



**Citizen's / Client's Charter
for
Natural Resource Management
Division
(2014-2015)**

Address Indian Council of Agricultural Research (ICAR)
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Vision and Mission

Vision

Sustainable management of natural resources for achieving food, nutritional, environmental and livelihood security in the country

Mission

Developing location specific, cost effective, eco-friendly conservation and management technologies for higher input use efficiency, agricultural productivity & profitability without deteriorating the natural resource base

Main Services/ Transactions

Sl. 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.	Development of soil resource maps, land use plans and soil fertility maps	65	Dr. S. K. Chaudhari ADG(S&WM)	adgswm@gmail.com	011-25848369, 09416189297	Collection and analysis of data for the region being sought	Specific requirement of the service in as much detail as possible along with the authenticity of the service seeker	N/A	N/A	N/A
						Development and supply of maps to service seekers	Letter of intent for GIS mapping	N/A	N/A	N/A
2.	Capacity building of stakeholders	35	Dr. Mohan Kumar ADG(A,AF&CC)	adgagroandaf@gmail.com	011-25846557, 09540006625	<ul style="list-style-type: none"> • Inviting / receiving proposals from Sate Govt. • Evaluation of proposals • Communication to the concerned along with content • Submission of acceptance of required fee. 	<ul style="list-style-type: none"> • Written request through competent authority • Biodata • Approval of competent authority 	NA	NA	NA

Service Standards

S. No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service Standard	Unit	Weight	Data Source
1.	Development of soil resource maps, land use plans and soil fertility maps	65	Time taken for collection and analysis of data for the region being sought	12	Months	40	NBSS&LUP, Nagpur, IISS, Bhopal
			Time taken for development and supply of maps to service seekers	6	Months	25	NBSS&LUP, Nagpur, IISS, Bhopal
2.	Capacity building of stakeholders	35	Capacity building programme organized	6	Months	35	All institutes of NRM Division

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile number	E mail
1.	Dr. S. K. Chaudhari ADG(S&WM)	011-25848369	09416189297	adgswm@gmail.com
2.	Dr. Mohan Kumar ADG(A,AF&CC)	011-25846557	09540006625	adgagroandaf@gmail.com
3.	Sh. Rajinder Kumar, Under Secy.(NRM)	011-25840635	09968070297	rajinder_km@yahoo.com

List of Stakeholders/Clients

S. No.	Stakeholder/Clients
1.	Research organizations/ institutions (CSIR, ICMR, DBT, DST, IISc.)
2.	DAC, DoF, DoLR, DoWD and MoEF
3.	ISRO, RSAC, CWC and NIC
4.	ICAR scientists and KVK officials
5.	Farmers
6.	Agro industries, Fertilizer Companies, Soil Testing Laboratories, State Land Use Board
7.	NGOs, private R&D institutions working with ICAR
8.	Students of Deemed Universities of ICAR, SAUs, CAU and Central Universities
9.	Other Govt. Departments that deal with DARE/ICAR

Responsibility Sub-Centers i.e. Institutes

S. No.	Name of the Responsibility Sub-Centres i.e. Institutes	Landline Number	Mobile Number	Email	Address for Correspondence
1.	Central Arid Zone Research Institute	0291-2786584	09414025601	director@cazri.res.in mmroyster@gmail.com	Jodhpur-342003, Rajasthan
2.	Central Research Institute for Dryland Agriculture	040-24530177	09652988265	director@crida.in cherukumalli2011@gmail.com	Santoshnagar, PO Saidabad, Hyderabad-500059, Andhra Pradesh
3.	Central Soil & Water Conservation Research & Training Institute	0135-2758564	09411190951	director@cswctiddn.org pkmbellary@gmail.com directorsoilcons@gmail.com	218, Kaulagarh Road, Dehradun-248195, Uttarakhand
4.	Central Soil Salinity Research Institute	0184-2290501	09996245195	director@cssri.ernet.in dksharma@cssri.ernet.in	Zarifa Farm, Kachhwa Road, Karnal-132001, Haryana
5.	ICAR Res. Complex for NEH Region	0364-2570257	09436349035	director@icarneh.ernet.in svngachan@rediffmail.com	Umroi Road, Umiam-793103, Meghalaya
6.	ICAR Research Complex for Eastern Region	0612-2223962	09473199366	drbpbhatt.icar@yahoo.com directoricarcer@gmail.com	ICAR Parisar, P.O. Bihar Veterinary College Campus, Patna-800014, Bihar
7.	ICAR Research Complex for Goa	0832-2284677	09422430778	director@icargoa.res.in	Ela, Old Goa, Distt. North Goa-403402, Goa
8.	Indian Institute of Soil Science	0755-2730946	09811733465	director@iiss.ernet.in director@iiss.res.in	Nabi Bagh, Berasia Road, Bhopal-462038, Madhya Pradesh
9.	National Bureau of Soil Survey & Land Use Planning	0712-2500386	07387109466	director@nbsslup.ernet.in	Amravati Road, Shankar Nagar P.O., Nagpur-440033, Maharashtra
10.	National Institute of Abiotic Stress Management	02112-254055	09403682923	director@niam.res.in niamdirector@gmail.com	Malegaon, Baramati-413115, Pune, Maharashtra
11.	National Research Centre for Agroforestry	0510-2730214	09451658346	krishivaniki@nrcaf.ernet.in shivkdhyani@gmail.com	Jhansi-Gwalior Road, Near Pahuj Dam, Jhansi-284003, Uttar Pradesh
12.	Directorate of Weed Science Research	0761-2353138, 2353001	09425805430	nrcws@sancharnet.in dirdwsr@icar.org.in sharma.ar@rediffmail.com	Maharajpur, Adhartal, Jabalpur-482004, Madhya Pradesh

13.	Project Directorate for Farming System Research	0121-2888711, 2888611	09412202070	directorpdfsr@yahoo.com bgagwarpdfsr@gmail.com	Modipuram, Meerut-250110, Uttar Pradesh
14.	Directorate of Water Management	0674-2300060	09437475353	director.dwm@icar.org.in, ashwani_wtcer@yahoo.com ashwani.dwm@icar.org.in	PO SE Railway Project Complex, Opposite Rail Vihar, Chandra- sekharpur, Bhubaneswar-751023, Odisha

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Timely submission of documents, indents or requirements by service recipient
2.	Adoption of soil resource maps, land use plans, soil fertility maps, agro advisories for efficient resource utilization
3.	The phone number, email and postal address are to be provided by the service recipients
4.	Timely follow-up actions by the service recipients