



Citizen's/Client's Charter
for

ICAR-Directorate of Onion and Garlic Research
(2015-2016)

Address : Pune-Nashik Highway, Rajgurunagar, Pune – 410 505, Maharashtra, India

Website ID : www.dogr.res.in

Date of Issue : July, 2015

Next Review : July, 2016

Vision and Mission

Vision

To improve production, productivity, export and add on value of onion and garlic.

Mission

Harness the national resources to increase the production of onion and garlic and identify the strategies for sustainable and eco-friendly practices to enhance profitability and welfare of the farming community.

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.	Allotment of available seeds of onion	35	Dr.S.J.Gawande, Senior Scientist	Suresh.Gawande@icar.gov.in	09657726485 02135-222026	Receiving the indent, Examining availability of material, Allotment of quality seed and planting materials	Indent on prescribed proforma	Fees for different categories of seed will be charged in cash or DD as per ICAR guideline		
2.	Allotment of available planting materials of garlic	25	Dr.S.J.Gawande, Senior Scientist	Suresh.Gawande@icar.gov.in	09657726485 02135-222026	Receiving the indent, Examining availability of material, Allotment of quality planting materials	Indent on prescribed proforma	Fees for different categories of planting material will be charged in cash or DD as per ICAR guidelines		
3.	Providing guidance/information on agricultural technologies	40	Dr. Jai Gopal Director	director.dogr@icar.gov.in	07588626523 02135-222026	Receiving queries Examination of query Consultation for queries with concerned scientists	Request letter/ email/query on phone	No fees. Fees for printed material may be charged		

Service Standards

S.No.	Service(s) Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Allotment of available seeds of onion	35	Allotment /acknowledgement for availability of seeds of onion to indenters	30	Working days	35	DOGR, Pune
2.	Allotment of available planting materials of garlic	25	Allotment /acknowledgement for availability of planting material of garlic to indenters	30	Working days	25	DOGR, Pune
3	Providing guidance/information on agricultural technologies	40	Time taken for providing guidance/ information	15	Working days	40	DOGR, Pune

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. V. Karuppaiah, Scientist	02135-222026	09561746929	vadivelu.karuppaiah@icar.gov.in

List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Dept of Agriculture & Cooperation (D&AC)
2.	Dept of Horticulture of different states
3.	State Agriculture Departments
4.	National Horticulture Board (NHB)
5.	Krishi Vigyan Kendras
6.	APEDA
7.	NGOs
8.	Seed Companies/Seed Producing Agencies
9.	SAUs
10.	Farmers

Regional Stations/Centres-NIL

S.No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	NIL				

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Requisition should be sent in time keeping in view the growing period of specific varieties to produce onion seed and garlic planting material
2.	The phone number, e-mail and postal address are to be provided by the service recipients
3.	Timely follow-up actions by the service recipients