



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

**for**

**ICAR-Vivekananda Parvatiya Krishi Anusandhan Sansthan**

**(2015-2016)**

Address : Mall Road, Almora – 263 601 (Uttarakhand)

Website ID : [www.vpkas.nic.in](http://www.vpkas.nic.in)

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## **Vision and Mission**

### **Vision**

Providing basis for food and livelihood security to farmers of North-Western Himalayas

### **Mission**

Enhancing the productivity and ecological sustainability of hill agriculture through niche based diversification

## 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 breeder seeds of field crops	35	Dr Lakshmikant, Principal Scientist  Dr R.K. Khulbe, Senior Scientist	<a href="mailto:lkant_vpkas@yahoo.com">lkant_vpkas@yahoo.com</a>  <a href="mailto:rkkhulbe@gmail.com">rkkhulbe@gmail.com</a>	09412044391 05962-230278  09411324346 05962-230278	Receipt of indent of breeder seed from PD/PC, DAC,GoI	Receipt of indent letter (BSPI)	*	*	*
2.	Trainings for capacity building of stakeholders	35	Dr B.M. Pandey, Senior Scientist	<a href="mailto:bmpandey@rediffmail.com">bmpandey@rediffmail.com</a>	09411115080 05962-230278	For state govt. officials Director Agriculture/CAOs deputed state govt. officials etc. for training.	By official request letter	State govt. officials	cheque	Rs 7000 (one day)  Rs 10000 (up to 3 days)  Rs 15000 (4-7 days)  (Max. 30 trainees)
						For farmers NGOs/CAOs/DHOs/PDs etc. deputed beneficiary groups.	By official request letter	Farmers	cheque	Rs 7000 (one day)  Rs 10000 (up to 3 days)  Rs 15000 (4-7 days)  (Max. 30 trainees)

3	Krishak help line seva (toll free number 18001802311)	30	Dr Renu Jethi, Scientist	<a href="mailto:renujethi2009@gmail.com">renujethi2009@gmail.com</a>	09690777366 05962-231115	Providing technical solution of the hill agriculture related problems to the famers (self/after consultation with the concerned experts)	By phone call	*	*	*
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\*As per the norms /guidelines /rules

### Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Supply of breeder seeds of field crops	35	Supply of breeder seeds to indenting agencies after receipt of consolidated breeder seed requirement from DAC	60	Working days	35	VPKAS
2.	Trainings for capacity building of stakeholders	35	Time taken for conducting training after receiving budget	15	Working days	35	VPKAS
3	Krishak help line seva (toll free number 18001802311)	30	Time taken for proving information/technical solutions	10	Working days	30	VPKAS

### Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr Lakshmikant, Prin. Scientist	18001802311	09412044391	<a href="mailto:lkant_vpkas@yahoo.com">lkant_vpkas@yahoo.com</a>

### List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	State govt. officials
2.	Trainers trainees
3.	Farmers' groups
4.	Farmers

### Regional Stations/Centres: Nil

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

### Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely submission of indents or requirements by line departments to DAC, GOI
2	Timely submission of proposals for training by the clients
3	Timely follow up action by the recipients

