



Citizen's/Client's Charter

for

ICAR-National Research Centre on Pomegranate

(2020-2021)

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

Website ID: www.nrcpomegranate.icar.gov.in

Date of Issue: Jan, 2020

Next Review: Jan, 2021

Vision and Mission

Vision

To transform the ICAR-National Research Centre on Pomegranate to an International Centre for Pomegranate Research.

Mission

To establish an international repository of genetic resources, develop suitable technologies for pomegranate production and to improve economic status of farmers in different regions.

Main Services/Transactions

S. No.	Service(s)/ Transaction(s)	Weight (%)	Responsible person along with designation	Email	Mobile & Land line phone	Process	Docu ment(s) Require d	Fees		
								Category	Mode	Amount / Charge s
1.	Supply of quality planting material	20	Dr. N.V. Singh, Sr. Scientist	nripendras72@gmail.com /nrcpomgranate@gmail.com/	Mob: 8999254086 Landline: 02172350262	Submission of consolidated indent for planting material by service seekers	Receipt of Indent/ requisition with Aadhar card and 7/12	i. Produced through Tissue culture ii. Through Hard wood cuttings	NEFT /RTG S/DD/ Card payment	As per the rate/ charges fixed and revised by ICAR-NRCP
2.	Organizing of training programmes	15	Dr. Jyotsana Sharma, Pr. Scientist and Director (Acting)	nrcpomgranate@gmail.com/ jyotisharma128@yahoo.com	Mob: 9623444097 Landline: 02172350262	Submission of request letter for training programme by service seekers	Request letter by post/E-mail/ by hand	1.Farmers 2. Extension officers 3.Pomegranate entrepreneurs	NEFT /RTG S/DD	As per training needs and the rate/ charges fixed and revised by ICAR-NRCP
3.	Soil and leaf nutrient analysis	20	Dr. Ashis Maity	ashisashismaity@gmail.com /nrcpomgranate@gmail.com	Mob: 8788420287/ 9730872321 Landline: 02172350262	Submission of request letter for testing/analysis by service seekers	Request letter by post/E-mail/ by hand	1.Farmers 2. Govt. organisations 3.Private organisations	NEFT /RTG S/DD/ Card payment	As per the rate/ charges fixed and revised by ICAR-NRCP

4.	Water quality testing (pH, EC and TDS)	10	Dr. D.T. Meshram	dtmeshram8@gmail.com /nrcpomegranate@gmail.com	Mob: 7507192606 Landline: 02172350262	Submission on request letter for testing/analysis by service seekers	Request letter by post/E-mail/ by hand	1.Farmers 2. Govt. organisations 3.Private organisations	NEFT /RTG /S/DD/ Card payment	As per the rate/ charges fixed and revised by ICAR-NRCP
5.	Pest and disease diagnosis and supply of pest/pathogen cultures	10	Dr. Jyotsana Sharma and Dr. Mallikarjun	vyotisharma128@yahoo.com/malliharsur@gmail.com/ nrcpomegranate@gmail.com	Mob: 9623444097/8618117516 Landline: 02172350262	Submission on request letter for diagnosis by service seekers	Request letter by post/E-mail/ by hand	1.Farmers 2. Govt. organisations 3.Private organisations	NEFT /RTG /S/DD/ Card payment	As per the rate/ charges fixed and revised by ICAR-NRCP
6.	Sale of processed products (Pomegranate, Juice, RTS beverage & Seed oil)	15	Dr. Nilesh Gaikwad	nileshgaikwad98@gmail.com /nrcpomegranate@gmail.com	Mob: 9623444097 Landline: 02172350262	Submission on request letter for processed products by service seekers	Request letter by post/E-mail/ by hand	1.Farmers 2. Govt. organisations 3.Private organisations	NEFT /RTG /S/DD/ Card payment	As per the rate/ charges fixed and revised by ICAR-NRCP
7.	Providing guidance/technologies	10	Dr. Jyotsana Sharma Director (Acting)	nrcpomegranate@gmail.com/ vyotisharma128@yahoo.com	Mob: 9623444097 Landline: 02172350262	Personal contact or through mail/ correspondence by the service seekers	Request letter by post/E-mail/ by hand	1.Farmers 2. Govt. organisations 3.Private organisations	NEFT /RTG /S/DD/ Card payment	As per the rate/ charges fixed and revised by ICAR-NRCP.

The above service are subject to availability of manpower and resources

Service Standards

S. No.	Service(s)/Transaction(s)	Weight (%)	Success Indicator(s)	Service Standards	Data Source
1.	Allotment of Quality Planting Material (Maximum propagation capacity-10000/Elite saplings/year)	20	Allotment of available planting material of Pomegranate to indenting agencies after receipt of indents	Within 120 working days	Records maintained by I/c Nursery/ ICAR-NRCP
2	Organization of training programmes	15	Intimation about the training dates and fees to the agencies after receipt of request	Within 07 working days	Records maintained by I/c training// ICAR-NRCP
3	Soil and leaf nutrient analysis	20	Issue of test report to indenting agencies after receipt of indents	Within 60 working days	Records maintained by I/c Soil science/ ICAR-NRCP
4	Water quality testing (pH. EC and TDS)	10	Issue of test report to indenting agencies after receipt of indents	Within 30 working days	Records maintained by I/c Soil and water conservation/ ICAR-NRCP
5	Pest and disease diagnosis and supply of pest/pathogen cultures	10	Issue of diagnosis report and supply of pest/ pathogen cultures to the indenting agencies after receipt of indents	Within 30 working days	Records maintained by I/c Pathology and Ento/ ICAR-NRCP
6	Sale of processed products	15	Allotment of available processed products of pomegranate to indenting agencies after receipt of indents	Within 30 working days	Records maintained by I/c Pomegranate processing pilot plant ICAR-NRCP
7	Providing guidance/technologies	10	Providing guidance/technologies to indenting agencies after receipt of indents	Within 30 working days	Records maintained by I/c Technology/ ICAR-NRCP

The above service is subject to availability of manpower and resources

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. D.T. Meshram, Sr. Scientist	0217-2350074	7507192606	dtmeshram8@gmail.com

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1	Pomegranate growers for all pomegranate growing states of India
2	State Hort./Agriculture Departments of India
3	Pomegranate Growers Association of Maharashtra, Karnataka, Gujrat, Tamil Nadu, Rajasthan Pradesh and Telangana
4	National Horticulture Board/National Horticulture Mission
5	State Agricultural Universities and KVKs in different states
6	Commercial Nurseries in different states
7	NGOs
8	Private Companies
9	APEDA & All India Pomegranate Growers' Association
10	Department of Agriculture and Cooperation (DAC)
11	Students involved in research on pomegranate from deemed universities, state universities and state agricultural universities of India
12	Research institutions (ICAR, CSIR, DBT, DST etc.)

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.	Timely submission of requisition keeping in view time required for organization of training programmes
3	Timely submission of requisition keeping in view time required for analysis of soil/ Plant nutrient analysis and submission of the report
4	Timely submission of requisition keeping in view time required for analysis of water quality and submission of the report
5	Timely submission of requisition keeping in view time required for diagnosis of pest and disease and submission of the report
6	Timely submission of requisition keeping in view time required for production and supply of processed products
7	Timely submission of requisition keeping in view time required for providing guidance/technologies to indenting agencies after receipt of indents