



# **Citizens' / Clients' Charter**

**for**

**Department of Agricultural Research and Education  
Ministry of Agriculture & Farmers Welfare  
(2021-2022)**

**Department of Agricultural Research & Education (DARE)  
Krishi Bhawan, Dr. Rajendra Prasad Road  
New Delhi - 110 001**

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

**Date of Issue: February, 2021**

**Next Review: January, 2022**

# 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) / Transactions (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 DK Yadav<br>Assistant<br>Director General<br>(Seed), ICAR              | adgseed.icar@nic.in  | 9868537641<br>011 23382257 | Submission of consolidated allotment for breeder seed by DoAC                                     | Receipt of indents   | *  | *    | *      |
|        |  |        |   |                      |                            | Directing the institutes for providing the service  | Allotment chart<br>Cut off for lifting<br>Rabi - 31 October<br>Kharif - 31 May | *  | *    | *      |
| 2.     | Allotment of available seed and planting material of horticultural crops | 15     | Dr BK Pandey<br>Assistant<br>Director General<br>(Hort. Science),<br>ICAR | bkpandey.icar@gov.in | 9873798948<br>011 25846834 | 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 | -  |  |      |        |

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|--------|---|--------|---|----------------------|-----------------------------|--|--|----------|------|--------|
|        |   |        |   |                      |                             |  |  | Category | Mode | Amount |
| 3.     | Development of soil resource maps, land use plans and soil fertility maps | 15     | Dr. Adlul Islam<br>Principal Scientist (WM),<br>ICAR  | adlul.icar@nic.in    | 9818788397<br>011 25843151  | Directing the responsibility Sub-Centres i.e. Institutes for collection and analysis of data for the region being sought | Specific requirement of the service in as much detail as possible along with authenticity of the service seeker  | *        | *    | *      |
|        |   |        |   |                      |                             | Directing the responsibility Sub-Centres i.e. Institutes for development and supply of maps to service seekers           | Letter of intent for GIS mapping   | *        | *    | *      |
| 4.     | Providing guidance/ information on agricultural technologies              | 15     | Dr VP Chahal<br>Assistant Director General (AE), ICAR | vpchahal.icar@nic.in | 09968722475<br>011 25841536 | Personal Contact or through e.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 | *        | *    | *      |

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|--------|---|--------|---|-------------------------|----------------------------|---|-----------------------------------|----------|------|--------|
|        |   |        |   |                         |                            |   |                                   | Category | Mode | Amount |
| 5.     | Award of Winter and Summer School Training for capacity building of faculty after receiving the proposals from Institutions | 05     | Dr MK Agnihotri<br>Assistant<br>Director General<br>(HRD), ICAR | mkagnihotri.icar@nic.in | 7838785966<br>011 25843635 | Inviting proposal from ICAR Institutes / SAUs                     | Proforma                          | *        | *    | *      |
|        |   |        |   |                         |                            | Evaluation of proposals by SMDs / Experts                         | Guidelines                        | *        | *    | *      |
|        |   |        |   |                         |                            | Communication to the concerned institutions and release of grants | -                                 | *        | *    | *      |
| 6.     | Scholarship/ Fellowship to UG/ PG/Ph.D students   | 05     |   |                         |                            | Through All India Entrance Examination merit                      | Guideline in Examination Bulletin | *        | *    | *      |
|        |   |        |   |                         |                            | Examination and Award Process                                     | -                                 | *        | *    | *      |
|        |   |        |   |                         |                            | Communication to concerned students                               | -                                 | *        | *    | *      |

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|--------|--|--------|--|---------------------|----------------------------|--|--|----------|------|--------|
|        |  |        |  |                     |                            |  |  | Category | Mode | Amount |
| 7.     | Diagnosis of diseases in livestock and poultry | 10     | Dr Ashok Kumar<br>Assistant Director<br>General (AH), ICAR | ashokkr.icar@gov.in | 9412761307<br>011 23386668 | <b>FMD:</b><br>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 Director, DFMD, Mukteswar- 263138 (Uttarakhand)                                    | *        | *    | *      |
|        |  |        |  |                     |                            | <b>Brucellosis:</b><br>Diagnosis of brucellosis in milk / blood / serum/ clinical samples  | Written request by service seekers giving detailed history of the samples addressed to the Director, ICAR-NIVEDI, Yelahanka, Bengaluru -560064 | *        | *    | *      |

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|--------|---|--------|---|---------------------|----------------------------|--|--|----------|------|--------|
|        |   |        |   |                     |                            |  |  | Category | Mode | Amount |
|        |   |        |   |                     |                            | <b>Glanders:</b><br>Diagnosis of glanders in biological samples  | Written request by service seekers giving detailed history of the samples addressed to the Director, ICAR-NRC on Equines, Hisar-125001 (Haryana)   | *        | *    | *      |
|        |   |        |   |                     |                            | <b>Exotic and emerging diseases of animals:</b><br>Diagnosis of exotic and emerging diseases in biological samples in various animal species | Written request by service seekers giving detailed history of the samples addressed to the Director, ICAR-NIHSAD, Bhopal – 462022 (Madhya Pradesh) | *        | *    | *      |
|        | Treatment of clinical cases at polyclinic | 2      | Dr Ashok Kumar<br>Assistant Director General (AH), ICAR | ashokkr.icar@gov.in | 9412761307<br>011 23386668 | Service  | Request from the service seeker at the Polyclinic, ICAR-IVRI, Izatnagar, Bareilly -243 122 (Uttar Pradesh)   | *        | *    | *      |

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|--------|--|--------|---|---------------------|-----------------------------|--|----------------------|----------|------|--------|
|        |  |        |   |                     |                             |  |                      | Category | Mode | Amount |
| 8.     | Supply of prototypes of agricultural equipment | 10     | Dr Kanchan K Singh<br>Assistant Director<br>General (Agril. Engg), ICAR | adg-fe.icar@nic.in  | 09582963548<br>011 25840158 | Identification of needs, design and costing of prototypes                  | Demand Letter        | *        | *    | *      |
| 9.     | Analysis of samples fish/soil/water.           | 8      | Dr P Pravin<br>Assistant Director<br>General (Marine Fisheries), ICAR   | pravinp.icar@gov.in | 09496966206<br>011 25848128 | Request of client, assessment/evaluation of requirements, informing client | Requisition          | *        | *    | *      |
|        | Supply of quality fish seeds.                  |        |   |                     |                             |  |                      |          |      |        |
|        | Supply of designs of fishing crafts/gears      |        |   |                     |                             |  |                      |          |      |        |

\* 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 allotments 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      |   |

# Service Standards

| S. No. | Service(s)/ Transaction(s)   | Weight | Success Indicator(s)  | Service Standards | Unit         | Weight | Data Source                                 |
|--------|--|--------|---|-------------------|--------------|--------|---|
| 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 | 05     | Time taken for release of grants after receipt of proposals                 | 120               | Working days | 05     | DARE/ICAR                                   |

# Service Standards

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|--------|---|--------|--|-------------------|-----------------|--------|--|
| 6.     | Scholarship/<br>Fellowship to UG/<br>PG/Ph.D students | 05     | Time taken to grant<br>fellowship  | 130               | Working<br>days | 05     | DARE/ICAR  |
| 7.     | Diagnosis of diseases<br>in livestock and<br>poultry  | 10     | FMD:<br>Diagnosis will be provided<br>for each sample after<br>receipt of the materials at<br>DFMD, Mukteswar                                      | 10                | Working<br>Days | 3      | Director, DFMD,<br>Mukteswar-<br>263138<br>(Uttarakhand)                         |
|        |   |        | Brucellosis:<br>Diagnosis will be provided<br>for each sample after<br>receipt of the materials in<br>good condition at ICAR-<br>NIVEDI, Bengaluru | 10                | Working<br>Days | 2      | Director, ICAR-<br>NIVEID,<br>Yelahanka,<br>Bengaluru -<br>560064<br>(Karnataka) |

# Service Standards

| S. No. | Service(s)/ Transaction(s)                | Weight | Success Indicator(s)  | Service Standards                    | Unit         | Weight | Data Source   |
|--------|---|--------|---|--------------------------------------|--------------|--------|---|
|        |   |        | Glanders:<br>Diagnosis will be provided for each sample after receipt at ICAR-NRC on Equines, Hisar                         | 05                                   | Working Days | 2      | Director, ICAR-NRC on Equines, Hisar - 125 001 (Haryana)          |
|        |   |        | Exotic and emerging diseases of animals:<br>Diagnosis will be provided for each sample after receipt at ICAR-NIHSAD, Bhopal | 10                                   | Working Days | 3      | Director, ICAR-NIHSAD, Bhopal – 462 022 (Madhya Pradesh)          |
|        | Treatment of clinical cases at polyclinic | 2      | Treatment will be provided to all the cases received at the Polyclinic, ICAR-IVRI, Izatnagar, Bareilly                      | To be initiated on the same day (01) | Working Days | 2      | Director, ICAR-IVRI, Izatnagar, Bareilly -243 122 (Uttar Pradesh) |

# Service Standards

| S. No. | Service(s)/ Transaction(s)                     | Weight | Success Indicator(s)  | Service Standards | Unit         | Weight | Data Source                                  |
|--------|--|--------|---|-------------------|--------------|--------|--|
| 8.     | 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      | ICAR-CIAE, Bhopal, and ICAR-CIPHET, Ludhiana |
| 9.     | 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

| <b>S. No.</b> | <b>Name of the Public Grievance Officer</b> | <b>Designation</b>                     | <b>Helpline Number</b> | <b>E-mail</b>          | <b>Mobile No.</b> |
|---------------|---|--|------------------------|------------------------|-------------------|
| 1.            | Sh P Ramamoorthy                            | Deputy Secretary, DARE                 | 011 – 23385362         | usic1.dare-agri@gov.in | 9910335116        |
| 2.            | Dr Anil Rai                                 | Assistant Director General (ICT), ICAR | 011 – 23385837         | adg.ict@icar.gov.in    | 9868500341        |

# 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.    | Department of Animal Husbandry, Dairying & Fisheries, Govt. of India  |
| 16.    | Vaccine Manufacturers   |
| 17.    | Ministry of Fisheries, Animal Husbandry & Dairying / State Animal Husbandry Departments                           |
| 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  |
| 22.    | Students  |

## **Responsibility Centres (RCs) i.e. Subject Matter Divisions (SMDs) and Subordinate Organizations**

| <b>S. No.</b> | <b>Divisions</b>                            | <b>Landline Number</b> | <b>Email</b>               | <b>Address</b>   |
|---------------|---|------------------------|----------------------------|--|
| <b>1.</b>     | <b>Crop Science Division</b>                | <b>011 – 2338 2545</b> | <b>ddgcs.icar@nic.in</b>   | <b>Deputy Director General (Crop Science)<br/>Indian Council of Agricultural Research<br/>Krishi Bhawan, New Delhi - 110 001</b>                           |
| <b>2.</b>     | <b>Horticultural Science Division</b>       | <b>011 – 2584 2068</b> | <b>ddghort.icar@gov.in</b> | <b>Deputy Director General (Hort. Science)<br/>Indian Council of Agricultural Research<br/>Krishi Anusandhan Bhawan - II<br/>Pusa, New Delhi – 110 012</b> |
| <b>3.</b>     | <b>Animal Science Division</b>              | <b>011 – 2338 1119</b> | <b>ddgas.icar@nic.in</b>   | <b>Deputy Director General (Animal Science)<br/>Indian Council of Agricultural Research<br/>Krishi Bhawan, New Delhi - 110 001</b>                         |
| <b>4.</b>     | <b>Natural Resource Management Division</b> | <b>011 – 2584 8364</b> | <b>ddg.nrm@icar.gov.in</b> | <b>Deputy Director General (NRM)<br/>Indian Council of Agricultural Research<br/>Krishi Anusandhan Bhawan – II<br/>Pusa, New Delhi - 110 012</b>           |



## Responsibility Centres (RCs) i.e. Subject Matter Divisions (SMDs) and Subordinate Organizations

| S. No. | Divisions                         | Landline Number | Email               | Address   |
|--------|-----------------------------------|-----------------|---------------------|---|
| 5.     | Fisheries Science Division        | 011 – 2584 6738 | ddgfs.icar@gov.in   | Deputy Director General (Fy. Science)<br>Indian Council of Agricultural Research<br>Krishi Anusandhan Bhawan – II<br>Pusa, New Delhi - 110 012      |
| 6.     | Agricultural Engineering Division | 011 – 2584 3415 | ddgengg@icar.org.in | Deputy Director General (Agril. Engg.)<br>Indian Council of Agricultural Research<br>Krishi Anusandhan Bhawan – II<br>Pusa, New Delhi - 110 012     |
| 7.     | Agricultural Extension Division   | 011 – 2584 3277 | ddgextn.icar@gov.in | Deputy Director General (Agril. Extn.)<br>Indian Council of Agricultural Research<br>Krishi Anusandhan Bhawan – I<br>Pusa, New Delhi - 110 012      |
| 8.     | Agricultural Education Division   | 011 – 2584 1760 | ddgedu.icar@gov.in  | Deputy Director General (Agril. Education)<br>Indian Council of Agricultural Research<br>Krishi Anusandhan Bhawan – II<br>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  |

# Indicative Expectations from Service Recipients

| S. No. | Indicative Expectations from Service Recipients   |
|--------|---|
| 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"><li>➤ Four quarter pooled fresh milk sample from cattle or buffaloes (3 ml in plastic sterile tube) should be sent within 3 hrs of milking</li><li>➤ Clinical samples in sterile plastic screw cap tubes (spill proof package) without any preservative within 24 hrs</li><li>➤ 2 ml blood with EDTA</li><li>➤ 2 ml serum sample</li></ul> |
| 23.    | Duly filled related data sheet (downloadable @ <a href="http://www.nivedi.res.in">www.nivedi.res.in</a> 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.  |