



Citizen's/Client's Charter

for

ICAR-ICAR Research Complex for Eastern Region

(2015-2016)

Address:	ICAR Parisar, P.O. B.V. College, Patna-800 014, Bihar
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Vision and Mission

Vision

A broad based institutional framework to address diverse issues relating to land and water resources management, crop husbandry, horticulture, fishery, livestock and poultry, agro-processing, and socio-economic aspects in a holistic manner for enhancing research capability and providing a backstopping for improvement in agricultural productivity and sustainability in the eastern region.

Mission

- Transform “Low Productivity – High Potential” eastern region into high Productivity region for food, nutritional and livelihood security in a manner which is environmentally sustainable and socially acceptable.
- Poverty alleviation, livelihood improvement and women empowerment through income generation through on-farm and off-farm job opportunities and promote network and consortia research in the eastern region

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.	Production and supply of breeder seed/ elite planting material of fruit/ vegetable crops	30	Dr. B.P. Bhatt, Director	directoricarcer@gmail.com drbpbhatt.icar@yahoo.com	09473199366 0612-2223962	<ul style="list-style-type: none"> Receipt of indents Working out the cost Supply to the indenting agency 	<ul style="list-style-type: none"> Submission of indents Deposit of requisite cost 	Govt. org./ Private/ NGO	DD	As per ICAR norms
2.	Capacity building of stakeholders in specialized area	30	Dr. B.P. Bhatt, Director	directoricarcer@gmail.com drbpbhatt.icar@yahoo.com	09473199366 0612-2223962	<ul style="list-style-type: none"> Receiving proposals Evaluation of proposals Approval of competent authority Submission of required fee Conduct of training 	<ul style="list-style-type: none"> Written request Biodata Submission of fees 	Govt. org./ Private/ NGO	DD	As per ICAR norms
3.	Provide guidance/ information on relevant technologies	40	Dr. B.P. Bhatt, Director	directoricarcer@gmail.com drbpbhatt.icar@yahoo.com	09473199366 0612-2223962	<ul style="list-style-type: none"> Requisition for information Costing/ estimation Approval of competent authority 	<ul style="list-style-type: none"> Written request 	As per norms/ guidelines/ rules	As per norms / guidelines/ rules	As per norms/ guidelines/ rules

Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Production and supply of breeder seed/ elite planting material of fruit/vegetable crops	30	Supply of available seed and plant materials to indenters after receipt of indents	180	Working days	30	Institute HQ & Research Centres
2.	Capacity building of stakeholders in specialized area	30	Capacity building programme organized	90	Working days	30	Institute HQ & Research Centres
3.	Provide guidance/ information on relevant technologies	40	Guidance/ information provided	60	Working days	40	Institute HQ & Research Centres

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. Amitava Dey, Head, DLFM	0612-2223962	09431881679	amitavdey_icar@yahoo.co.in

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	Farmers, Farmer's club and Farmer's Cooperative, Panchayati Raj Institutions
2.	SAUs of Eastern region
3.	Krishi Vigyan Kendra (KVKs) of Eastern Region
4.	ATMA, BAMETI, SAMETI, SIRD and other Management & Training Institutes
5.	Seed producing companies, Agro-industries, Chamber of Commerce and Industries
6.	NABARD, Commercial banks and other Financial institutions
7.	National Horticulture Board
8.	NGOs working in the fields of agriculture, NRM, livelihood and other NGOs of eastern region
9.	Departments of Agriculture, Horticulture, Animal Husbandry & Fishery, Forest and Rural Development, Department of Tribal Welfare of State Government

Regional Stations/Centres

S. No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	ICAR-RCER Research Centre	0651-2260141	07209440492	aksingh171162@rediffmail.com sk_harp@yahoo.co.in	P.O. Raja Ulathu, Plandu, Namkum, Ranchi- 834010, Jharkhand
2.	ICAR-RCER Research Centre for Makhana	06272-248163	09430481525	drrajvir@yahoo.com nrcmakhanadbg@gmail.com nrcmakhana@yahoo.co.in	Basudeo Pur Farm, Near Delhi More, Darbhanga- 846005, Bihar

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely submission of indents or requirements by line departments
2.	Timely follow – up action by the service recipients
3.	Industry response and participation in technology commercialization
4.	Timely submission of proposals for skill upgradation by client department
5.	Adoption of land use plans, soil fertility maps and agro-advisories for efficient resource utilization