



**Citizen's / Client's Charter**

**for**

**ICAR Research Complex for Goa**

**(2011-2012)**

Address:	ICAR Research Complex for Goa Old Goa- 403 402, Goa
Website ID:	<a href="http://www.icargoa.res.in">http://www.icargoa.res.in</a>
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**Vision**

Sustainable holistic development in agriculture and allied sectors, ensuring food security under the context of climate change scenario, globalization and liberalization, through development, refinement and dissemination of appropriate technology keeping in view the needs of farming community of this region.

**Mission**

The Institute was started with a mission to achieve, “the introduction and improvement of all potential crops and various species / breeds of livestock and scientific exploitation of various aquatic resources for improving fish production”.

**Main Services/ Transactions (Fees column should be filled)**

S.No	Services/ Transactions	Weight %	Persons	E mail	Mobile (Phone no.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Production of quality seed in different field crops and supply to different clients	6.0	Dr. B.L. Manjunath	<a href="mailto:blm@icargoa.res.in">blm@icargoa.res.in</a>	9423056583	Submission of requirement from stakeholders	Proforma for indent	Foundation seed / TL seed	Sale through the farm	Rice – Rs. 25/- per kg Groundnut – Rs. 50/- per kg
2	Production and supply of seeds of promising rice varieties to the clients	6.0	Dr. Manohara	<a href="mailto:manohar@icar.goa.res.in">manohar@icar.goa.res.in</a>	9922330336	Submission of requirement from stakeholders	Proforma for indent			
3	Production of planting materials of dwarf arecanut and supply to different clients	6.0	Dr. V. Arunachalam	<a href="mailto:arunachalam@icargoa.res.in">arunachalam@icargoa.res.in</a>	9823991917	Submission of requirement from stakeholders	Proforma for indent	Seeds and planting material	Sale through farm office	Rs 5 per seedling
4	Production of planting materials of cashew nut , spices and supply to different clients	6.0	Dr. A. R. Desai	<a href="mailto:ardesai@icargoa.res.in">ardesai@icargoa.res.in</a>	9423061548	Submission of requirement from stakeholders	Proforma for indent	Planting material input	Sale through farm section	As per the rate fixed by office
5	Production of planting materials of flowers and supply to different clients	6.0	Dr. M. Thangam	<a href="mailto:thangam@icar.goa.res.in">thangam@icar.goa.res.in</a>	9423057269	Submission of requirement from stakeholders	Proforma for indent	Seeds/ suckers/		Brinjal: Rs.860/kg

										Heliconia: Rs.50/ sucker
6	Production of planting materials of fruits and supply to different clients	6.0	Dr. (Mrs.) S. Priya Devi	<a href="mailto:priya@icargoa.res.in">priya@icargoa.res.in</a>	9420686783	Submission of requirement from stakeholders	Proforma for indent	Grafts /seedling/sucker		Kokum: Rs.25/ seedling
7	Agro-advisory service on farm implements and protected cultivation structures	5.0	Dr. Mathala Juliet Gupta	<a href="mailto:mathala@icargoa.res.in">mathala@icargoa.res.in</a>	9765125769	Submission of indent / letter from stakeholders	Proforma for indent/letter	Consultancy	Nil	Free of cost
8	Agro-advisory, consultancy and training on plant disease diagnosis and management	5.0	Dr. R. Ramesh	<a href="mailto:ramesh@icargoa.res.in">ramesh@icargoa.res.in</a>	9423057693	Submission of indent / letter from stakeholders	Proforma for indent/letter			
9	Agro-advisory, consultancy and training on insect pest management	5.0	Dr. Maruthadurai, R.	<a href="mailto:duraianto@gmail.com">duraianto@gmail.com</a>	9503476675	Submission of indent / letter from stakeholders	Proforma for indent/letter	service	Direct contact/phone/email	Free of cost
10	Production of rabbit germplasm and supply to clients, technical advice.	6.0	Dr. S. K. Das	<a href="mailto:das@icargoa.res.in">das@icargoa.res.in</a>	9637483179	Submission of requirement from stakeholders	Proforma for indent			
11	Production of pig germplasm and supply to clients, technical advice.	6.0	Dr. E. B. Chakurkar	<a href="mailto:chakurkar@icargoa.res.in">chakurkar@icargoa.res.in</a>	9423056085	Submission of requirement from stakeholders	Proforma for indent	Inputs in form of piglets	Farm sale	Rs.100/kg live weight
12	Diagnostic services to different clients for animal diseases,	6.0	Dr. S. B. Barbudhe	<a href="mailto:sbb@icargoa.res.in">sbb@icargoa.res.in</a>	9422438073	Submission of indent / letter	Proforma for	Diagnostic	DD/Chaque/	Depending

	training.					from stakeholders	indent/letter	services/trainings	Cash at DDO/ Cashier	on samples type/service
13	Production of poultry germplasm and supply to clients, training.	6.0	Dr B K Swain	<a href="mailto:bkswain@icar.goa.res.in">bkswain@icar.goa.res.in</a>	9423883450	Submission of requirement from stakeholders	Proforma for indent	Adult Vanaraja Gramapriya Japanese quail Hatching egg	Cash/DD	Rs100/bird Male Rs80/bird female Rs140/bird Male Rs100/bird Rs25/bird Rs4/egg
14	Production and distribution of planting materials of fodders to the farmers, training.	6.0	Dr. P K Naik	<a href="mailto:pknaikicar@gmail.com">pknaikicar@gmail.com</a>	9422416447	Submission of requirement from stakeholders	Proforma for indent	Planting material	Cash/DD	Rs. 1/- per root slip
15	Advisory services to farmers on artificial insemination of different animals.	5.0	Dr. M Karunakaran	<a href="mailto:karunakaran@icargoa.res.in">karunakaran@icargoa.res.in</a>	7387014959	Submission of indent / letter from stakeholders	Proforma for indent/letter	service		50
16	Dissemination of PFZ advisories for marine fisheries, technical advice and training	6.0	Dr. S. Subramanian	<a href="mailto:ssm@icargoa.res.in">ssm@icargoa.res.in</a>	9422440302	Submission of indent / letter from stakeholders	Proforma for indent/letter	PFZ forecast	Email, SMS, FAX and	Govt. of India Progra

									Electronic Display Board	Free of Cost
17	Transfer of technologies through conducting on farm testing, frontline demonstration trainings, workshops, field days, exhibition, field visits, etc production and demonstration of quality planting materials / seeds / breeds /agro input.	8.0	Dr. Raj Narayan and All SMS	<a href="mailto:rajnarayan70@yahoo.co.in">rajnarayan70@yahoo.co.in</a>	9766448827	Submission of indent / letter from stakeholders	Proforma for indent/letter	Technical guidance service	Direct contact/phone/email	Free of cost

**Grievance redressal ?**

### Service Standards

SI No	Services	Weight	Success Indicator	Standard	Unit	Weight	Data Source
1	Production of breeder seed in different field crops and supply to different clients	6.0	Annual quantity to be produced	50	Qt	6.0	ICAR RC for Goa
2	Production and supply of seeds of promising rice varieties to the clients	6.0	Annual quantity to be produced	50	Qt	6.0	ICAR RC for Goa
3	Production of planting materials of coconut, arecanut and supply to different clients	6.0	Supply of planting materials after receipt of requisition	4	Months	6.0	ICAR RC for Goa
4	Production of planting materials of cashew nut , spices and supply to different clients	6.0	Supply of planting materials after receipt of requisition	4	Months	6.0	ICAR RC for Goa
5	Production of planting materials of flowers and supply to different clients	6.0	Supply of planting materials after receipt of requisition	4	Months	6.0	ICAR RC for Goa
6	Production of planting materials of fruits and supply to different clients	6.0	Supply of planting materials after receipt of requisition	4	Months	6.0	ICAR RC for Goa
7	Agro advisory service on farm implements and protected cultivation structures	5.0	Providing services to client per month	3	Number	5.0	ICAR RC for Goa
8	Agro advisory, consultancy and training on plant disease diagnosis and management	5.0	Providing services to client per month	3	Number	5.0	ICAR RC for Goa

9	Agro advisory, consultancy and training on insect pest management	5.0	Providing services to client per month	3	Number	5.0	ICAR RC for Goa
10	Production of rabbit germplasm and supply to clients, technical advice.	6.0	Annual quantity to be produced	75	Number	6.0	ICAR RC for Goa
11	Production of pig germplasm and supply to clients, technical advice	6.0	Annual quantity to be produced	150	Number	6.0	ICAR RC for Goa
12	Diagnostic services to different clients for animal diseases, training.	6.0	Providing services to client per month	3	Number	6.0	ICAR RC for Goa
13	Production of poultry germplasm and supply to clients, training.	6.0	Annual quantity to be produced	200	Number	6.0	ICAR RC for Goa
14	Production and distribution of planting materials of fodders to the farmers, training.	6.0	Supply of planting materials after receipt of requisition	4	Months	6.0	ICAR RC for Goa
15	Advisory services to farmers on artificial insemination of different animals.	5.0	Providing services to client per month	3	Number	5.0	ICAR RC for Goa
16	Dissemination of PFZ advisories for marine fisheries, technical advice and training	6.0	Providing services to client per month	3	Number	6.0	ICAR RC for Goa
17	Transfer of technologies through conducting on farm testing, frontline demonstration trainings, workshops, field days, exhibition, field visits, etc production and demonstration of quality planting materials / seeds / breeds /agro input.	8.0	Providing services to client per month	3	Number	8.0	ICAR RC for Goa



**Grievance redressal is done by Mr Jagtar Singh AO**

**A register is created to deal with the complaints and record the details of redressal. Grievance Redress Mechanism**

<b>S.N</b>	<b>Name of the Public Grievance Officer</b>	<b>Helpline Number</b>	<b>E Mail</b>	<b>Mobile Number</b>
1	Sh Jagtar Singh, AO	0832-2284677	ao@icargoa.res.in	9422457854

**List of stakeholders and clients**

<b>S.No</b>	<b>Stakeholders/ Clients</b>
1.	All state departments, Govt of Goa i.e. Department of Agriculture, Department of AH & Veterinary Services, Department of fishery
2.	Different industries eg. Zuari Industries, Sesa Goa
3.	Different cooperatives i.e. Goa Dairy, Goa Bhagyatdar
4.	Different financial organizations like NABARD, cooperative banks etc
5.	DST, CSIR (NIO) , state agriculture and veterinary university of Karnataka and Maharashtra
6.	ICAR scientists and other employees

**Responsibility Centers : Nil**

**Indicative Expectations from Service Recipients**

<b>S. No.</b>	<b>Indicative Expectations from Service Recipients</b>
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 ICAR institutions, SAUs etc. for knowledge and skill upgradation