



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

**for**

## **Agricultural Extension Division (2014 – 2015)**

**Address:** Indian Council of Agricultural Research (ICAR), Krishi  
Anusandhan Bhawan-I (KAB-1), Pusa, New Delhi-110012

**Website ID:** [www.icar.org.in](http://www.icar.org.in)

**Date of Issue:** July, 2014

**Next Review:** June, 2015

## **Vision and Mission**

### **Vision**

Excellence in Agricultural Technology Application

### **Mission**

Providing technical backstopping to stakeholders including farmers for effective agricultural technology integration and application at micro level situation for enabling augmenting production and productivity

## Main Services/Transactions

S. No.	Service(s)/ Transaction(s)	Weight	Responsible Person along with designation	Email	Mobile and landline Phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1.	Providing guidance/information on agricultural technologies	55	Dr.V.P.Chahal, Pr.Scientist	<a href="mailto:chahal-vp@rediffmail.com">chahal-vp@rediffmail.com</a>	09968722475 (011-25841536)	Personal contact or through mail/correspondence by the service seeker	Submitting a written request	N/A	N/A	N/A
2.	Dissemination, sharing and management of agricultural knowledge through information products in print/e-resources and exhibitions	45	Mr. S.K. Joshi, Business Manager	<a href="mailto:bmicar@icar.org.in">bmicar@icar.org.in</a> bmicar@gmail.com	09810314506 011- 25843657	Request from the service seeker	Written request along with the fee/charges in the form of DD	Books and serial publications	Payment can be made in Cash/DD	As per the price of the publication (print / CD/DVD)

## Service Standards

Sl.No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Providing guidance/information on agricultural technologies	55	Time taken for providing guidance/information	30	Working days	55	ICAR Institutes/KVKs/ATICs/NARS
2.	Dissemination, sharing and management of agricultural knowledge through information products in print/e-resources and exhibitions	45	Publishing and dissemination of knowledge in the form of <b>monthly</b> journals, newsletter, books, bulletins etc.	30	Working Days	15	Subject Matter Division/ Authors (DKMA)
			Publishing and dissemination of knowledge in the form of <b>quarterly</b> newsletter, books, bulletins etc.	90	Working Days	10	Subject Matter Division/ Authors (DKMA)
			Publishing and dissemination of knowledge in the form of <b>bi-monthly</b> journals, books, bulletins etc.	60	Working Days	10	Subject Matter Division/ Authors (DKMA)
			Dissemination of knowledge management e-products like CD/ DVD etc.	1	Working Day	10	Subject Matter Division/ Authors (DKMA)

## Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	E-mail	Mobile
1.	Dr. V.P.Chahal, Pr.Scientist	011-25841536	<a href="mailto:chahal-vp@rediffmail.com">chahal-vp@rediffmail.com</a>	09968722475
2.	Smt. Roja Sethumadhvan, DS (AE)	011-25841081	<a href="mailto:rojasethum@gmail.com">rojasethum@gmail.com</a>	09717255576

## List of Stakeholders/Clients

S.No.	Stakeholder/Clients
1.	SAUs / CAU
2.	ICAR Institutes
3.	Host NGOs and KVKs
4.	State Departments
5.	Farmers

### Responsibility Sub-Centers i.e. Institutes

S. No.	Name of the Responsibility Sub- Centers i.e. Institute	Landline Number	Email	Mobile Number	Address
1.	Directorate of Knowledge Management in Agriculture	011-25842787	<a href="mailto:pddkma@icar.org.in">pddkma@icar.org.in</a>	09868143060	KAB- 1, Pusa, New Delhi-110012

### Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Clarity about the service requirements, farming systems and their capacity for adapting innovations and new technology and technology products
2.	The service recipient must be interested to learn and adopt the innovations