



Citizen's / Client's Charter

for

ICAR-Indian Institute of Pulses Research

(2015-2016)

Address: Kalyanpur
Kanpur – 208 024
UP

WebsiteID: <http://www.iipr.res.in>
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Vision and Mission

Vision

Ensure self sufficiency in pulse production and improve competitiveness through knowledge based technological interventions for improving nutritional security and sustainability of the production base

Mission

Providing strong research support for development of new technologies for increasing pulse production

Main Services/ Transactions

S. No.	Services/ Transaction(s)	Weight	Responsible person along with designation	E mail	Mobile & Land line phone	Process	Document (s) Required	Fees		
								Category	Mode	Amount
1.	Production of quality breeder seeds of pulse crops	50	Dr. PK Katiyar, I/C Seed	goldikatiyar@yahoo.com	09005688164 0512-2572464	Allotment by DAC and lifting by indenting agencies	Indent/request letter	*	DD/R TEGS	As per rates fixed by DAC
2.	Providing crop production/ protection/ processing technology	25	Dr. SK Singh, HOD, Social Sciences Dr. Hem Saxena, HOD, Crop Protection Dr. Jagdish Singh, HOD, Basic Sciences	sushilsinghiipr@yahoo.co.in hem_saxena@yahoo.com jagdish1959@gmail.com	09794769353 0512-2572464 09935403787 0512-2572464 09415388435 0512-2572464	Personal contact or through mail / correspondence by the service seekers	Request letter/proposal	*	*	*
3.	Training to farmers/ officials/ students	25	Dr. SK Singh, HOD, Social Sciences Dr. Hem Saxena, HOD, Crop Protection and Chairperson, Academic Committee	sushilsinghiipr@yahoo.co.in hem_saxena@yahoo.com	09794769353 0512-2572464 09935403787 0512-2572464	On & off farm interaction with expert, delivering talk and demonstrating technologies, delivering scientific lectures and lab/field experimentations	Request letter/ Inviting farmers	*	*	As per DAC and ICAR Norms

*As per the norms/guidelines/rules

Service Standards

S. No.	Services (s) / Transaction (s)	Weight	Success Indicator (s)	Service Standards	Unit	Weight	Data source
1.	Production of quality breeder seeds of pulse crops	50	Supply of quality seeds to Indenters	12	Months	50	IIPR
2.	Providing crop production/ protection/ processing technology	25	Processing of the request received from agencies	30	Working days	25	IIPR
3.	Training to farmers/ officials/ students	25	Processing of the request received from agencies	30	Working days	25	IIPR

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	E mail
1.	Sh. Panchoo Lal, A.O.	0512-2572464 Extn. 205	07309462608	Panchoo.lal@gmail.com director@iipr.ernet.in

List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Farmers
2.	SAUs/Universities/other research institutes
3.	State Department of Agriculture
4.	Agricultural industries
5.	NGOs /SHG/etc.
6.	Students and research scholars

Regional Stations/Centers

S. No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	IIPR-Regional Research Centre cum Off-Season Nursery	-	09451545378	msvbhat@redifmail.com , msvenkatiipr@gmail.com npsingh.iipr@gmail.com	UAS, Yetlingade campus, Krishi Nagar, Dharwad-580 005 (Karnataka)
2.	IIPR-Regional Research Centre	-	09451724392	dd221004@icar.org.in npsingh.iipr@gmail.com	Government Agriculture Farm, Phanda, Sehore- 466 001, Bhopal, (MP)

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 recipients
3	Industry's response and participation in technology development and refinement
4	Timely submission of proposals from SAUs etc. for knowledge and skill up gradation