

Citizen Charter

The **Birbal Sahni Institute of Palaeosciences (BSIP)**, located in Lucknow, operates under the **Department of Science and Technology (DST)**, Government of India. While BSIP does not have a standalone Citizen Charter hosted on its own site, it adheres to the **DST Citizen Charter**, which sets the guidelines for public service delivery, responsiveness, and grievance redressal.

The DST Citizen Charter (accessible via the [Department of Science & Technology](#) report) outlines the commitments and standards citizens can expect when interacting with BSIP:

Key Components for Citizens & Stakeholders

- **Transparency & Information:** The institute provides public access to scientific research, publications, and museum facilities.
- **Timely Service Delivery:** Specific timelines are maintained for processing research proposals, grants, RTI queries, and Ph.D. admissions.
- **Consultative Approach:** BSIP frequently collaborates with universities, museums, and citizens through public outreach programs, exhibitions, and educational seminars.

Grievance Redressal

If you have a complaint, inquiry, or require public assistance, the institute has designated officials to address public feedback and ensure accountability:

Public Grievance Officer / Nodal Officers: Designated to manage and resolve citizen queries.

- **RTI Compliance:** BSIP has a designated Central Public Information Officer (CPIO) to handle information requests under the Right to Information Act. For the most up-to-date procedures, specific contact details, or to submit an inquiry, you can directly visit the [Birbal Sahni Institute of Palaeosciences](#) official portal.

If you are trying to resolve a specific issue, please tell me if it is related to:

- **RTI Queries**
- **Museum or Library Access**
- **Ph.D. Admission / Project Inquiries**