

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)
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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)/Transaction(s)	Weight	Responsible person along with designation	Email	Mobile & Land line phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
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 sponsorers	*	*	*
						Farm visits/kisan gosthies	Receipt of indent	*	*	*
						Farmers'fields/PFT trials	Project document/letter from sponsorers	*	*	*
						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	pathakashwini@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	sudhirshukla151@gmail.com	9335303793 LL- 0522 2961316 ext	Notification on the supply of biofertilizers	Receipt of indent	*	Advance payment	As fixed and

Citizen's Charter Document for Indian Institute of Sugarcane Research, Lucknow

(2015-2016)

			Lab		163					intima ted by IISR
5	Supply of prototypes of agriculture equipments	5	Dr. A.K. Singh, I/c, Ag.. Eng.	akhileshatiisr @rediffmail.c om	9415780095 LL- 0522 2961316 ext 241	Identification of needs, design and costing of prototypes	Demand letter from the concerned firm/manufacturer/organiz ation	*	Advance payment	As fixed and intima ted 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,

Citizen's Charter Document for Indian Institute of Sugarcane Research, Lucknow

(2015-2016)

			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/demonstrations 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