



Citizen's / Client's Charter

for

**ICAR- Central Coastal Agricultural
Research Institute**

(2015-2016)

Address:

Website ID:

Date of Issue:

Next Review:

Ela Distt. North Goa, Old Goa- 403 402, Goa

<http://www.icargoa.res.in>

July, 2015

July, 2016

Vision and Mission

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

S. No.	Service(s)/ Transaction(s)	Weight	Responsible Person along with Designation	E mail	Mobile and Landline phone	Process	Document (s) Required	Fees		
								Category	Mode	Amount
1	Supply of inputs like seeds of field crops, planting materials of horticultural crops, piglets, chicks and fish seeds	70	Dr.N.P.Singh Director	director@icargoa.res.in	09422430778 0832-2284677	As per the requirement, arrangement/production will be done	Receipt of indent	Farmers/NGO's/SHG's	Demand Draft	As per Institute Price Fixation Committee
2	Training, capacity building in different aspects of agriculture and allied sectors	15	Dr.N.P.Singh Director	director@icargoa.res.in	09422430778 0832-2284677	Training will be arranged with concerned scientist to provide the service	Receipt of request/indent	Farmers/NGO's/SHG's	Demand Draft	As per ICAR Norms
3	Supply of information on relevant technologies, consultancy on agriculture and allied sectors	15	Dr.N.P.Singh Director	director@icargoa.res.in	09422430778 0832-2284677	Directing the concerned scientist to provide the service	Receipt of Requests/Personal visit to Institute/KVK	Farmers/NGO's/SHG's/companies	Demand Draft	As per ICAR Norms for consultancy

Service Standards

S. No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1	Supply of inputs like seeds of field crops, planting materials of horticultural crops, piglets, chicks and fish seeds	70	Supply of seeds of field crops	6	Months	20	ICAR RC for Goa
			Allotment of planting material of horticultural crops	9	Months	30	ICAR RC for Goa
			Supply of piglets, chicks and fish seeds	12	Months	20	ICAR RC for Goa
2	Training, capacity building in different aspects of agriculture and allied sectors	15	Time taken for conducting the training	3	Months	15	ICAR RC for Goa
3	Supply of information on relevant technologies, consultancy on agriculture and allied sectors	15	Time taken for providing information/ consultancy services	3	Months	15	ICAR RC for Goa

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	E Mail
1	Dr.N.P.Singh	0832-2284677	09422430778	director@icargoa.res.in
2.	Mr.V.Y.Gaonkar	0832-2285475	09422643739	pckvknorthgoa@gmail.com

List of Stakeholders /Clients

S.No.	Stakeholders/ Clients
1.	All state departments, Govt. of Goa <i>i.e.</i> Department of Agriculture, Department of AH & Veterinary Services, Department of fishery
2.	Different industries eg. Zuari Industries, Sesa Goa
3.	Different cooperatives <i>i.e.</i> 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.	Farmers and other stakeholders of the region

Regional Stations/Centres : NIL

S.No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
-	-	-	-	-	-

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Timely submission of indents or requirements by line departments
2.	Timely lifting of inputs like seeds from the institute
3.	Contact details like phone, e-mail and address to be produced by the service recipients
4.	Adoption of soil health cards and follow up with suitable INM practices
5.	Providing feedback on the adopted technologies/inputs