



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

**for**

**ICAR-Indian Institute of Wheat and Barley Research**

**(2015-2016)**

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## **Vision and Mission**

### **Vision**

Ensuring food security of India by enhancing the productivity and profitability of wheat and barley on an ecologically and economically sustainable basis.

### **Mission**

Sustainable growth of wheat and barley production through research and extension initiatives supported by infrastructural and policy measures.

## 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 seed of wheat & barley	60	Dr Vinod Tiwari Principal Scientist & PI (CI)  Dr Raj Kumar Principal Scientist	<a href="mailto:pici.dwr@gmail.com">pici.dwr@gmail.com</a>  <a href="mailto:rajkumars.dwr@gmail.com">rajkumars.dwr@gmail.com</a>	0184-2265421 09416468165  0184-2209118 09255270087	Allocation and production of breeder seed and submission of consolidated report to DAC	Indent from DAC	*	*	*
2.	Analysis of wheat and barley samples for quality traits	40	Dr. R.K. Gupta Principal Scientist & PI (Quality)  Dr. Dinesh Kumar Principal Scientist	<a href="mailto:rkgupta_dwr@yahoo.com">rkgupta_dwr@yahoo.com</a>  dkbiochem69@gmail.com	0184-2209117 09996980619  0184-2209198 09467964836	Analysis of samples for the quality traits and supply of data as required by the client	The grain material from the clients			As per the rate decided by IIWBR

\* 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 seed of wheat & barley	60	Submission of consolidated report of breeder seed produced to DAC for supply to indenting agencies before the crop season starts during Oct/Nov every year	30	Working days	60	IIWBR, AICRP centres
2.	Analysis of wheat and barley samples for quality traits	40	Time taken for analysis of samples supplied by the stakeholders	30	Working days	40	IIWBR

## Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Mr. J.S Paul, Adm. Officer	0184-2266315	09466080051	<a href="mailto:Jasmer_paul@rediffmail.com">Jasmer_paul@rediffmail.com</a>

## List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Research institutions (AICRP on Wheat & Barley centres, ICAR, SAUs)
2.	DAC
3.	State agriculture departments/ KVKs
4.	Farmers
5.	Agriculture industry- Milling & Baking and Malting industries
6.	NGOs working with Wheat and Barley
7.	Students of Deemed Universities of ICAR, SAUs, Central Agricultural Universities and Central Universities
8.	Other Govt. departments that deal with DARE/ICAR/ IIWBR
9.	Seed Sector (Public/private)

## Regional Stations/Centres

S.No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	IIWBR Regional Station	0177-2621978	09418129900	<a href="mailto:scbfdl@hotmail.com">scbfdl@hotmail.com</a> <a href="mailto:dwrfdl@hotmail.com">dwrfdl@hotmail.com</a>	P.B.No. 2, Flowerdale, Shimla -171002 (H.P.)
2	IIWBR Regional Station	01900-252185	09466942144	<a href="mailto:adityarajjaipur@gmail.com">adityarajjaipur@gmail.com</a>	Dalang Maidan, Post Office Gonthala, Keylong, Lahaul Spiti – 175132 (H.P.)

## Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely submission of indent for breeder seed by DAC
2.	Timely follow up action by the recipients
3.	Industry's response and participation in technology development and refinement
4.	Timely submission of proposals from ICAR institutions and SAUs for knowledge and skill up gradation
5	Phone number, email and postal address are to be provided by the service recipients
6	Adoption of agro-advisories for proper cultivation of wheat and barley
7	Feedback from recipient of seed material and also the participant in trainings and meetings