



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

**for**

**ICAR-National Research Centre on Litchi**

**(2015-2016)**

Address: Mushahari Farm, Mushahari, P.O. Ramna, Muzaffarpur-842002 (Bihar)

Website: <http://www.nrclitchi.org>

Date of Issue: July, 2015

Next Review: July, 2016

## **Vision and Mission**

### **Vision**

To develop this centre as seat of excellence in the field of research, extension and training, at par to any best institute in the world for providing livelihood security and economic prosperity of litchi growers / traders.

### **Mission**

The mission of National Research Centre on Litchi is to harness science and technology by interfacing research and extension activities for enhanced quality production, productivity, processing and diversification for sustained litchi production, industry and trade.

## Main Services / Transactions

S. No.	Service(s)/ Transaction(s)	Weight	Responsible person along with designation	Email	Mobile & Landline phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1	Production of quality planting material of litchi	60	Dr. Amrendra Kumar, Sr. Scientist & I/c RFS	amrendra14d@gmail.com	0621-2289475, 2281161  09934273391	Receiving the indent	Indent on plain paper/ Requisition Letter	Amount need to be paid at the time when planting material is lifted in small quantity by farmers or institutions. For bulk purchase, the indent in advance alongwith booking of plants is needed by the institutes/state department  Rate: Rs 50 per sapling  Variety available: China, Shahi, and some germplasms of promise for research institutes		
						Examining availability of material				
						Allotment of planting materials				
2.	Reply to the queries of farmers regarding litchi	40	Dr. S.D. Pandey, Pr. Scientist & Chairman, PME	pandeynrcb@yahoo.com, sdpandey@nrclitchi.org	0621-2289475, 2281161  09835274642	Receipt of queries	Queries made by telephone, email or letter	No fee is required		
						Reply to the queries through telephone, email or letter				

## Service Standards

S. No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Production of quality planting material of litchi	60	Time taken for supply of planting materials after receiving the indent	8	Months	60	Institute record
2.	Reply to the queries of farmers regarding litchi	40	Reply by phone/ in person	0 (Immediate)	Working Days	25	Institute record
			Reply by email	5	Working Days	10	Institute record
			Reply by post	12	Working Days	5	Institute record

## Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1.	Shri Abhishek Yadav, Administrative Officer	0621-2281160,	09798751094	aonrlitchi@gmail.com abhishekyadav.iet@gmail.com

### Stakeholders/ Clients

S. No.	Stakeholders/Clients
1.	Department of Horticulture of states
2.	National Horticulture Board (NHB)
3.	Krishi Vigyan Kendras
4.	APEDA
5.	NGOs
6.	Litchi processing industries
7.	Farmers

### 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.	Requisition should be sent in time keeping in view the planting time of litchi saplings by respective organizations/clients as per demand
2.	On time queries made by the clients/citizens on production and protection technology related to litchi