



Citizen's / Client's Charter

for

Department of Agricultural Research and Education

(2016-2017)

Address: Krishi Bhawan, Dr. Rajendra Prasad Road
New Delhi -110 001

Website ID: <http://www.dare.nic.in>

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Vision and Mission

Vision

Harnessing science and technology to ensure sustained accessibility to food, nutrition, livelihood security and natural resource management.

Mission

Interfacing agricultural research and technology, higher education and front-line extension initiatives with institutional, infrastructural and policy support for sustainable growth of agriculture.

Main Services/Transactions

S.No.	Service(s)/Transaction(s)	Weight	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1	Supply of breeder seed of field crops	15	Dr. J.S. Chauhan ADG (Seed)	adgseed.icar@nic.in	0941402563 6 011-23382257	Submission of consolidated allotment for breeder seed by DAC	Receipt of indent	*	*	*
						Directing the institutes for providing the service	-	*	*	*
2	Allotment of available seed and planting material of horticultural crops	15	Dr. T. Janakiram, ADG (HS-I)	janakiram.kab@gmail.com adghortsci@gmail.com	0901320161 5 011-25846490	Receiving the indent	Indent in the prescribed proforma	Fee etc will be charged only when seed and planting material is lifted from the respective Responsibility Sub-Centres i.e. Institutes		
						Examining availability of material	-			
						Directing Responsibility Sub-Centres i.e. Institutes for allotment of seed and planting materials	-			
3	Development	15	Dr. S. K.	adgswm@g	0941618929	Collection and	Specific	*	*	*

	of soil resource maps, land use plans and soil fertility maps		Chaudhari, ADG(S&WM)	mail.com	7 011- 25848369	analysis of data for the region being sought	requirement of the service in as much detail as possible along with the authenticity of the service seeker			
						Development and supply of maps to service seekers	Letter of intent for GIS mapping	*	*	*
4	Providing guidance/information on agricultural technologies	15	Dr. V.P. Chahal, ADG(AE)	chahalvp@gmail.com	0996872247 5 011- 25841536	Personal contact or through mail /correspondence by the service seekers	Submitting a written request mentioning the details of specific service requirement sought by the service seekers to the responsible person along with his identity and correspondence details	*	*	*
5	Award of winter and summer school trainings for capacity	10	Dr. M.B. Chetti ADG(HRD)	adghrd1.icar@gmail.com,	0880089200 4 011- 25843635	Inviting proposals from ICAR institutes/SAUs	Proforma	*	*	*
						Evaluation of proposals by SMDs /Experts within 60	Guidelines	*	*	*

	building of faculty after receiving the proposals from institutions					days				
						Communication to the concerned institutions and release of grants in 60 days post approval	-	*	*	*
6	Diagnosis of Foot and Mouth Disease (FMD) and brucellosis in livestock	12	Dr. Ashok Kumar, ADG(AH)	ashokkr.icar@gov.in ashokakt@rediffmail.com	09412761307 011-23386668	Diagnosis of FMD in clinical materials, milk and semen samples and serum antibody testing for vaccinal immunity and virus circulation	Written request with detailed history to the Project Director, ICAR-PDFMD, Mukteshwar-263138 (Uttarakhand)	*	*	*
						Diagnosis of brucellosis in milk/blood/serum/clinical samples	Written request with detailed history to the Director, ICAR-NIVEDI, Yelahanka, Bengaluru-560064 (Karnataka)	*	*	*
7	Supply of prototypes of agricultural equipment	10	Dr Kanchan K. Singh ADG (Engg.)	kksingh03@yahoo.co.uk	09582963548 011-25840158	Identification of needs, design and costing of prototypes	Demand letter	*	*	*

8	Supply of designs of fishing craft and gear	8	Dr. P. Pravin ADG (M.Fy.)	pravinp2005@gmail.com	0949696620 6 011-2584 8128	Request of client, assessment/evaluation of requirements, informing client	Requisition	*	*	*
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**As per norms/rules/guidelines*

Service Standards

S. No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1	Supply of breeder seed of field crops	15	Supply of breeder seed to the indenting agency after receipt of consolidated breeder seed requirements from DAC	35	Working days	15	DARE/ICAR, Project Directors/Project Coordinators of Crop Science Division
2	Allotment of available seed and planting material of horticultural crops	15	Allotment of available seed of horticultural crops to indenting agencies after receipt of indents	30	Working days	7	Responsibility Sub-Centres i.e. Institutes of Horticultural Science Division
			Allotment of available planting material of horticultural crops to indenting agencies after receipt of indents	60	Working days	8	
3	Development of soil resource maps, land use plans and soil fertility maps	15	Time taken for collection and analysis of data for the region being sought	12	Months	7	ICAR-NBSS&LUP, Nagpur and ICAR-IISS, Bhopal
			Time taken for development and supply of maps to service seekers	6	Months	8	
4	Providing guidance/information on agricultural technologies	15	Time taken for providing guidance/information after receipt of the request	32	Working days	15	KVKs/ATICs/NARS

5	Award of winter and summer school trainings for capacity building of faculty after receiving the proposals from institutions	10	Time taken for release of grants after receipt of proposals	120	Working days	10	DARE/ICAR
6	Diagnosis of Foot and Mouth Disease (FMD) and brucellosis in livestock	12	Diagnosis of FMD will be provided for each sample after receipt of the materials at ICAR-PDFMD, Mukteshwar	10	Working days	6	ICAR-PDFMD, Mukteshwar
			Diagnosis of brucellosis will be provided for each sample after receipt of the materials in good condition at ICAR-NIVEDI, Bangaluru	10	Working days	6	ICAR-NIVEDI, Bangaluru
7	Supply of prototypes of agricultural equipment	10	Time taken for delivery of single prototype from the date of indents	120	Working days	5	ICAR-CIAE, Bhopal, and ICAR-CIPHET, Ludhiana
			Time taken for delivery of multiple prototypes from the date of indents	300	Working days	5	
8	Supply of designs of fishing craft and gear	8	Time taken for supply of designs after receipt of the request	30	Working days	8	ICAR-CIFT, Kochi

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	E-mail	Mobile Number
1	Sh. Rajan Agrawal	011-23382375	dirdare.icar@nic.in	09810380510
2	Sh. Anil K. Sharma	011-23388991	anil.cpro@gmail.com	09582898996

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1	Farmers
2	Farm machinery manufacturers
3	Food grain processors/entrepreneurs
4	Fruit and vegetable producers
5	Research organizations (CSIR, ICMR, DBT, DST, IISc etc.)
6	DoAC & FW, DoF, DoLR, DoWD, MoEF, and DAHD&F
7	ISRO, RSAC, CWC, NIC, NFDB, APEDA, NSC, NHB
8	ICAR scientists and KVK officials
9	Agro-industries, fertilizer companies, soil testing laboratories, state land use board
10	NGOs, private R&D institutions working with ICAR
11	Students of Deemed Universities of ICAR, SAUs, CAUs and Central Universities
12	Other Govt. Departments that deal with DARE/ICAR
13	College of Fisheries under Central/State Agricultural and Fisheries Universities
14	Fishing boat owners, fish processors, fish products exporters' association
15	State Deptts. of Agriculture, Horticulture, Animal Husbandry and Fisheries
16	Seed Sector (Public/Private)
17	Vaccine Manufacturers
18	Veterinary hospitals/state livestock farms
19	District/State Milk Cooperatives and private feed manufacturers, feed ingredient buyers and suppliers
20	State agricultural and veterinary universities, research institutes including ICAR institutes/veterinary colleges
21	Livestock owners /progressive farmers/private livestock entrepreneurs

Responsibility Centres (RCs) i.e. SMDs and Subordinate Organizations

S. No.	Responsibility Centres (RCs) i.e. SMDs and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1.	Crop Science Division	011-23382545	ddgcs.icar@nic.in	09582898978	Deputy Director General (CS), Indian Council of Agricultural Research (ICAR), Krishi Bhawan, Dr. Rajendra Prasad Road, New Delhi-110 001
2.	Horticultural Science Division	011-25842068	ddghort@gmail.com	08447284636	Deputy Director General (HS), Indian Council of Agricultural Research (ICAR), Krishi Anusandhan Bhawan-II (KAB-II), Pusa, New Delhi-110012
3.	Animal Science Division	011-23381119	ddgas.icar@nic.in hricar@gmail.com	09483527849	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	011-25848364	ddg.nrm@icar.gov.in	09717491961	Deputy Director General (NRM), Indian Council of Agricultural Research (ICAR), Krishi Anusandhan Bhawan-II (KAB-II), Pusa, New Delhi-110 012
5.	Fisheries Science Division	011-25846738	ddgfs.icar@gov.in jkjena2@rediffmail.com	09453019735	Deputy Director General (FS), Indian Council of Agricultural Research (ICAR), Krishi Anusandhan Bhawan-II (KAB-II), Pusa, New Delhi-110 012
6.	Agricultural Engineering Division	011-25843415	k_alagusundaram@yahoo.co.in ddgengg@icar.org.in	09717491961	Deputy Director General (Engg.), Indian Council of Agricultural Research (ICAR), Krishi Anusandhan Bhawan-II (KAB-II), Pusa, New Delhi-110 012

7.	Agricultural Extension Division	011-25843277	aksicar@gmail.com	09582922324	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	011-25841760	ddgedn@gmail.com	07042771413	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	Expression of interest
2	Payment of fees
3	Submission of application
4	Checking of availability of services from website/institutes
5	Timely submission of proposals from ICAR institutes and SAUs for knowledge and skill up gradation
6	Timely submission of indents or requirements by line departments
7	Timely follow up action by the recipients
8	Industry's response and participation in technology development and refinement
9	Adoption of soil resource maps, land use plans, soil fertility maps, soil and water conservation measures, agro-advisories for efficient resource utilization
10	Timely submission of documents/requirements by clients and client departments
11	Timely follow-up actions by the recipients
12	Implementation of consultancy/advisory services/research recommendations by the clients
13	Adoption and implementation of tested technologies/strategies/guidelines by fish industry, departments, fishers and fisheries societies and associations

14	Requisition for specific seed and planting material at suitable time with sufficient period for multiplication
15	Advance payment for seed and planting material against the cost estimate for seed and planting material along with packing charges
16	Timely submission of indent/requirement by DoAC & FW
17	Timely submission of consolidated allotment of breeder seed by the agencies/DoAC
18	Timely lifting of breeder seed by the indenter/allottee
19	Timely payment by the indenter to breeder seed producing institute/AICRP
20	Clinical materials to be sent in cold chain preferably through messengers
21	The phone number, e-mail and postal address to be provided by the service recipients
22	<p>Clinical specimens/materials to be sent in cold chain preferably through messengers/quick air courier services:</p> <ul style="list-style-type: none"> • Four quarter pooled fresh milk sample from cattle or buffaloes (3 ml in plastic sterile tube) should be sent within 3 hrs of milking • Clinical samples in sterile plastic screw cap tubes (spill proof package) without any preservative within 24 hrs • 2 ml blood with EDTA • 2 ml serum sample
23	Duly filled related data sheet (downloadable @ www.nivedi.res.in in downloads section) along with the phone number, e-mail and postal address to be provided by the service recipients. Additional information including detailed history beyond the scope data sheet would be appreciated.