



Citizen's / Client's Charter
for
Central Institute for Cotton Research
(2015-2016)



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VISION

To establish profitable systems for quality cotton production to meet the domestic and global natural fibre demand in an ecologically sustainable manner

MISSION

To accelerate growth in national cotton productivity and minimizing agro-eco regional yield gaps through modern science and technologies by developing/providing technologies, products and services to different stakeholders

Main Services/Transactions

Sl. No.	Services / Transaction	Weight %	Responsible person (Designation)	E-mail	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Supply of breeder seed	40	Dr. A.H. Prakash Project Coordinator & Head, CICR- RS Coimbatore(T.N)	prakashcicr@gmail.com cicrcbe@gmail.com	09489077117 (0422-2430045 0422-2431238)	Submission of consolidated requirement to ICAR by DAC Supply of seed to indenting agencies	Letter of indent	Resource generation	Cash/cheque	Rs. 200/- per kg
2.	Supply of cotton germplasm from germplasm repository	40	Dr. Punit Mohan Principal Scientist, Division of Crop Improvement, CICR, Nagpur	punitmohan@gmail.com	09422864447 (07103-275536)	Organizing germplasm field day Receiving indent for germplasm from cotton breeders in SAUs/ICAR institutes Processing of indent Supply of germplasm	Letter of indent	*	*	*
3.	Detection of GM in cotton seeds	20	Dr. Sandhya Kranthi Head, Division of Crop Protection & I/c Bt Referral Lab, CICR, Nagpur	sandhya.kranthi@gmail.com	09923051496 (07103-275536)	Receipt of samples from customers GM detection in the lab Preparation of test report	Requisition from indenter	Resource generation	Cash/ Cheque	Rs. 1000/- per sample of 10 seeds

* as per norms /guidelines/rules

Service Standards

Sl. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Sources
1.	Supply of breeder seed	40	Supply of breeder seed to the indenting agencies after the receipt of consolidated breeder seed requirement from DAC	220	Days	40	CICR / AICRP on Cotton
2.	Supply of cotton germplasm from germplasm repository	40	Supply of germplasm to the indenting officials from SAUs/ICAR institutes based on an official requisition	30	Days	40	CICR
3.	Detection of GM in cotton seeds	20	Supply of report on the presence/absence of the trait /event in the seed material	20	Days	20	CICR

Grievance Redress Mechanism

S.N	Name of the Public Grievance Officer	Helpline Number	E-mail	Mobile Number
1	Shri Sachin Agnihotri, Sr. Administrative Officer	07103-275632	sach_agni123@rediffmail.com	09028396100

List of Stakeholders / Clients

Sl. No.	Stakeholders/Clients
1.	Department of Agriculture
2.	State Agricultural Universities (SAUs)
3.	ICAR Institutes
4.	Farmers and Farmers' Organizations
5.	NGOs
6.	Seed Companies

Responsibility centres and subordinate organization

S.No	Responsibility Centres and Subordinate Organizations	Landline Number	E-mail	Mobile Number	Address
1	CICR, Regional Station, Coimbatore	0422-2430045 / 2431238	circbe@gmail.com	09489077117	CICR, Regional Station, Lawley Road (P.O.) Coimbatore(T.N)- 641003
2	CICR, Regional Station, Sirsa	01666- 220428 / 233832	cicsirsa@yahoo.co.in	09416303212	CICR, Regional Station, Sirsa - 125055 (Haryana)

Indicative expectations from service recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely submission of documents, indents of requirements by DAC
2.	Timely submission of consolidated allotment of breeder seed by DAC
3.	Timely lifting of breeder seed by the indenter/allottee
4.	Requisition should be sent in time keeping in view the growing period of specific varieties to produce seed by respective organizations as per demand
5.	The phone number, e-mail and postal address are to be provided by the service recipients
6.	Timely follow-up actions by recipients –acknowledgment, reciprocal exchange of germplasm, feedback on the utilization of germplasm.