



Citizens' / Clients' Charter
for
ICAR- National Research Centre for
Integrated Pest Management,
New Delhi

(2015-2016)

Address: LBS Building, Pusa Campus, New Delhi-110012

Website ID: www.ncipm.org.in

Date of issue: July, 2015

Next Review: July, 2016

Vision and Mission

Vision:

Minimization of crop losses due to pests through creation and harmonization of plant protection knowledge base and evolution of effective, economically viable and eco-friendly pest management technologies.

Mission:

Implementation of IPM (Integrated Pest Management) Technologies to reduce the cost of production and minimizing environmental and public health hazards.

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 information on IPM	85.0	Dr. C. Chattopadhyay Director	Chirantan_cha@hotmail.com ipmnet@ncipm.org.in	09582289566 011-25843936	1.Submission of requirement from various stake-holders including farmers and KVKS 2.Supply to stake-holders (Universities/ State Govt./ K.V.Ks, ATMA, District Development Authorities,	Letter of intent	*	*	*
2.	Technology commercialization	15.0	Sh. Vikas Kanwar Scientist	pmencipm@gmail.com	09818665533 011-25842640	1.Identify the technologies having potential for commercialization 2.MoU with clients of tested and proven viable technologies in 150 days	Proposal from scientists	*	*	*

*-As per norms/guidelines/rules

Service Standards

S. No.	Service(s) / Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Providing information on IPM	85.0	Reply to all queries regarding IPM	10	Working days	85.0	Director NCIPM
2.	Technology commercialization	15.0	Time taken for commercialization	90	Working days	15.0	Director NCIPM

Grievance Redressal Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1.	Dr. C. Chattopadhyay, Director	011-25843936 011-25843935	09582289566	Chirantan_cha@hotmail.com ipmnet@ncipm.org.in
2.	Sh. A.K. Aggarwal, AO	011-25842641	09911927554	akaggarwal@gmx.com ipmnet@ncipm.org.in

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	ICAR Institutes /Scientists and other employees
2	Farmers
3	Pesticide/Seed Industry
4	Students of Deemed Universities of ICAR, SAUs/SVUs, Central Agricultural Universities
5	Department of Agriculture and Cooperation, State Govt. departments of agriculture
6	KVKs and NGOs
7	Other Research Organizations (CSIR,DBT, DST)

Regional Stations/Centres-Nil

S.No.	Name of Regional Stations/Centres	Landline Number	Mobile Number	E-mail	Address

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Timely submission of indents from applicants and scientists, ICAR institutes SAUs and SAD
2	Timely follow up action by the recipients
3	Stakeholders response and participation in technology development and refinement

नागरिक / ग्राहक अधिकार-पत्र



राष्ट्रीय समेकित नाशीजीव प्रबन्धन अनुसंधान केन्द्र
भारतीय कृषि अनुसंधान परिषद (आईसीएआर)
लाल बहादूर शास्त्री भवन, IARI परिसर, पूसा, नई दिल्ली - 110112

आपके प्रति हमारी प्रतिबद्धता

क्र.सं.	हमारी सेवाएं और कार्य विवरण	हम इस क्षेत्र में अपनी कार्यक्षमता को कैसे मापते हैं	हमारे सेवा मानक
1	आईपीएम के बारे में जानकारी प्रदान करना	प्राथना के बाद समय से जवाबदेही	07 दिन
2	प्रौद्योगिकी के व्यावसायीकरण	समय से प्रस्ताव प्रसंस्करण और व्यावसायीकरण के लिए लाइसेंस देना	21 दिन

यदि हम सेवा के निर्धारित मानकों को पूरा नहीं करते तो आप क्या करेंगे ?

क. हमारे शिकायत निवारक अधिकारियों को सूचित करें :

► श्री विकास कंवर , दूरभाष: 011-25842640; मोबाइल: 9818665533; e-mail: pmencipm@gmail.com

ख निष्पादन प्रबंधन विभाग, मंत्रिमंडल सचिवालय को ई-मेल भेजें: CCC-grievance@nic.in

Citizens'/Clients' Charter



National Research Centre for Integrated Pest Management (NCIPM) Indian Council of Agricultural Research (ICAR)

Lal Bahadur Shastri Building, IARI Campus, Pusa, New Delhi – 110012

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Providing information on IPM	Timely response after the request is received	07 Days
2.	Technology commercialization	Time Taken for processing the proposal and issue of license for commercialization of technology	21 Days

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officers:
Sh. Vikas Kanwar, pmencipm@gmail.com, Ph. 011-25842640, Mob. 9818665533
- B. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in