



Citizen's/Client's Charter

for

ICAR-National Research Centre on Pomegranate

(2015-2016)

Address : NH-65, Solapur- Pune Highway, Kegaon, Solapur-413255, Maharashtra

Website ID : www.nrcpomegranate.org

Date of Issue : July, 2015

Next Review : July, 2016

Vision and Mission

Vision

Ensure food and income security through technological innovations and sustainable production, value addition and export of pomegranate.

Mission

To establish an International repository of pomegranate genetic resources and develop suitable technologies for sustainable production and utilization to meet domestic and export demand.

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 planting material	50.0	Dr. N.V. Singh Scientist	nrcpomegranate@gmail.com nripendras72@gmail.com	Mob: 09021391942 Landline: 0217-2350262	Submission of consolidated indent for planting material by service seekers	Receipt of indent	i. Produced through Tissue culture ii. Through Hard wood cuttings	Cash/Draft	i) Rs 30 /plant ii) Rs 25 /Plant
2.	Providing guidance/technologies	50.0	Dr. R.K. Pal Director	nrcpomegranate@gmail.com rkrishnapal@gmail.com	Mob: 08888754868 Landline: 0217-2350262	Personal contact or through mail/correspondence by the service seekers	Submitting a written request	Fees will be charged depending on the type of service sought and as per rates fixed by NRCP.	-	-

Service Standards

S. No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Allotment of planting material	50.0	Allotment of available planting material of Pomegranate to indenting agencies after receipt of indents	120	Working days	50.0	NRCP
2.	Providing guidance/technologies	50.0	Time taken for providing guidance/information/organizing trainings	30	Working days	50.0	NRCP

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. Nilesh Gaikwad, Scientist	0217-2350074	07756935301	nileshgaikwad98@gmail.com

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	Farmers
2.	State Hort./Agriculture Departments
3.	NGOs
4.	Private Companies
5.	APEDA & All India Pomegranate Growers' Association
6.	Department of Agriculture and Cooperation (DAC)

Regional Stations/Centres: NIL

S. No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	--	--	--	--	--

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Timely submission of requisition keeping in view time required for production of planting material
2.	Implementation of consultancy/advisory services/research recommendations by the clients.