



Citizen's / Client's Charter for

(Department Of Agricultural Research and
(2013-2014)

Address	Krishi Bhawan, Dr. Rajendra Prasad Road, New Delhi 110 001
Website ID	dare.nic.in
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Vision Mission

Vision

Harnessing science to ensure comprehensive and sustained physical, economic and ecological access to food and livelihood security to all Indians, through generation, assessment, refinement and adoption of appropriate technologies.

Mission

Sustainability and growth of Indian agriculture by interfacing agricultural research, higher education and front-line extension initiatives complemented with institutional, infrastructural and policy support that will create efficient and effective science-harnessing

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Supply of breeder seeds of field crops	15	Dr. J.S. Chauhan(ADG (Seeds))	adgseed.icar@nic.in	9414025636 (23382257)	Submission of consolidated allotment for breeder seed by DAC	Receipt of indent	N/A	N/A	N/A
						Directing the Institutes for providing the service	N/A	N/A	N/A	N/A
2	Allotment of available seeds and planting materials of horticultural crops	15	Dr. S.K.Malhotra(ADG (Hort.-II))	malhotraskraj@yahoo.com, malhotraskraj@gmail.com	9968978191 (25842467)	Submission of consolidated indent for seed and planting materials by service seekers	Receipt of indent	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Directing the Institutes for allotment of seed and planting materials	N/A	N/A	N/A	N/A
3	Development of soil resource maps, land use plans and soil fertility maps	15	Dr. S.K. Chaudhari(ADG (S&WM))	surchaudhari@hotmail.com	9416189297 (25848369)	Collection and analysis of data for the region being sought	Specific requirement of the service in as much detail as possible along with the authenticity of the service seeker	N/A	N/A	N/A
						Development and supply of maps to service seekers	Letter of intent for GIS mapping	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Providing guidance/information on agricultural technologies	15	Dr. V. Venkatasubramanian(ADG (AE))	vvsbramania.icar@nic.in, adgaex@yahoo.com	9999605152 (25843279)	Personal contact or through mail / correspondence by the service seekers	Submitting a written request	N/A	N/A	N/A
5	Award of winter and summer school trainings for capacity building of faculty after receiving the proposals from Institutions	12	Dr. Kusumakar Sharma(ADG (HRD))	kusumakar.icar@nic.in, adghrd@icar.org.in	9650125552 (25843635)	Inviting proposals from Institutions / Universities	Proposal in requisite proforma	N/A	N/A	N/A
						Evaluation of proposals by SMDs / Experts within 60 days	Guidelines	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Communication to the concerned Institutions and release of grants in 60 days post approval	N/A	N/A	N/A	N/A
6	Diagnosis of Foot and Mouth Disease (FMD) virus in biological materials	10	Dr. Gaya Prasad(ADG(AH))	gprasad1986@gmail.com	9582898968 (23386668)	Diagnosis of FMD virus in clinical materials, milk and semen samples and serum antibody testing for vaccinal immunity and virus circulation	Written request by service seekers including farmers to the Project Director, PDFMD, Mukteswar (Uttarakhand)- 263138	N/A	N/A	N/A
7	Supply of prototypes of agricultural equipments	10	Dr. Kanchan K. Singh(ADG (Engg.))	kksingh03@yahoo.co.uk	9582963548 (25840158)	Identification of needs, design and costing of prototypes	Demand letter to the concerned Institute	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
8	Research advisories & coordination support	8	Dr. Madan Mohan(ADG (M.Fy.))	mmohan@icar.org.in, mmohan.fish@rediffmail.com	9582898981 (25848128)	Assessment/ evaluation of requirements, and informing client	Requisition	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Supply of breeder seeds of field crops	15.0	Supply of breeder seeds to indenting agencies after receipt of consolidated breeder seed requirements from DAC	35	Working days	15.00	DARE/ICAR, Project Directors / Project Coordinators of Crop Science Division
2	Allotment of available seeds and planting materials of horticultural crops	15.0	Allotment of available seeds of horticultural crops to indenting agencies after receipt of indents	30	Working days	7.00	Institutes of Horticulture Division
			Allotment of available planting materials of horticultural crops to indenting agencies after receipt of indents	60	Working days	8.00	Institutes of Horticulture Division
3	Development of soil resource maps, land use plans and soil fertility maps	15.0	Time taken for collection and analysis of data for the region being sought	12	Months	7.00	NBSS&LUP, Nagpur and IISS, Bhopal
			Time taken for development and supply of maps to service seekers	6	Months	8.00	NBSS&LUP, Nagpur and IISS, Bhopal
4	Providing guidance/information on agricultural technologies	15.0	Time taken for providing guidance / information	30	Working days	15.00	ICAR Institutes / KVKs / ATICs / NARS
5	Award of winter and summer school trainings for capacity building of faculty after receiving the proposals from Institutions	12.0	Time taken for release of grants after receipt of proposals	120	Working days	12.00	DARE/ICAR
6	Diagnosis of Foot and Mouth Disease (FMD) virus in biological materials	10.0	Diagnosis will be provided for each sample after receipt of the materials at PDFMD, Mukteshwar	10	Working days	10.00	PDFMD, Mukteshwar

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
7	Supply of prototypes of agricultural equipments	10.0	Time taken for delivery of prototypes from the date of indents	150	Working days	10.00	CIAE Bhopal, CIPHET Ludhiana, IINRG Ranchi, CIRCOT Mumbai and NIRJAFT Kolkata
8	Research advisories & coordination support	8.0	Time taken for processing & supply of information	30	Working days	8.00	Fisheries Research Institutes of ICAR and DAHD&F

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Sh. Rajesh Ranjan	23382375	dirdare@nic.in	9868661894
2	Sh. Anil K. Sharma	23388991	anil.cpro@gmail.com	9582898996

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	DAC, NSC, SSC, SFCI, APEDA, DoF, DoLR, DoWD, MoEF, ISRO, RSAC, CWC, NIC, NFDB, Hyderabad and other Govt. Departments that deal with DARE/ICAR
2	Department of Animal Husbandry, Dairying & Fisheries, Govt. of India.
3	State Agricultural Departments
4	Department of Horticulture of different states
5	State Animal Husbandry and Fisheries Departments
6	Research institutions (CSIR, ICMR, DBT, DST, IISc.)
7	State agricultural and veterinary universities, research institutes including ICAR institutes
8	College of Fisheries in State, Central Agricultural & Fisheries Universities
9	Students of Deemed Universities of ICAR, SAUs, CAU and Central Universities
10	Krishi Vigyan Kendras
11	ICAR scientists and KVK officials
12	NGOs working with ICAR
13	Private R&D institutions working with ICAR
14	Seed Sector (Public / Private)

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
15	National Horticulture Board
16	Farmers
17	Vaccine Manufacturers
18	Veterinary hospitals / state livestock farms
19	Livestock owners
20	Milk cooperatives and private feed manufacturers, feed ingredient buyers and suppliers
21	Fisheries Industry
22	Fishermen, Fisheries Co-operative Societies
23	Fishing Boat Owners, Fish Processing, Fish and Fish Products Exporters Associations
24	Farm machinery manufacturers
25	Food grain processors / entrepreneurs
26	Fruit and vegetable producers
27	Agro-industries, Fertilizer Companies, Soil Testing Laboratories, State Land Use Board

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Crop Science Division	23382545	ddgcs.icar@nic.in	9868228624	Deputy Director General (CS), Indian Council of Agricultural Research (ICAR), Krishi Bhawan, Dr. Rajendra Prasad Road, New Delhi-110001
2	Horticulture Division	25842068	ddghort@gmail.com	8447284636	Deputy Director General (Hort.), Indian Council of Agricultural Research (ICAR), Krishi Anusandhan Bhawan-II (KAB-II), Pusa, New Delhi-110012
3	Animal Science Division	23381119	ddgas.icar@nic.in,	9582898988	Deputy Director General (AS), Indian Council of Agricultural Research (ICAR), Krishi Bhawan, Dr. Rajendra Prasad Road, New Delhi-110 001
4	Natural Resource Management Division	25848364	aloksikka@yahoo.co.in	9810478885	Deputy Director General (NRM), Indian Council of Agricultural Research (ICAR), Krishi Anusandhan Bhawan-II (KAB-II), Pusa, New Delhi-110 012
5	Fisheries Division	25846738	meena@icar.org.in, meenakumarib@gmail.com	9650934444	Deputy Director General (Fy.), Indian Council of Agricultural Research (ICAR), Krishi Anusandhan Bhawan-II (KAB-II), Pusa, New Delhi-110 012
6	Agricultural Engineering Division	25843415	ndnaip@icar.org.in, ndnaip@gmail.com	9650063370	Deputy Director General (Engg.), Indian Council of Agricultural Research (ICAR), Krishi Anusandhan Bhawan-II

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
					Pusa, New Delhi-110 012
7	Agricultural Extension Division	25843277	kdkokate@gmail.com, kdkokate@rediffmail.com, kdkokate@icar.org.in	9968956778	Deputy Director General (AE), Indian Council of Agricultural Research (ICAR), Krishi Anusandhan Bhawan-I (KAB- I), Pusa, New Delhi-110 012
8	Agricultural Education Division	25841760	ddgedn@icar.org.in,	9711008862	Deputy Director General (Edn.), Indian Council of Agricultural Research (ICAR), Krishi Anusandhan Bhawan-II (KAB-II), Pusa, New Delhi-110 012

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Timely submission of documents, indents or requirements by DAC
2	Timely submission of consolidated allotment of breeder seed by DAC
3	Timely lifting of breeder seed by the indenter / allottee
4	Requisition should be sent in time keeping in view to growing period of specific varieties to produce seed and planting material by respective organizations as per demand
5	Biological materials to be sent in cold chain preferably through messengers
6	The phone number, e-mail and postal address are to be provided by the service recipients
7	Timely follow-up actions by the service recipients
8	Industry's response and participation in technology development and refinement
9	Timely submission of proposals from NRM institutions and SAUs for knowledge and skill up gradation
10	Adoption of soil resource maps, land use plans, soil fertility maps, agro advisories for efficient resource utilization
11	Timely submission of documents / requirements by clients & client departments
12	Application of research advisories by clients
13	Implementation of consultancy / advisory services / research recommendations by the clients
14	Expression of interest

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
15	Submission of request for supply of prototype and advance payment of cost of prototype
16	Submission of the requests for technological information by the service seekers/stakeholders
17	Providing feedback on the adopted technologies by the users / service seekers
18	Timely submission of proposals from Institutions / Universities for knowledge and skill up gradation