

# Sevottam Compliant Citizens' Charter

## नागरिक अधिकार पत्र



# HIPA

*\*An Institute of Excellence\**



## **Haryana Institute of Public Administration**

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Haryana Institute of Public Administration, Gurugram is an apex State Administrative Training Institute funded by the Govt. of Haryana. It was established in 1983 with the objective of providing training, consultancy and carrying out research to improve efficiency and effectiveness in administration. The Institute endeavors to realize its objectives by enhancing professional knowledge, skills and inculcating attitude essential for an individual and organization to perform in an excellent manner.

**Vision:** To develop, strengthen and upgrade qualities of professionalism, responsiveness, integrity and courage amongst Civil Servants, and endeavour to promote excellence and good governance in the State of Haryana; through research, training and updated guidance aimed at sharpening the skills, enhancing knowledge and bring attitudinal change required to cope with the requirements of fast changing scenario.

**Mission:** We dedicate ourselves to ensure the Need Based Quality Training & Seek to: - Strengthen knowledge and skill base in Haryana. - Develop a holistic approach. - Enable specialist services to be up-to date in terms of emerging technologies and innovations. - Inculcate attitudes of Professionalism and Social Responsibility. - Knowledge management and dissemination of information. - Research aimed at enhancing efficiency and effectiveness in Administration.

**Objectives:** The core objective of the Institute is to improve the administrative ability and competence of the officers of the state with a view to enhance overall administrative efficacy of the state and its responsiveness to the needs of the public.

**Key Services:**

The key services being provided by HIPA to its clients are detailed below:

- Courses for new entrants to the All India Services, Haryana Civil Services, and allied services of the State Government.
- In-service refresher courses for officers of the State Government.
- Subject specific short-term in-service training programmes for officers of different departments of the State Government.
- Need-based Training Programmes for various Corporations/Boards and other autonomous bodies of the State Government and Central Government.
- Training programmes sponsored by DOPT, Government of India and on the subjects sponsored by other National and International Agencies.
- Seminars and Workshops to facilitate frequent interaction among the administrators, academicians and professionals on various subjects of interest.
- Undertake, promote and co-ordinate research, case studies and training in the fields of Public Administration and Management either on its own or in collaboration with other agencies including Universities and training institutions of the Government of India as well as the State Government.
- Undertake publication of newsletter and research papers.

**Grievance Redressal Mechanism:** To sort out the grievances of the clients and ensure their speedy redressal a well knit, effective and a robust mechanism has been evolved. The following officers have been notified as the Nodal Officers to deal with the grievances of clients as and when reported:

❖ **Grievances relating to training**

S.No.	Name	Designation	Contact Number	E-mail address
1.	Dr. Manveen Kaur	Faculty Training Coordinator	9811938168	<a href="mailto:manveenk@hipa.in">manveenk@hipa.in</a>

❖ **Grievances relating to Hostel & Sports**

1.	Dr. Abhay Kumar Shrivastava	Hostel Warden	9873289737	abhayk@hipa.
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❖ **Grievances relating to Library**

1.	Dr. Jogender Singh	Assistant Librarian	9868122758	<a href="mailto:jogenders@hipa.in">jogenders@hipa.in</a>
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❖ **Grievances relating to Administration**

1.	Ms. Rekha	Assistant Director	9999330686	<a href="mailto:rekhad@hipa.in">rekhad@hipa.in</a>
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❖ **Grievances relating to Payments of outsourced agencies, caterers and suppliers of various material**

1.		CAO	0124-2345781	
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**It shall be ascertained that at least 90% of the Grievances are addressed within the stipulated time.**

*Every Job is a **self-portrait** of the person who did it  
**Autograph** your work with **excellence**  
-Jassica Guidobono*



Dr. G. Prasanna Kumar, IAS (Retd.),  
Director General,  
HIPA, Gurugram

Approved

Dr. G. Prasanna Kumar, IAS (Retd.)  
Director General, HIPA