Citizen's / Client's Charter

for

ICAR-National Rice Research Institute

(2015-2016)

Address : Cuttack –753006, Odisha
Website ID : www.crri.nic.in
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Vision and Mission

Vision

Food and nutritional security through sustainable rice production.

Mission

To develop and disseminate eco-friendly rice production technologies for enhancing productivity and profitability of rice cultivation in all agro-climatic situations.

Main Services / Transactions

S.No.	Service(s) /Transaction(s)	Weight	Responsible Person along with designation	Email	Mobile & land line phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1	Supply of breeders seed	40	Dr. O. N. Singh, Head, Crop Improvement Division	onsingh01@yahoo.com	09861068179 91-2367757-(Extn. 2278)	Submission of consolidated allotment for breeder seed by DAC	Receipt of indent	*	*	*
2	Providing guidance / information on rice technologies	30	Dr. B. N. Sadangi, Head, Social Science Division	bns54crri@gmail.com	08763186528 91-671-2367757 (Extn. 2267)	Receiving proposal	Submitting a written request	*	*	*
3	Capacity building of farmers and line department officials	30	Dr. B. N. Sadangi, Head, Social Science Division	bns54crri@gmail.com	08763186528 91-671-2367757 (Extn. 2267)	Receiving proposal	Proposal in requisite proforma	Trainers training	Sponsored	Rs 1000 per person per day

*- As per the norms/guidelines/rules

Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Supply of breeders seed	40	Time taken for supply of breeder seed to the indenting agencies after receipt of consolidated breeder seed requirement / allotment from DAC	30	Working days	40	NRRI
2	Providing guidance / information on rice technologies	30	Time taken for providing guidance/ information	7	Working days	30	NRRI
3	Capacity building of farmers and line department officials	30	Time taken for providing trainings after receipt of proposals	45	Working days	30	NRRI

Grievance Redress Mechanism

Sl. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. B. N. Sadangi, Head Social Science Division	91-671-2367757 (Extn. 2267)	08763186528	bns54crri@gmail.com

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	State Agricultural Universities
2	Department of Agriculture and Co-operation (DAC),Govt. of India
3	Department of Biotechnology
4	Department of Science and Technology
5	IRRI, Philippines
6	Directorate of Rice Development, Patna
7	State Agricultural Departments
8	NGO's
9	PPV & FRA
10	Farmers and farm women
11	ATMA
12	NABARD
13	Rice millers and marketing agencies
14	Seed sectors (Public/private)
15	KVKs
16	Farm implement manufacturing units

Regional Stations/Centres

S.No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1	Central Rainfed Upland Rice Research Station	91-6546-222263	09430391166	crurrs.hzb@crri.in crurrs.hzb@gmail.com mukund.variar@gmail.com	Hazaribagh-825301 Jharkhand
2	Regional Rainfed Lowland Rice Research Station	91-361-2820370 91-361-2820334	09435732048	oic_rrlrrsgerua@sancharnet.in khembahadurpun@rediffmail.com	Gerua, Dist. Kamrup-781120 Assam

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Timely submission of indents for seeds
2	Timely follow up actions by the service recipients
3	Timely submission of proposals for the training
4	Timely submission of feedbacks on technologies
5.	Timely lifting of seed materials by the indenters