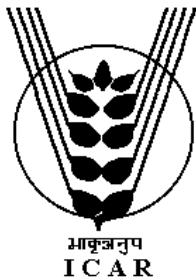


Citizen's / Client's Charter
for
ICAR-Indian Institute of Sugarcane Research,
Lucknow

(2015-2016)



Address: Rae bareli Road, P.O. Dilkusha, Lucknow-226 002 (Uttar Pradesh)
Website ID: www.iisr.nic.in
Date of issue: July, 2015
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Citizen's Charter Document for Indian Institute of Sugarcane Research, Lucknow

Vision and Mission

Vision

An efficient, globally competitive and vibrant sugarcane agriculture

Mission

Enhancement of sugarcane productivity, profitability and sustainability to meet future sugar and energy requirement of India

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Main Services/Transactions

| S. N o. | Service(s)/T ransaction(s) | We igh t | Responsible person along with designation | Email | Mobile & Land line phone | Process | Document(s) Required | Fees | | |
|---------|--|----------|---|---|---|---|--|----------|-----------------|--------------------------------|
| | | | | | | | | Category | Mode | Amo unt |
| 1 | Providing guidance /information /training on improved sugarcane technologies | 30 | Dr. A.K. Sah, I/c, Ext & Training | Aksah.iisr@icar.org.in | 09452063646, LL 0522- 2961316 ext 276 | Notification about the time and duration of the long duration training programme cane development/extension workers of sugar mills | Receipt of indent | * | Advance payment | As fixed and intimated by IISR |
| | | | | | | Short-term/sponsored training programmes to cane growers | Receipt of indent from sponsors | * | * | * |
| | | | | | | Farm visits/kisan gosthies | Receipt of indent | * | * | * |
| | | | | | | Farmers'fields/PFT trials | Project document/letter from sponsors | * | * | * |
| | | | | | | Awareness creation through TV/Radio talks and through press releases | Approved Institute document on farm advisories | * | * | * |
| 2 | Quality seed production & distribution | 25 | Dr. A.D. Pathak, HOD, Crop Improvement | pathakashwin i@rediffmail. com | 9450373565 LL- 0522 2961316 ext 134 | Notification of quantity of seed cane availability for distribution and calling for indents from cane commissioners, sugar cane growers and sugar mills after notification | Receipt of indent | * | Advance payment | As fixed and intimated by IISR |
| 3 | Consultancy/contract research services to private sector | 25 | Dr. A.K. Sharma, I/c, PME Cell | akshimachal@ yahoo.co.in, pme.iisr@icar. gov.in | 9452966632 LL- 0522 2961316 ext 267& 104 | Identification of potential areas of strength for Consultancy/contract / services to sugar mills/ private entrepreneurs/manufacturers and its communication to stakeholders | Signed MOU after receipt of indent | * | As per MOU | As per MOU |
| 4 | Supply of biofertilizers | 10 | Dr. Sudhir Shukla, I/c, SWAPAM | sudhirshukla1 51@gmail.co m | 9335303793 LL- 0522 2961316 ext | Notification on the supply of biofertilizers | Receipt of indent | * | Advance payment | As fixed and |

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| | | | | | | | | | | |
|---|--|---|--------------------------------|---|--|---|---|---|-----------------|--------------------------------|
| | | | Lab | | 163 | | | | | intimated by IISR |
| 5 | Supply of prototypes of agriculture equipments | 5 | Dr. A.K. Singh, I/c, Ag.. Eng. | akhileshatiisr @rediffmail.com | 9415780095 LL- 0522 2961316 ext 241 | Identification of needs, design and costing of prototypes | Demand letter from the concerned firm/manufacturer/organization | * | Advance payment | As fixed and intimated by IISR |
| 6 | Capacity building of researchers/st udents | 5 | Dr. A.K. Sharma, I/c, PME Cell | akshimachal@yahoo.co.in; pme.iisr@icar.gov.in | 9452966632 LL- 0522 2961316 ext 267& 104 | Short term training on frontier areas of research | Receipt of indent | * | Advance payment | As fixed by ICAR |

*- As per the norms/guidelines/rules

Service Standards

| S. No. | Service(s)/Transaction(s) | Weight | Success Indicator(s) | Service Standards | Unit | Weight | Data Source |
|--------|---|--------|--|-------------------|--------------|--------|--|
| 1 | Providing guidance /information/training on improved sugarcane technologies | 30 | Time required for finalization of training programme and communication to concerned organization | 60 | Working days | 12 | Extension and Training Unit |
| | | | Time for finalization of Farm visits/kisan gosthies | 15 | Working days | 8 | Extension and Training Unit |
| | | | Time for finalization of farmers'fields/PFT trials | 180 | Working days | 6 | Extension and Training Unit, Div. of Crop Production/Ag. Engineering |
| | | | Time required for TV/Radio talks/press releases | 15 | Working days | 4 | Extension and Training Unit, Div. of Crop Prod., Crop Protection, Ag. Engineering, PPB, Crop Improvement, Ag. Econ, Agromet, |
| 2 | Quality seed production & distribution | 25 | Supply of notified and available commercial seed cane to indenting sugarmills/farmers' organizations/farmers | 15 | Working days | 25 | IISR Farm/Crop Imp. Div.; IISR Regional Station, Motiipur, Bihar |
| 3 | Consultancy/contract research services to private sector | 25 | Finalization of consultancy services to sugar mills | 30 | Working days | 10 | Div. of Crop Prod., Crop Protection, Ag. Engineering, PPB, Crop Improvement, Ag. Econ, Agromet, |

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| | | | | | | | |
|---|--|----|---|-----|--------------|----|---|
| | | | Finalization of contract services for product testing | 60 | Working days | 10 | Div. of Crop Prod., Crop Protection, Ag. Engineering, PPB, Crop Improvement, Ag. Econ, Agromet, |
| | | | Identification and finalization of entrepreneurs/manufacturers as partners in commercialization drive | 60 | Working days | 5 | Div. of Ag. Eng. |
| 4 | Supply of bio-fertilizers | 10 | Time required for the supply of the biofertilizers | 60 | Working days | 10 | SWAPAM Lab |
| 5 | Supply of prototypes of agriculture equipments | 5 | Time required | 180 | Working days | 5 | Div. of Ag. Eng |
| 6 | Capacity building of researchers/students | 5 | Time for finalization of the proposals for training programmes | 30 | Working days | 5 | PME Cell |

Grievance Redress Mechanism

| S.No. | Name of the Public Grievance Officer | Helpline Number | Mobile Number | Email |
|-------|--|-----------------|---------------|-------------------------|
| 1 | Dr. A. K. Sharma, Chairman, Greivance Redressal Committe | 0522-2961316 | 9452966632 | akshimachal@yahoo.co.in |
| 2 | Mr. Ratnesh Kumar, SAO & RTI Officer | 0522-2992712 | 7376818256 | iisrlko@sancharnet.in |

List of Stakeholders/Clients

| Sl. No. | Stakeholders/Clients |
|---------|--|
| 1 | Sugar Industry/Ag. Industries |
| 2 | Cane growers/farmers associations/NGOs |
| 3 | State Cane Departments/ other Line Departments |
| 4 | Other research Institutions |
| 5 | Centres of AICRP on Sugarcane |
| 6 | Universities/ Colleges |
| 7 | Sponsoring agencies |

Regional Stations/Centres , List of subordinate organizations/ centres

| S.No. | Name of the Regional Stations/Centres | Landline Number | Mobile Number | Email | Address |
|--------------|--|------------------------|----------------------|------------------------------|------------------------------------|
| 1 | IISR Regional Centre | 06223-234261 | 09450373565 | pathakashwini@rediffmail.com | Motipur, Muzzafarpur-843211, Bihar |

Indicative Expectations from Services Recipients

| Sl. No. | Indicative Expectations from Services Recipients |
|----------------|--|
| 1 | Timely submission of documents, indents or requirements for seed, training etc by sugar mills, farmers, associations and firms |
| 2 | Requisition should be sent in time keeping in view to growing period of the crop varieties to produce seed and planting material by respective organizations as per demand |
| 3 | Timely follow-up actions by the service recipients |
| 4 | Industry's response and participation in technology development and refinement |
| 5 | Sponsoring of training programmes/demonstations by agencies |
| 6 | Timely submission of documents / requirements by clients & client departments |
| 7 | Application of research advisories by clients |
| 8 | Implementation of consultancy / advisory services / research recommendations by the clients |
| 9 | Expression of interest in sponsoring/ financing R& D activities by stakeholders |
| 10 | The phone number, e-mail and postal address are to be provided by the service recipients |
| 11 | Feedback on Institute technologies and services |