



## **Citizen's/ Client's Charter**

**for**

## **Agricultural Extension Division (2014 – 2015)**

**Address:** Indian Council of Agricultural Research (ICAR), Krishi  
Anusandhan Bhawan-I (KAB-1), Pusa, New Delhi-110012

**Website ID:** [www.icar.org.in](http://www.icar.org.in)

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## **Vision and Mission**

### **Vision**

Excellence in Agricultural Technology Application

### **Mission**

Providing technical backstopping to stakeholders including farmers for effective agricultural technology integration and application at micro level situation for enabling augmenting production and productivity

## Main Services/Transactions

S. No.	Service(s)/ Transaction(s)	Weight	Responsible Person along with designation	Email	Mobile and landline Phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1.	Providing guidance/information on agricultural technologies	55	Dr.V.P.Chahal, Pr.Scientist	<a href="mailto:chahal-vp@rediffmail.com">chahal-vp@rediffmail.com</a>	09968722475 (011-25841536)	Personal contact or through mail/correspondence by the service seeker	Submitting a written request	N/A	N/A	N/A
2.	Dissemination, sharing and management of agricultural knowledge through information products in print/e-resources and exhibitions	45	Mr. S.K. Joshi, Business Manager	<a href="mailto:bmicar@icar.org.in">bmicar@icar.org.in</a> bmicar@gmail.com	09810314506 011- 25843657	Request from the service seeker	Written request along with the fee/charges in the form of DD	Books and serial publications	Payment can be made in Cash/DD	As per the price of the publication (print / CD/DVD)

## Service Standards

Sl.No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Providing guidance/information on agricultural technologies	55	Time taken for providing guidance/information	30	Working days	55	ICAR Institutes/KVKs/ATICs/NARS
2.	Dissemination, sharing and management of agricultural knowledge through information products in print/e-resources and exhibitions	45	Publishing and dissemination of knowledge in the form of <b>monthly</b> journals, newsletter, books, bulletins etc.	30	Working Days	15	Subject Matter Division/ Authors (DKMA)
			Publishing and dissemination of knowledge in the form of <b>quarterly</b> newsletter, books, bulletins etc.	90	Working Days	10	Subject Matter Division/ Authors (DKMA)
			Publishing and dissemination of knowledge in the form of <b>bi-monthly</b> journals, books, bulletins etc.	60	Working Days	10	Subject Matter Division/ Authors (DKMA)
			Dissemination of knowledge management e-products like CD/ DVD etc.	1	Working Day	10	Subject Matter Division/ Authors (DKMA)

### Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	E-mail	Mobile
1.	Dr.V.P.Chahal, Pr.Scientist	011-25841536	<a href="mailto:chahal-vp@rediffmail.com">chahal-vp@rediffmail.com</a>	09968722475
2.	Smt. Roja Sethumadhvan, DS (AE)	011-25841081	<a href="mailto:rojasethum@gmail.com">rojasethum@gmail.com</a>	09717255576

### List of Stakeholders/Clients

S.No.	Stakeholder/Clients
1.	SAUs / CAU
2.	ICAR Institutes
3.	Host NGOs and KVKs
4.	State Departments
5.	Farmers

### **Responsibility Sub-Centers i.e. Institutes**

<b>S. No.</b>	<b>Name of the Responsibility Sub- Centers i.e. Institute</b>	<b>Landline Number</b>	<b>Email</b>	<b>Mobile Number</b>	<b>Address</b>
<b>1.</b>	Directorate of Knowledge Management in Agriculture	011-25842787	<a href="mailto:pddkma@icar.org.in">pddkma@icar.org.in</a>	09868143060	KAB- 1, Pusa, New Delhi- 110012

### **Indicative Expectations from Service Recipients**

<b>S. No.</b>	<b>Indicative Expectations from Service Recipients</b>
<b>1.</b>	Clarity about the service requirements, farming systems and their capacity for adapting innovations and new technology and technology products
<b>2.</b>	The service recipient must be interested to learn and adopt the innovations