



## **Citizens' / Clients' Charter**

**of**

## **Center of Innovative and Applied Bioprocessing (CIAB), Mohali**

(Deptt. of Biotechnology, Ministry of Science & Technology, Govt. of India)  
C-127, 2<sup>nd</sup> Floor, Industrial Area, Phase-VIII, S.A.S. Nagar, Mohali-160071- (Punjab)  
Website: [www.ciab.res.in](http://www.ciab.res.in) Tel: 0172-4990232; Telefax: 0172-4990204

## **Vision:**

To be a nodal research and innovation organization linking bioprocess and bioproducts, R&D system knowledge, technology, leads etc. with production system and serve as incubatorial platform for agri-process and agri-food-product related entrepreneurship along with the frontal role in translation, innovation, optimization and up-scaling of approaches and technologies for bioprocessing products to catalyse agro-industrial growth through progressive functional linkages and networking / collaborations with institutions and industries nationally and globally.

## **Mission:**

- To test, validate, translate, innovate, improve, up-scale and integrate approaches and technologies related to bioprocessing of agri-food / agri-mass for promotion of secondary agriculture.
- To generate bioresources related knowledge and advance R&D leads and potential for the growth of research and innovation systems towards products development, technology translation, product quality assurance etc.in the sectors of agri-food and secondary agriculture including technology demonstrations, training, clustering of entrepreneurs/stake-holders etc. in the lab-to-market chain.

## **Objectives:**

The aims and objectives of the Institute are, as under:

- a) To carry our innovations, optimization, up-scaling and translation of knowledge, approaches, technologies and processes related and/or relevant to processing of biomass, agri-food, agri-produce etc.
- b) To catalyse improvement and transformation of bio-processing and agri-food sector through training, technological interventions, value addition, cultivating and evaluating ideas and model(s) etc. related to bioprocessing resources, processes and products etc.
- c) To promote synergism among bioprocessing interest/relevant entrepreneurs, industrial establishments, start-up companies, resource holders, research and development institutes, educational and service institutions, individuals or innovative groups to function in partnership and/or collaborative mode.
- d) To advance and synergize innovation system related to bioprocessing for development of value-added / new/novel products and to serve as an incubator / service platform for the common interest groups / companies / entrepreneurs etc.
- e) To facilitate testing, validation, optimization, up-scaling etc. of the technologies and processes developed by the Center of Innovative and Applied Bioprocessing (CIAB), National Agri-Food Biotechnology Institute (NABI) and / or public institutions and / or those available through public domain/open source and/or other sources in India and

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abroad after acquiring / adopting them through licensing / agreement / mutual understanding / consent etc. in case of proprietary institutes.

All the income, earning, movable, immovable properties of the Society shall be solely utilized and applied towards the promotion of its aims and objectives only set forth in the Memorandum of Association and no profit thereof shall be paid or transferred directly or indirectly by way of dividends, bonus, profits or in any manner whatsoever to the present and past members of the Society or to any person claiming through any or more of the present or past members. No member of the Society shall have any personal claim on any moveable or immovable properties of the Society or make any profit, whatsoever by virtue of his membership.

**Services/Transactions:**

Sr. No.	Services/Transactions	Process	Document Required	Mode of payment	Rates in INR
1).	Testing and Analysis of samples at analytical facility available at CIAB, Mohali with equipments GCMS, HPLC-MS, FTIR, SEM, Rheometer, Filtration Unit etc.	Receipt of request in writing from the: a) Industry/Private Institutes b) Government Institutions / Universities.	A formal request is required in writing.	Policy is being formulated.	-
2).	Training of period ranging from one to six months' duration for the students pursuing final year of their Graduation/Post Graduation in Biotechnology, Green Chemistry, Synthetic Biology, Chemical Engineering, Nanotechnology, Food Science & Technology and Nutrition Science & Technology etc. from various Institutes, Colleges & Universities.	a) Candidates should apply through proper channel in the prescribed formats along with required supporting documents as per the guidelines.	1) A complete application form 2) Synopsis 3) Application forwarded by Head of Department 4) Self-attested copies of mark sheets/certificates/experiences /birth certificate 5) Expression of interests. (500 word statement describing significance of research in the subject category applied for).	Not applicable	-

**Vigilance Officer:**

Sr.No.	Employee Name	Designation	Contact No.	Email ID
1).	Dr. Sudesh Kumar	Scientist-F	0172-4990216	<a href="mailto:sudesh@ciab.res.in">sudesh@ciab.res.in</a>

**Central Public Information Officer (CPIO) under RTI Act:**

Sr.No.	Employee Name	Designation	Contact No.	Email ID
1).	Sh. Suneet Verma	Manager (Finance) – Addl. Charge	0172-4990118	<a href="mailto:suneetverma@nabi.res.in">suneetverma@nabi.res.in</a>

**Appellate Authority under RTI Act:**

Sr.No.	Employee Name	Designation	Contact No.	Email ID
1).	Dr. Rajender S Sangwan	Chief Executive Officer	0172-4990114	<a href="mailto:ceo@ciab.res.in">ceo@ciab.res.in</a>

**Nodal Officer under Bio-medical Waste:**

Sr.No.	Employee Name	Designation	Contact No.	Email ID
1).	Dr. Sudhir Pratap Singh	Scientist-C	0172-4990250	<a href="mailto:sudhirsingh@ciab.res.in">sudhirsingh@ciab.res.in</a>

**Prevention of Sexual Harassment of working women:**

Sr.No.	Employee Name	Designation	Contact No.	Email ID
1).	Dr. Jayeeta Bhaumik	Scientist-D	0172-4990105	<a href="mailto:jayeeta@ciab.res.in">jayeeta@ciab.res.in</a>
2).	Dr. Meena Krishania	System Analyst	0172-4990223	<a href="mailto:meena@ciab.res.in">meena@ciab.res.in</a>
3).	Ms. Pankaj Preet Sandhu	STA	0172-4990223	<a href="mailto:preet@ciab.res.in">preet@ciab.res.in</a>

**List of Stakeholders / Clients:**

<b>Sr. No.</b>	<b>Stakeholders / Clients</b>
1).	Department of Biotechnology, Ministry of Science & Technology
2).	Other Government Institutions, Colleges, Universities & Departments, Hospitals and Other related industries.
3).	Public Funded Research & Development Institutions
4).	Other related autonomous institutions
5).	Students and research scholars

**Indicative expectations from service recipients:**

<b>Sr.No.</b>	<b>Indicative expectations from service recipients</b>
1).	Timely submission of request / indents or requirements by the line departments.
2).	Timely follow up action by the recipients.
3).	Stakeholder's response and participation in utilization of information / data for varied uses.
4).	Adoption / implementation of Govt. of India action plans for efficient resource utilization
5).	Regular feedback of the adoption measures and constraints in implementation.
6).	Deployment of the personnel trained in Biotechnology, Green Chemistry, Synthetic Biology, Chemical Engineering, Nanotechnology, Food Science & Technology and Nutrition Science & Technology etc. and related activities.

**Action Plan to mitigate potential areas of corruption in Center of Innovative and Applied Bioprocessing (CIAB), Mohali:**

- Wide publication of Tender documents of procurement of goods and services by giving sufficient time to submit the bids.
- Publication of Tender Notice in the Local / National newspapers and their uploading on the Institute's website to enable e-publishing.
- Electronic Transfer of funds to all suppliers / vendors / agencies dealing with the Institute.
- Electronic Transfer of funds of salary and other payment of the employees.
- Developing transparency in various forms such as publicizing accounts, budget, contract arrangement, annual report etc.

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