



## Citizen's / Client's Charter

for

ICAR-Indian Institute of Millets Research  
Hyderabad

(2015-2016)

Address:	Rajendranagar, Hyderabad- 500030 Telangana
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Date of Issue:	July, 2015
Next Review:	July, 2016

## **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**

<b>S. No.</b>	<b>Service(s) / Transaction(s)</b>	<b>Weight</b>	<b>Success Indicator(s)</b>	<b>Service Standards</b>	<b>Unit</b>	<b>Weight</b>	<b>Data Source</b>
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**

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

**List of Stakeholders/ Clients**

<b>S. No.</b>	<b>Stakeholders / Clients</b>
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**

<b>S. No.</b>	<b>Name of the Regional Station/ Centre</b>	<b>Landline Number</b>	<b>Mobile Number</b>	<b>E-mail</b>	<b>Address</b>
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**

<b>S. No.</b>	<b>Indicative Expectations from Service Recipients</b>
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