



Citizen's / Client's Charter

for

ICAR-Indian Institute of Millets Research
Hyderabad

(2015-2016)

Address:	Rajendranagar, Hyderabad- 500030 Telangana
Website ID:	http://www.millets.res.in
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Vision and Mission

Vision

Enhancing competitiveness of millets through value addition, and to enable nutritional security and economic prosperity of dryland farmers

Mission

Develop technologies to enhance millet productivity, resource and input use efficiency and profitability of millet cultivation

Main services / Transactions

S. No.	Service(s) / Transaction(s)	Weight	Responsible person along with designation	E mail	Mobile and landline phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1	Breeder seed production of sorghum	30	Dr. V.A. Tonapi, Prinicpal scientist	tonapi@millets.res.in	08501878645 (040-24599305)	Receiving consolidated list of indents and seed requirement from DAC	Seed requirement from DAC	*	*	*
						Selection of farmers fields for producing quality seeds	-	*	*	*
						Supply of seed to indenters based on list received from DAC	-	*	*	*
2	Organizing trainings cum demonstration on sorghum production technologies	25	Dr. R.R. Chapke, Senior scientist	chapke@millets.res.in	09010265469 (040-24599316)	Scheduling of training	Awarding letter of training course by ICAR/any other agency	*	*	*
						Preparation of training modules	-	*	*	*
						Identifying the resource persons	-	*	*	*
						Inviting the various stakeholders	-	*	*	*
3	Technology commercialization	25	Dr. V.A. Tonapi, Prinicpal scientist	tonapi@millets.res.in	08501878645 (040-24599305)	Identification of technologies	-	*	*	*
						MOU and MOA with clients of tested and proven viable technologies	MOU with private partners	*	*	*

4.	Agro advisory services for sorghum growers	20	Dr. R. Chapke, Senior scientist	chapke@millets.res.in	09010265469 (040-24599316)	Visit to the farmers fields	-	*	*	*
						Organizing the visits of farmers to experimental fields to introduce/ demonstrate the latest technology development	-	*	*	*
						Demonstrate the crop management and crop protection practices	-	*	*	*
						Organizing FLDs	-	*	*	*

*- As per the norms/ guidelines/ rules

Services Standards

S. No.	Service(s) / Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1	Breeder seed production of sorghum	30	Supply of breeder seed to indenting agencies after receipt of consolidated breeder seed requirements from DAC	45	Working days	30	IIMR Records
2	Organizing trainings cum demonstration on sorghum production technologies	25	Time taken for organizing training	90	Working days	25	IIMR Records
3	Technology commercialization	25	Time taken for commercialization	150	Working days	25	IIMR Records
4.	Agro advisory services for sorghum growers	20	Service attended	100	Working days	20	IIMR Records

Grievance Redress Mechanism

S. No.	Name of Public Grievance Officer	Helpline Number	Mobile number	E-mail
1	Dr. S.S.Rao, Principal Scientist	040-24599320	09849108123	ssrao@millets.res.in

List of Stakeholders/ Clients

S. No.	Stakeholders / Clients
1	Research Institutions (CSIR, ICMR, DBT,DST, SAUs)
2.	AICSIP/SAUs scientists and other employees
3.	Farmers
4	Agricultural industry
5.	Students of universities
6.	Other government departments that deal with millet crops

Regional Stations/ Centres

S. No.	Name of the Regional Station/ Centre	Landline Number	Mobile Number	E-mail	Address
1	Center on Rabi Sorghum, Solapur	0217-2373456	09860821217	prabhakar@millets.res.in	NH-9 Bypass, Shelgi, Solapur-413006, Maharashtra

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	Timely submission of indents or requirement by the departments
2.	Timely follow up action of recipients
3.	Stakeholders response and participation in technology development and refinement