



Citizen's / Client's Charter

for

Department of Agricultural Research and Education

(2015-2016)

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 (Hort. Sci.-I)	janakiram.kab@gmail.com adghortsci@gmail.com	0901320161 5 011-25846490	Receiving the indent	Indent on 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 for allotment of seed and planting materials	-			
3	Development of soil	15	Dr. S. K. Chaudhari,	adgswm@gmail.com	0941618929 7	Collection and analysis of data for	Specific requirement of	*	*	*

	resource maps, land use plans and soil fertility maps		ADG(S&WM)		011-25848369	the region being sought	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, Principal Scientist (AE)	chahalvp@gmail.com	09968722475 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 building of	12	Dr. M.B. Chetti ADG (HRD)	Adghrd1.icar@gmail.com,	08800892004 011-25843635	Inviting proposals from ICAR Institutes/SAUs	Proposal in requisite proforma	*	*	*
						Evaluation of proposals by SMDs /Experts within 60 days	Guidelines	*	*	*

	faculty after receiving the proposals from Institutions					Communication to the concerned Institutions and release of grants in 60 days post approval	-	*	*	*
6	Diagnosis of Foot and Mouth Disease (FMD) virus in biological materials	10	Dr. Gaya Prasad, ADG(AH)	gprasad1986@gmail.com	09582898968 011-23386668	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, Mukteshwar-263138 (Uttarakhand)	Free of cost	Free of cost	Free of cost
7	Supply of prototypes of agricultural equipments	10	Dr. Kanchan K. Singh ADG (FE.)	kksingh03@yahoo.co.uk	09582963548 011-25840158	Identification of needs, design and costing of prototypes	Demand letter to the concerned Institute	*	*	*
8	Research advisories and coordination support	8	Dr. Madan Mohan ADG (M.Fy.)	mmohan@icar.org.in mmohan.fish@rediffmail.com	09582898981 011-25848128	Assessment/evaluation of requirements and informing client	Requisition	*	*	*

*As per the norms/guidelines/rules

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	Responsibility Sub-Centres i.e. Institutes of Horticultural Science Division
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	NBSS&LUP, Nagpur and IISS, Bhopal
			Time taken for development and supply of maps to service seekers	6	Months	8	NBSS&LUP, Nagpur and IISS, Bhopal
4	Providing guidance/information on agricultural technologies	15	Time taken for providing guidance/information	30	Working days	15	KVKs/ATICs/NARS system
5	Award of winter and summer school trainings for capacity building of faculty after receiving the proposals from Institutions	12	Time taken for processing and release of grants of approved proposals	120	Working days	12	DARE/ICAR
6	Diagnosis of Foot and Mouth Disease (FMD) virus in	10	Diagnosis will be provided for each sample after receipt of the materials	10	Working days	10	PDFMD, Mukteshwar

	biological materials		at PDFMD, Mukteshwar				
7	Supply of prototypes of agricultural equipments	10	Time taken for delivery of single prototype from the date of indents	120	Working days	5	CIAE Bhopal, and CIPHET Ludhiana
			Time taken for delivery of multiple prototypes from the date of indents	300	Working days	5	CIAE Bhopal, and CIPHET Ludhiana
8	Research advisories and coordination support	8	Time taken for processing and supply of information	30	Working days	8	Fisheries Research Institutes of ICAR, and DAHD&F

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	E-mail	Mobile Number
1	Sh. Ravinesh Kumar	011-23382375	dirdare.icar@nic.in	09971259284
2	Sh. Anil K. Sharma	011-23388991	anil.cpro@gmail.com	09582898996

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1	DAC, NSC, SSC, 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 and Fisheries, Govt. of India
3	State Agricultural Departments
4	Department of Horticulture of different States
5	State Animal Husbandry 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, CAUs 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)
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	Fishermen, Fisheries Co-operative Societies
22	Fisheries Industry
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, and State Land Use Board

Responsibility Centers (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 pathakkml@yahoo.co.in	09582898988	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	aloksikka@yahoo.co.in ; aksikka.icar@nic.in	09810478885	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	meenakumarib@gmail.com meena@icar.org.in	09650934444	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	09711008862	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 the agencies/DAC
3	Timely lifting of breeder seed by the indenter/allottee
4	The phone number, e-mail and postal address to be provided by the service recipients
5	Timely follow-up actions by the service recipients
6	Industry's response and participation in technology development and refinement
7	Adoption of soil resource maps, land use plans, soil fertility maps, soil and water conservation measures, and agro-advisories for efficient resource utilization
8	Timely submission of documents/requirements by clients and client departments
9	Application of research advisories by clients
10	Implementation of consultancy/advisory services/research recommendations by the clients
11	Expression of interest
12	Submission of request for supply of prototype and advance payment of cost of prototype
13	Timely submission of the requests for technological information by the service seekers/stakeholders.
14	Providing feedback on the adopted technologies by the users/service seekers
15	Timely submission of proposals from ICAR Institutes and SAUs for knowledge and skill up gradation
16	Timely payment by the indenter to breeder seed producing Institute/AICRP
17	Requisition for specific seed and planting material at suitable time with sufficient period for multiplication
18	Advance payment for seed and planting material against the cost estimate for seed and planting material along with packing charges
19	Timely submission of indents or requirements by line departments
20	Timely follow up action by the recipients

21	Clinical/Biological materials are to be sent in cold chain preferably through messengers
22	Checking of availability of services from Website/Institutes
23	Adoption and implementation of tested technologies/strategies/guidelines by fish industry, departments, fishers and fisheries societies and associations