



Citizen's/Client's Charter

for

Horticultural Science Division

(2014-2015)

Address : Indian Council of Agricultural Research (ICAR) Krishi Anusandhan Bhawan-II,
Pusa, New Delhi-110012

Website ID : <http://www.icar.org.in>

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Vision and Mission

Vision

To achieve technology led development of horticulture

Mission

Horticultural Science Division is vested with the responsibility of overseeing the overall accelerated development of horticulture in national perspective for improving nutritional, ecological and livelihood security

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.	Allotment of available seeds and planting materials of horticultural crops	100	Dr. SK Malhotra, ADG (Hort-II)	adghort2@gmail.com malhotraskraj@yahoo.com malhotraskraj@gmail.com	09968978191 011-25842467	Receiving the indent, Examining availability of material, Directing responsibility centres for allotment of quality seed and planting materials	Indent on prescribed proforma	Fee etc will be charged only when planting material is lifted from the to respective institutes/Directorate/NRCs/Responsibility centres		

Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Allotment of available seeds and planting materials of horticultural crops	100	Allotment of available seeds of horticultural crops to indenting agencies after receipt of indents	30	Working days	50	Responsibility Sub Centres (Institutes) of Horticultural Science Division
			Allotment of available planting materials of horticultural crops to indenting agencies after receipt of indents	60	Working days	50	Responsibility Sub Centres (Institutes) of Horticultural Science Division

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Sh. Ved Prakash, Under Secretary (Hort. Sci.)	011-25846522	09868177417	us.hort@gmail.com

List of Stakeholders/Clients

S.No.	Stakeholder/Clients
1	Dept of Agriculture & Cooperation
2	Dept of Horticulture of different states
4	National Horticulture Board
5	Krishi Vigyan Kendras
6	APEDA
7	NGOs
8	Private Seed Companies
9	Farmers

Responsibility Sub-Centers i.e. Institutes

S.No.	Name of the Sub-Responsibility Centers i.e. institutes	Landline Number	Mobile Number	Email	Address
1	Central Potato Research Institute	0177-2625073	09412337770 09882702000	dircpri@icar.org.in directorcpri@gmail.com	Shimla-171001,Himachal Pradesh
2	Central Institute for Sub-Tropical Horticulture	0522-2841022/2841024	09956045353	cish.lucknow@gmail.com drhravishankar@gmail.com	Rehmankhara, PO Kakori, Lucknow-226101, Uttar Pradesh
3	Central Institute for Arid Horticulture	0151-2250147/2250960	09414012453	ciah@nic.in	10 TH Milestone, Sri Ganga Nagar Highway, Beechwal Industrial, Bikaner-334006, Rajasthan
4	Central Institute of Temperate Horticulture	0194-2305044	09419011774	dircithsgr@icar.org.in cith@nic.in dnak59@rediffmail.com	Old Air Field, Rangreth-190007, Srinagar, J&K
5	Central Agricultural Research Institute	03192-250341 03192-250436	08348001000	directorcaripb@gmail.com sibnarayan@gmail.com	PB No.181, Port Blair-744101, Andaman & Nicobar Islands
6	Central Plantation Crops Research Institute	04994-232333 04994-203893-5	09446051847	georgevthomas@yahoo.com cpcri@nic.in directorcpcri@gmail.com dir.cpcri@icar.org.in cpcri@yahoo.com	Kudlu PO, Kasaragod-671124, Kerala
7	Central Tuber Crops Research Institute	0471-2598431	09400014400	ctcritvm@yahoo.com ctcritvm@hotmail.com ctcritvm@gmail.com	Sreekariyam PO, Trivandrum-695017, Kerala
8	Directorate of Onion & Garlic Research	02135-222026 02135-222697	07588626523	director@dogr.res.in	Pune-Nasik Highway, Rajgurunagar, Pune-410505, Maharashtra
9	Directorate of Medicinal & Aromatic Plants Research	02692-271602	09429543209	director.dmapr@gmail.com	Boriavi, Anand-387310, Gujarat
10	Directorate of Mushroom Research	01792-230451	09418030451	directordmr@gmail.com	Chambaghat, Solan-173213, Himachal Pradesh
11	Directorate of Oil Palm Research	08812-259409	09491198244	dopr2009@gmail.com	Near Jawahar Navodaya Vidyalaya, Pedavegi-534450, West Godavari Dist, Andra Pradesh
12	Directorate of Floricultural Research	020-20252002	Applied for Mobile No.	pcflori@gmail.com directordfr@gmail.com	MPKV College of Agriculture Campus, Shivaji Nagar, Pune-411005, Maharashtra

13	Indian Institute of Horticultural Research	080-28466471 080-28466353	09342645090	director@iihr.ernet.in iihrdirector@gmail.com	Hassaraghatta Lake Post, Bangaluru-560089, Karnataka
14	Indian Institute of Spices Research	0495-2730294 0495-2731346	09447132294	director@spices.res.in mail@spices.res.in	Marikunnu P.O., Calicut-673012, Kerala
15	Indian Institute of Vegetable Research	0542-2635247	09721469852	directoriiivr@gmail.com naikps1952@gmail.com naikps@yahoo.com	P.B. No. 01, Po Jakhini (Shahanshahpur), Varanasi-221305, Uttar Pradesh
16	National Research Centre for Orchids	03592-257954	09474524404	nrcorchids@rediffmail.com rpmedhi_1952@rediffmail.com	Pakyong, Gangtok-737106, East-Sikkim, Sikkim
17	Directorate of Cashew Research, Puttur	08251-231530	09483509653	dircajures@yahoo.com dircajures@rediffmail.com dircajures@gmail.com	Darbe, P.O. Puttur, Dakshina Kannada-574202, Karnataka
18	National Research Centre for Grapes	020-26956002 020-26956000	09371008649	dirnrcg@gmail.com dirnrcg@icar.org.in	PB No.3, Manjri Farm Post, Solapur Road, Pune-412307, Maharashtra
19	National Research Centre on Seed Spices	0145-2684401-03	08104736333	drbsingh2000@yahoo.com nrcss.director@gmail.com	Tabiji Farm, Ajmer-305206, Rajasthan
20	National Research Centre for Banana	0431-2618104	09442218281 09442553117	nrcbdirector@gmail.com directornrcb@gmail.com	Thogamalai Main Road, Thayanur Post, Tiruchirapalli-620102, Tamil Nadu
21	National Research Centre for Citrus	0712-2500572	09422831082	citrus8_ngp@sancharnet.in dirnrcngp@gmail.com	Post Box No. 464, Shankar Nagar P.O., Nagpur-440010, Maharashtra
22	National Research Centre for Litchi	0621-2289475	09431813884	nrclitchi@yahoo.co.in vishalnath66@rediffmail.com	Mushahari, Muzaffarpur-842002, Bihar
23	National Research Centre on Pomegranate	0217-2350262	08888754868	rkrishnapal@gmail.com nrcpomegranate@gmail.com kksharma231@gmail.com	NH-65, Solapur-Pune Highway, Kegaon, Solapur-413255, Maharashtra

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Requisition for specific seed and planting material at suitable time with sufficient period for multiplication
2.	Advance payment for seed and planting material against the cost estimate for seed and planting material along with packing charges