



सत्यमेव जयते

Citizen's / Client's Charter

for

**Ministry of Agriculture & Farmer's Welfare
Department of Agricultural Research and Education
(2019-2020)**

**Department of Agricultural Research & Education
Krishi Bhawan, Dr. Rajendra Prasad Road
New Delhi -110 001**

Website ID: <http://www.dare.nic.in>

**Date of Issue: July, 2019
Next Review: August, 2020**

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) / Transactions (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 DK Yadav Assistant Director General (Seed), ICAR	adgseed.icar@nic.in	9868537641 011 23382257	Submission of consolidated allotment for breeder seed by DoAC	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 Assistant Director General (Hort. Science-I), ICAR	tjanakiram.icar@nic.in	09013201615 011 25846490	Receiving the indent	Indent in the 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 i.e. Institutes for allotment of seed and planting materials	-			
3.	Development of soil resource maps, land use plans and soil fertility maps	15	Dr S K Chaudhari Assistant Director General (S&WM), ICAR	skchaudhari.icar@nic.in	9416189297 01125848369	Collection and analysis of data for the region being sought	Specific requirement of the service in as much detail as possible along with authentic-city of the service seeker	*	*	*
						Development and supply of maps to service seekers	Letter of intent for GIS mapping	*	*	*

S. No.	Service (s) / Transactions (s)	Weight	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document(s) Required	Fees		
								Category	Mode	Amount
4.	Providing guidance/ information on agricultural technologies	15	Dr VP Chahal Assistant Director General (AE), ICAR	vpchahal.icar@nic.in	09968722475 011 25841536	Personal Contact or through e.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 Training for capacity building of faculty after receiving the proposals from Institutions	05	Dr MK Agnihotri Assistant Director General (HRD), ICAR	mkagnihotri.icar@nic.in	7838785966 011 25840746	Inviting proposal from ICAR Institutes / SAUs	Proforma	*	*	*
						Evaluation of proposals by SMDs / Experts with 60days	Guidelines	*	*	*
						Communication to the concerned institutions and release of grants in 60 days post approval	-	*	*	*
6.	Scholarship/ Fellowship to UG/ PG/Ph.D students	05	Dr MK Agnihotri Assistant Director General (HRD), ICAR	mkagnihotri.icar@nic.in	7838785966 011 25840746	Through All India Entrance Examination merit	Guideline in Examination Bulletin	*	*	*
						Examination and Award Process in 120 days	-	*	*	*
						Communication to concerned students	-	*	*	*

S. No.	Service (s) / Transactions (s)	Weight	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document(s) Required	Fees		
								Category	Mode	Amount
7.	Diagnosis of Foot and Mouth Disease (FMD) virus in biological materials and brucellosis in livestock.	12	Dr Ashok Kumar Assistant Director General (AH), ICAR	ashokkr.icar@gov.in	9412761307 011 23386668	FMD: 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)	*	*	*
						Brucellosis: Diagnosis of brucellosis in milk / blood / serum/ clinical samples	Written request by service seekers giving detailed history of the samples addressed to the Director, ICAR-NIVEDI, Yelahanka, Bengaluru -560064	*	*	*
8.	Supply of prototypes of agricultural equipments	10	Dr Kanchan K Singh Assistant Director General (Agril. Engg), ICAR	adg-fe.icar@nic.in	09582963548 011 25840158	Identification of needs, design and costing of prototypes	Demand Letter	*	*	*
9.	Supply of designs of fishing craft and gear	8	Dr P Pravin Assistant Director General (Marine Fisheries), ICAR	pravinp.icar@gov.in	09496966206 011 25848128	Request of client, assessment/evaluation of requirements, informing client	Requisition			

** As per norms/rules/guidelines*

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	
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	ICAR-NBSS&LUP, Nagpur and ICAR-IISS, Bhopal
			Time taken for development and supply of maps to service seekers	6	Months	8	
4.	Providing guidance/information on agricultural technologies	15	Time taken for providing guidance/ information after receipt of the request	32	Working days	15	KVKs/ATICs/NARS
5	Award of winter and summer school trainings for capacity building of faculty after receiving the proposals from institutions	05	Time taken for release of grants after receipt of proposals	120	Working days	05	DARE/ICAR

S. No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
6	Scholarship/ Fellowship to UG/ PG/Ph.D students		Time taken to grant fellowship	130	Working days	05	DARE/ICAR
7	Diagnosis of Foot and Mouth Disease (FMD) virus in biological materials and brucellosis in livestock species.		FMD: Diagnosis will be provided for each sample after receipt of the materials at PDFMD, Mukteshwar	10	Working Days		Project Director, PDFMD, Mukteshwar- 263138 (Uttarakhand)
			Brucellosis: Diagnosis will be provided for each sample after receipt of the materials in good condition at ICAR-NIVEDI	10	Working Days		Director, ICAR-NIVEID, Yelahanka, Bengaluru - 560064 (Karnataka)
8	Supply of prototypes of agricultural equipment	10	Time taken for delivery of single prototype from the date of indents	120	Working Days	5	ICAR-CIAE, Bhopal, and ICAR-CIPHET, Ludhiana
			Time taken for delivery of multiple prototypes from the date of indents	300	Working Days	5	ICAR-CIAE, Bhopal, and ICAR-CIPHET, Ludhiana
9	Supply of designs of fishing craft and gear	8	Time taken for supply of designs after receipt of the request	30	Working Days	8	ICAR-CIFT, Kochi

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Designation	Helpline Number	E-mail	Mobile No.
1.	Sh AR Sengupta	Deputy Secretary, DARE	011 – 2309 7044	ar.sengupta@nic.in	9810196187
2.	Dr Anil Rai	Assistant Director General (ICT), ICAR	011 – 2338 5837	adg.ict@icar.gov.in	9868500341

List of Stakeholders / Clients

S. No.	Stakeholders / Clients
1.	Farmers
2.	Farm machinery manufacturers
3.	Food grain processors/entrepreneurs
4.	Fruit and vegetable producers
5.	Research organizations (CSIR, ICMR, DBT, DST, IISc etc.)
6.	DoAC & FW, DoF, DoLR, DoWD, MoEF, and DAHD&F
7.	ISRO, RSAC, CWC, NIC, NFDB, APEDA, NSC, NHB
8.	ICAR scientists and KVK officials
9.	Agro-industries, fertilizer companies, soil testing laboratories, state land use board
10.	NGOs, private R&D institutions working with ICAR
11.	Students of Deemed Universities of ICAR, SAUs, CAUs and Central Universities
12.	Other Govt. Departments that deal with DARE/ICAR
13.	College of Fisheries under Central/State Agricultural and Fisheries Universities
14.	Fishing boat owners, fish processors, fish products exporters' association
15.	Department of Animal Husbandry, Dairying & Fisheries, Govt. of India
16.	Vaccine Manufacturers
17.	State Animal Husbandry Departments
18.	Veterinary hospitals/state livestock farms
19.	District / State Milk Cooperatives and private feed manufacturers, feed ingredient buyers and suppliers
20.	State agricultural and veterinary universities, research institutes including ICAR institutes/Veterinary Colleges
21.	Livestock owners / Progressive farmers/Private Livestock entrepreneurs
22.	Students

Responsibility Centres (RCs) i.e. Subject Matter Divisions (SMDs) and Subordinate Organizations

S. No.	Divisions	Landline Number	Email	Address
1.	Crop Science Division	011 – 2338 2545	ddgcs.icar@nic.in	Deputy Director General (Crop Science) Indian Council of Agricultural Research Krishi Bhawan, New Delhi - 110 001
2.	Horticultural Science Division	011 – 2584 2068	ddghort.icar@gov.in	Deputy Director General (Hort. Science) Indian Council of Agricultural Research Krishi Anusandhan Bhawan - II Pusa, New Delhi – 110 012
3.	Animal Science Division	011 – 2338 1119	ddgas.icar@nic.in	Deputy Director General (Animal Science) Indian Council of Agricultural Research Krishi Bhawan, New Delhi - 110 001
4.	Natural Resource Management Division	011 – 2584 8364	ddg.nrm@icar.gov.in	Deputy Director General (NRM) Indian Council of Agricultural Research Krishi Anusandhan Bhawan – II Pusa, New Delhi - 110 012
5.	Fisheries Science Division	011 – 2584 6738	ddgfs.icar@gov.in	Deputy Director General (Fy. Science) Indian Council of Agricultural Research Krishi Anusandhan Bhawan – II Pusa, New Delhi - 110 012
6.	Agricultural Engineering Division	011 – 2584 3415	ddgengg@icar.org.in	Deputy Director General (Agril. Engg.) Indian Council of Agricultural Research Krishi Anusandhan Bhawan – II Pusa, New Delhi - 110 012
7.	Agricultural Extension Division	011 – 2584 3277	ddg-extn.icar@gov.in	Deputy Director General (Agril. Extn.) Indian Council of Agricultural Research Krishi Anusandhan Bhawan – I Pusa, New Delhi - 110 012
8.	Agricultural Education Division	011 – 2584 1760	ddgedu.icar@gov.in	Deputy Director General (Education) Indian Council of Agricultural Research Krishi Anusandhan Bhawan – II Pusa, New Delhi - 110 012

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Expression of interest
2.	Payment of fees
3.	Submission of application
4.	Checking of availability of services from website/institutes
5.	Timely submission of proposals from ICAR institutes and SAUs for knowledge and skill up gradation
6.	Timely submission of indents or requirements by line departments
7.	Timely follow up action by the recipients
8.	Industry's response and participation in technology development and refinement
9.	Adoption of soil resource maps, land use plans, soil fertility maps, soil and water conservation measures, agro-advisories for efficient resource utilization
10.	Timely submission of documents/requirements by clients and client departments
11.	Timely follow-up actions by the recipients
12.	Implementation of consultancy/advisory services/research recommendations by the clients
13.	Adoption and implementation of tested technologies/strategies/guidelines by fish industry, departments, fishers and fisheries societies and associations
14.	Requisition for specific seed and planting material at suitable time with sufficient period for multiplication
15.	Advance payment for seed and planting material against the cost estimate for seed and planting material along with packing charges
16.	Timely submission of indent/requirement by DoAC & FW
17.	Timely submission of consolidated allotment of breeder seed by the agencies/DoAC
18.	Timely lifting of breeder seed by the indenter/allottee
19.	Timely payment by the indenter to breeder seed producing institute/AICRP
20.	Clinical materials to be sent in cold chain preferably through messengers
21.	The phone number, e-mail and postal address to be provided by the service recipients
22.	Clinical specimens/materials to be sent in cold chain preferably through messengers/quick air courier services: <ul style="list-style-type: none"> • Four quarter pooled fresh milk sample from cattle or buffaloes (3 ml in plastic sterile tube) should be sent within 3 hrs of milking • Clinical samples in sterile plastic screw cap tubes (spill proof package) without any preservative within 24 hrs • 2 ml blood with EDTA • 2 ml serum sample
23.	Duly filled related data sheet (downloadable @ www.nivedi.res.in in downloads section) along with the phone number, e-mail and postal address to be provided by the service recipients. Additional information including detailed history beyond the scope data sheet would be appreciated.