



**Citizen's / Client's Charter
for
ICAR-Indian Institute of Millets Research
Hyderabad**

(2020-2021)

ICAR-Indian Institute of Millets Research
Rajendranagar, Hyderabad - 500 030 Telangana

[http:// www. millets.res.in](http://www.millets.res.in)

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Vision

Our vision is to transform subsistence farming of millets into a globally competitive climate resilient nutri-cereal enterprise through value addition to meet food, feed, fodder, nutrition and bio-fuel requirements of the country for equitable prosperity.

Mission

- Basic and strategic research to increase productivity of millets and their diversified utilization for enhancement of profitability.
- Coordination and development of improved crop production and protection technologies of millets.
- Training and consultancy on millet production and utilization.
- Dissemination of technologies and capacity building.

Main Services and Transactions:

S.No	Services / Transactions	Weight	Responsible Person along with Designation	E Mail	Mobile / Land -line Nos	Process	Docs Required	Fees		
								Category	Mode	Amount
1	Breeder Seed Production of Millets	30	1. Dr. B Venkatesh Bhat , Pr. Scientist 2. Dr. Sooganna, Scientist	bhatv@millets.res.in; sooganna@millets.res.in	040-24599334 / 9540331656	Receiving consolidated list of indents and seed requirement	Seed requirement from DAC	*	*	*
						Selection of farmers' fields for producing quality seed	-	*	*	*
						Supply of seed to intenders based on list received from DAC	-	*	*	*
2	Organizing the trainings cum demonstrations on millet production technologies	25	Dr. RR Chapke, Pr. Scientist	chapke@millets.res.in	040-24599317 / 9010265469	Scheduling of training	Awarding letter of Training course by ICAR /Any other Agency	*	*	*
						Preparation of training	-	*	*	*
						Identifying the resource persons	-	*	*	*
						Inviting the various stakeholders	-	*	*	*

3	Technology commercialization	25	Dr. Avinash Singode	avinash@millets.res.in	9494102693	Identification of technologies	-	*	*	*
						MoU / MoA with clients of tested and viable technologies	MoU / MoA with Private Clients	*	*	*
4	Agro advisory services for millet growers	20	Dr. RR Chapke, Pr. Scientist	chapke@millets.res.in	9010265469	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	Services and Transactions	Weight	Success Indicator(s)	Service standard	Unit	Weight	Data Source
1	Breeder seed production of Millets	30	Supply of breeder seed to indenting agencies after receipt of consolidate breeder seed requirement form DAC	45	Working days	30	IIMR Records
2	Organizing trainings cum demonstration on millet production technologies	25	Time taken for organizing trainings	90	Working days	25	IIMR Records
3	Technology commercialization	25	Time taken for commercialization	150	Working days	25	IIMR Records
4	Ago advisory services for millet growers	20	Service attended	100	Working days	20	IIMR Records

Grievance Redress Mechanism

S.No	Name of Public Grievance Officer	Help line Number	Mobile Number	E-Mail
1	Dr. CV Ratnavathi, Principal scientist	040-24599328	9885634810	ratnavathi@millets.res.in

List of Stakeholders / clients:

S.No	Stakeholders / clients
1	Research Institutions (CSIR, ICMR,DBT,DST, SAUs)
2	AICRPs / SAUs scientists and other employees
3	Farmers
4	Agricultural Industry
5	Students of Universities
6	Other government departments those deal with millet crops

Regional Stations / centres:

S. No	Name	Land line No.	Mobile	E-mail	Address
1	Centre on Rabi Sorghum (IIMR), Solapur	0217-2373456	9075374122	sharma@millets.res.in	NH 9, Bypass Road, Shelgi, Solapur- 413 006 Maharashtra

Indicative expectations from Service Centres:

S.No	Indicative expectations from Service Centres:
1	Timely submission of indents or requirements by the departments
2	Timely follow-up actions from recipients
3	Stakeholders response and participation in technologies development and refinement