেশ পেট্রোলিয়াম ইনস্টিটিউট  
জ্বালানি ও খনিজ সম্পদ বিভাগ  
বিদ্যুৎ জ্বালানি ও খনিজ সম্পদ মহলা, ঢাকা।

## 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 - Practical training -Seminar/Workshop	Training Section	Training Fee to be paid through issuing cheque .	Duration of Training	Mahbuba Farjana Director (Administration and Training). Phone: 02-41090035 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 Senior, Scientific Officer (SSO) Phone: 02-48955625 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	Md. Jisan Fardin Scientific Officer Phone:01752922950 email:jisanfardin@gmail.com
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	Md. Zubayer Rahman Scientific Officer Phone : 02-8932438 email:zubayerrahman100@gmail.com
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		Md. Shahadat Hossain Scientific Officer Phone: 01868070165 email: shahadat.hossaincuet13@gmail.com
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.	Md. Shad Ibna Shamim Assistant Director (Store) Phone: 01715785530 shad.shenshai@gmail.com
7.	Providing information related to the course (participating officers)	Direct	Training section	Free of cost	During course period	Md.Sahiduzzaman Senior Scientific Officer (SSO) Phone: 02-48955625 email: ssoexpl@ bpi.gov.bd
8.	Dormitory Service for the trainees	Direct	Training section	Included in the training fees	During course period	Md. Roni Raihan Scientific Officer Phone:01960144041 email: rony478607@gmail.com

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*Md. Roni Raihan*  
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Scientific Officer  
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### 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 (Administration and Training). Phone: 02-41090035 email: dir@bpi.gov.bd
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	Md. Shahadat Hossain Scientific Officer Phone: 01868070165 email: shahadat.hossaincuet13@gmail.com
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	Md. Shad Ibna Shamim Assistant Director (Store) Phone: 01715785530 email: shad.shenshai@gmail.com
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	Kamrul Hasan Assistant Director Phone: 01821781521 email: kamrul.hasan6248@gmail.com
6.	Issuance of Library Cards to the officers of BPI	As per requirement	Assistant Director, Library Section	Free of cost	After received application	Md. Shahadat Hossain Scientific Officer Phone: 01868070165 email: shahadat.hossaincuet13@gmail.com
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	Md. Sahiduzzaman Senior Scientific Officer (SSO) Phone: 02-48955625 email: ssoexpl@bpi.gov.bd
9.	Miscellaneous	As and when required	Administration Section	According to the policy of BPI	Time mentioned in the requisition	Md. Rubel Hossain Assistant Director Phone: 01843056615 email: rubel19forever@gmail.com

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*Mahbuba Farjana*  
**মাহবুবা ফারজানা**  
পরিচালক (প্রশাসন ও প্রশিক্ষণ)  
বাংলাদেশ পেট্রোলিয়াম ইনস্টিটিউট  
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বিদ্যুৎ, জ্বালানি ও খনিজ সম্পদ মন্ত্রণালয়, ঢাকা।