



Citizen's/Client's Charter

for

ICAR-Directorate of Knowledge Management in Agriculture

(2015-2016)

Address : Krishi Anusandhan Bhawan-I (KAB-I), Pusa Campus, New Delhi-110012

Website ID : <http://www.icar.org.in>

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Vision and Mission

Vision

National centre for excellence in agricultural knowledge management to ensure knowledge access for all

Mission

Showcasing and sharing of agricultural knowledge, technologies and innovation of NARS through inclusive knowledge management approaches

Main Services/Transactions

S. No.	Service(s) / Transaction(s)	Weight	Responsible person along with designation	Email	Mobile & Land line phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1.	Dissemination, sharing and management of agricultural knowledge through information products in print/e-resources and exhibitions	100	Mr. S.K. Joshi Business Manager	bmicar@icar.org.in , 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

S. No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Dissemination, sharing and management of agricultural knowledge through information products in print/e-resources and exhibitions	100	Publishing and dissemination of knowledge in the form of monthly journals, newsletter, books, bulletins etc	30	Working Days	25	Subject Matter Division/ Authors (DKMA)
			Publishing and dissemination of knowledge in the form of quarterly newsletter, books, bulletins etc	90	Working Days	20	Subject Matter Division/ Authors (DKMA)
			Publishing and dissemination of knowledge in the form of bi-monthly journals, books, bulletins etc	60	Working Days	15	Subject Matter Division/ Authors (DKMA)
			Dissemination of knowledge management e-products like CD/DVD etc.	1	Working Days	40	Subject Matter Division/ Authors (DKMA)

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. Rameshwar Singh	011-25842787	09868143060	pddkma@icar.org.in
2	Shri Hans Raj	011-25841282	09810804798	hansraj@icar.org.in , hansraj2331956@gmail.com

List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1	Farmers
2	Students
3	Scientists, teachers, researchers etc.
4	Extension workers
5	Entrepreneurs
6	Farm women

Regional Stations/Centres -NIL-

S.No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
---Not Applicable---					

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	The service recipient should clearly spell out his requirement.
2	The service recipient should deposit the requisite fees.
3	The service recipient should renew his subscription in time in case of subscribed serial publications.