

Citizen Charter

2016



भारतीय पैकेजिंग संस्थान
Indian Institute of Packaging

An autonomous body under the Ministry of Commerce & Industry, Govt. of India

Celebrating 50 years

Plot E-2, Road No. 8, MIDC Area, Andheri (East), Mumbai 400093.

Tel. 91-22-28219803/9469/6751, Fax 91-22-28328178, www.iip-in.com

1. Vision of the Institute

- Make Indian Institute of packaging (IIP) a global “Centre of excellence” for all activities related to Packaging.
- Make IIP a “Single Window” for Sustainable and Innovative solution provider for packaging challenges for Indian Industry and for global community.
- Develop close relationship with international packaging fraternity.
- Make India a developmental hub of art, science, technology, engineering and entrepreneurship in packaging.
- Highlight the role of Packaging in National Economy and Create public awareness about it

2. Mission of the Institute

- To expand R&D activities in collaboration with IIT’s and other National Institutes
- To commence Graduate and Post graduate programme in Packaging Technology and management .
- To update the infrastructural facilities to provide effective services to the industries
- To establish International Packaging Centre at Mumbai
- To strengthen the net working with National and International Packaging Bodies/Institutes/ Universities
- To provide customized Training programme on Packaging for MSME section
- To upgrade laboratory facilities by incorporating “State of Art” testing equipments
- To establish new centers of the Institutes across India to provide highly skilled manpower and enhance the export market for Packaging Industry.

3. Functions and Activities

The Indian Institute of Packaging is an autonomous body under Ministry of Commerce & Industry, Govt. of India was set up in 1966. The Institute has since opened its branches at Chennai, Delhi, Kolkata, and Hyderabad and Bangalore and planned to set up more branches across India. The Institute has been the pioneer in imparting training in Packaging for the skill development in the country and undertaking research and development in various areas of Packaging.

(1) Training & Education Division

Packaging plays a vital role in protecting products as they go from the producers to the consumer. Packaging is designed to ensure that the product reaches the consumer in good and safe condition. The Institute is a pioneer in the field of packaging education and offers a variety of courses to cater to the skill development of fresh graduates in science, engineering and technology as well as practicing professionals in the Industry.

The Institute also conducts educational programmes like two years Post Graduate Diploma in Packaging (PGDP) on Technology and 18 months Distance Education Program for working executives. The Distance Education programme is endorsed by the World Packaging Organization (WPO) and accredited by Asian Packaging Federation (APF).

The Institute conducts a two years full time Post Graduate Diploma in Packaging (PGDP), open to the graduates in Science, technology, Engineering and allied fields.

The three months full time Certificate Course in Packaging (ITC) is suitable for a degree/diploma holders in any branch who desires to make a career in Packaging Business/Profession.

Graduate Diploma programme is carried out under Distance Education Programme in Packaging (DEP) for a duration of 18 months on annual basis.

(2) Research and Development Division

a. Research & Development Cell

. It is the primary objective of the Institute. The Institute also continues to enjoy the status of Research & Development Institute duly recognized by Department of Science & Technology under Scientific and Industrial Research Organizations (SIROs) Scheme.

The Institute undertakes Research & Development Projects for innovation, increasing shelf life of food and pharmaceuticals, package development for fresh foods, vegetables, processed foods, development of packaging for engineering products etc.

b. Testing, Quality Evaluation and Certification of Packaging Materials & Packages

Testing, Quality evaluation and Certification are one of the primary objectives of the Institute. Accordingly, the Institute has equipped its laboratories at Mumbai and Regional centres located at Delhi, Kolkata, Chennai and Hyderabad with new, state-of-the-art and sophisticated testing equipments for certification and evaluation of packaging materials and packages. The testing laboratories at Mumbai are accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL), Govt. of India as per ISO/IEC 17025:2005 and Bureau of Indian Standards (BIS). In addition, all the laboratories of the Institute are authorised by Directorate General of Shipping and Directorate General of Civil Aviation, Govt of India for mandatory testing of packages and issue of UN certificates for export of dangerous goods by ship and air. The laboratories of the Institute are also recognized by the Department of Scientific and Industrial Research (DSIR), Ministry of Science and Technology under the scheme of Scientific & Industrial Research Organizations (SIRO).

The institute regularly carries out more than 350 different types of testing on various types of packaging materials like paper and paperboard, plastic films and laminates, glass plastic containers, plastic woven sack, jute bag, tarpaulin, geo membrane multi-wall paper sack etc. and unit/bulk packages like paper, board, carton, corrugated fibreboard boxes, wooden containers, plastic barrels, plastic trays, pallets, metal drums, flexible intermediate bulk containers (FIBC), metal and plastic IBC, etc. by following the test procedures prescribed in different national and international standards. The laboratory facilities are upgraded every year, by introducing new kind of test facilities for analyzing the important quality parameters of packaging materials received from the industries.

c. Advisory Study Visits & on the spot suggestions for the improvement of Packaging

The Technical Officials of the Institute also undertake advisory study visit to the industries to provide on the spot suggestions and solutions to their packaging problems and difficulties and to improve in their packaging line of activities in terms of cost optimization increase

productivity through scale of operation, reduction of manpower through automation, use of appropriate packaging materials keeping in mind the environmental aspects.

d. Consultancy Services

Under Consultancy & Projects the Institute provides consultancy services for package design and cost effective packaging systems. Under the consultancy and projects in addition to the consultancy services the Institute also offers following services to the packaging industries.

- a. TECHNO ECONOMIC FEASIBILITY STUDIES – TEF Studies and project profiles are prepared for setting up packaging related industries.
- b. MARKET SURVEYS – Market surveys are undertaken for packaging products, machineries and newer technologies for predicting demand estimates and future projections.
- c. IN PLANT TRAINING PROGRAMS – In plant training programs are conducted for the packaging personnel and for those from other related activities.
- d. PACKAGING AUDITS

e. Other activities.

- (i) Bi-annual competition for excellence in Packaging.
- (ii) India Star and Pac Machine Awards - To conduct India Star and Pac Machine Awards for encouraging the Packaging Industries and to facilitate them to participate in Asia Star and World Star award contests.

Organize National and international Packaging exhibitions under the banner of INDPACK and INDIAPACK respectively. The International exhibition is being organized at an interval of 3 years whereas IndPack is organized every year at different two / three tier cities.

4. Our Stakeholders

Indian Institute of Packaging , an autonomous body under Ministry of Commerce and Industry is functioning as national apex body in the field of Packaging in association with packaging industry .

- i. Citizens of Indian
- ii. Manufacturers of Basic Materials for Packaging
- iii. Converters of Packaging Materials and Packages
- iv. Users of Packaging and Packaging Entrepreneurs
- v. Packaging and Converting Machinery Manufacturers
- vi. Traders, Exporters, Dealers, Consultants and Others dealing in Packaging
- vii. Students and Academicians
- viii. Commodity Boards and Export Promotion Councils.
- ix. Ministries/Departments of Central Government.

5. Standard of Services Provided

S.No.	Services	Time Limit
1.	Long term and Short Term Training Programmes (a) PGDP (Post Graduate Diploma in Packaging) (b) ITC (Intensive Training Course) (c) DEP (Distance Education Programme)	As per annual schedule published by the Institute
2.	Testing, Quality Evaluation and Certification of samples	7 working days in addition to the actual test duration as per the relevant protocol/specification
3.	RTI Act,2005 (i) Provide information or reject the request for any of the reasons specified in the RTI Act,2005. (ii) Disposal of appeals preferred under RTI Act,2005	Within the time limits prescribed in the RTI Act,2005 30 days Within the time limits prescribed in the RTI Act,2005
4.	Public Grievance Mechanism	60 days (Subject to receipt of complete details and receipt of responses from the authority taking final decision on the grievance)

6. Grievances Redress Mechanism

Public Grievance Mechanism: This mechanism has been constituted to deal with complaints of serving/retired employees of the Institute . It also caters to general public grievances.

Name and contact details of Grievance Officer:

Dr. Sanjay Kumar Chattopadhyay , Prof/Addl.Director(R&D)

Tele: 022- 28256735, Email : rdiip@iip-in.com .

Web: www.iip-in.com

7. Responsibility Centres

Details of responsibility centres are at Annexure -I

8. Indicative expectations from service recipients

- i. Submit duly completed application forms in all respects
- ii. Always keep proper records of your letters and communications with the Institute.
- iii. Check website of the Institute regularly for updates on policies, programmes and procedures.
- iv. Do not hesitate in contacting the concerned officer on telephone/email.
- v. Stake holder should not hide facts in the applications, appeals, discussion etc.

9. Task Force on Citizens Charter

1. Dr. Sanjay Kumar Chattopadhyay, Prof/Addl. Director (R&D)
Tele: 022– 28256735 , Email : rdiip@iip-in.com
2. Mr. Bhaskaran. K. M, Dy. Director (Admn & Accts)
Tele: 022– 28254630 , Email : ddadmin@iip-in.com

10. Month and Year for the next review of the Charter.

The Citizen Charter will be reviewed in December, 2016 for possible revision, based on the feedback received from various stakeholders.

Annexure I

S. No	Responsibility Centres	Address	Name & Designation of the officer	Telephone with STD code	FAX No	Mobile No.	Email
1	Chief Public Information Officer (CPIO)	Indian Institute of Packaging, E-2, MIDC area, Andheri East, Mumbai -400093	Mr. Bhaskaran. K.M Dy. Director (Admn & Accts)	022-28219803/6751	022-28328178	9920184240	ddadmin@iip-in.com
	Appellate Authority	Indian Institute of Packaging, E-2, MIDC area, Andheri East, Mumbai -400093	Dr. N.C. Saha, Director	022-28219803/6751	022-28328178	9819996630	director-iip@iip-in.com
2	Committee to address sexual harassment of women at work place	Indian Institute of Packaging, E-2, MIDC area, Andheri East, Mumbai -400093	Dr.(Mrs.) Jyoti Baliga, Prof.(T&E)	022-28219803/6751	022-28328178	9323035690	rneiip@iip-in.com
3	Grievance cum complaint redressal committee	Indian Institute of Packaging, E-2, MIDC area, Andheri East, Mumbai -400093	Dr.Sanjay Kumar Chattopadhyay, (Prof. Labs)	022-28219803/6751	022-28328178	9892672891	rdiip@iip-in.com

	Administration & Accounts	Indian Institute of Packaging, E-2, MIDC area, Andheri East, Mumbai -400093	Mr. Bhaskaran. K.M Dy. Director	022-28219803/6751	022-28328178	9920184240	ddadmin@iip-in.com
4	Training & Education	Indian Institute of Packaging, E-2, MIDC area, Andheri East, Mumbai -400093	Dr.(Mrs.) Jyoti Baliga, Prof.(T&E)	022-28219803/6751	022-28328178	9323035690	rneiip@iip-in.com
5	Research & Development	Indian Institute of Packaging, E-2, MIDC area, Andheri East, Mumbai -400093	Dr.Sanjay Kumar Chattopadhyay, (Prof. Labs)	022-28219803/6751	022-28328178	9892672891	rdiip@iip-in.com
6	Regional Centre, Delhi	21, Functional Industrial Estate, Patparganj,Opp. Patparganj Bus Depot New Delhi – 110092	Dr. Tanweer Alam, Joint Director & Branch Head	011 – 22166703 / 04 / 22166705	011-22169612	9310601300	iipdelhi@iip-in.com
7	Regional Centre, Kolkata	Block C.P. -10, Sector – V, Salt Lake, Bidhan Nagar, Kolkata – 700 091	Mr. Bidhan Das, Deputy Director & Branch Head	033 – 23670763, 2367 6016	033– 2367 9561	80172 19939	iipkolkata@iip-in.com
8	Regional Centre, Hyderabad	Lux-3, Industrial Estate, Sanathnagar, Hyderabad – 500018	Mr.Madhab Chakraborty, Joint Director & Branch Head	040-2381 4321	040– 2370 7148	95810 00064	iiphyd@iip-in.com
9	Regional Centre, Chennai	Plot No. 169, Industrial Estate, Perungudi, Chennai – 600096	Mr. T.M. Malik, Deputy Director & Branch Head	044-24961077, 2496 1560,42629513	044-2496 1077	9382199089	iipchennai@iip-in.com

