



**Citizen's / Client's Charter**  
**for**  
**ICAR – Indian Institute of Rice Research**  
**(2015 - 2016)**

<b>Address</b>	<b>Rajendranagar, Hyderabad - 500 030, Telangana State</b>
<b>Website ID</b>	<b><a href="http://www.icar-iirr.org">www.icar-iirr.org</a>/ <a href="http://www.drricar.org">www.drricar.org</a></b>
<b>Date of Issue</b>	<b>July, 2015</b>
<b>Next Review</b>	<b>July, 2016</b>

## **Vision and Mission**

### **Vision**

Welfare of the present and future generations of Indian rice farmers and consumers by ensuring food, nutritional and livelihood security

### **Mission**

Develop technologies to enhance rice productivity, resource and input use efficiency and profitability of rice cultivation without adversely affecting the environment

## 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 rice	40	Dr. L.V. Subba Rao Principal Scientist	<a href="mailto:lvsubarao1990@gmail.com">lvsubarao1990@gmail.com</a>	09848175790 040 -24591252	Calling for indent by DAC, GOI and from different stakeholders	Proforma for calling indent	*	*	*
						Submission of consolidated requirement for breeder seed to ICAR-IIRR by DAC	Proforma for indent submission	*	*	*
						Working out the cost and supply to indenting agencies	-	*	*	*
2	Technology commercialization	20	Dr. A.S. Hariprasad Principal Scientist	<a href="mailto:hariprasad34@gmail.com">hariprasad34@gmail.com</a>	09701007431 040-24591270	Identification of technologies for commercialization	ITMU application	*	*	*
						MOU with interested clients	Letter of intent	*	*	*
						Exchange of seed material through MTA	Request letter from clients	*	*	*
						Technology display at exhibitions, agri-technology parks	Request letter	*	*	*
3	Evaluation of genetic material/entries for resistance to biotic & abiotic stresses, testing of new molecules, hybrid seed purity & quality	40	Dr. Gururaj Katti Principal Scientist & Dr MS Prasad Principal Scientist & Dr RM Kumar Principal Scientist & Dr RM Sundaram Principal Scientist & Dr MM Azam Principal Scientist	<a href="mailto:gururajkatti@yahoo.com">gururajkatti@yahoo.com</a> & <a href="mailto:data.msprasad@gmail.com">data.msprasad@gmail.com</a> & <a href="mailto:kumarm213@gmail.com">kumarm213@gmail.com</a> & <a href="mailto:rms_28@lycos.com">rms_28@lycos.com</a> & <a href="mailto:azam@gmail.com">azam@gmail.com</a>	09490312860 040-24591238 & 09849291553 040-24591250 & 09440476493 040-24591236 & 09030924395 040-24591226 & 08008802860 040-24591265	Request letter	Letter of request	*	*	*
						Receipt of material from clientele	-	*	*	*
						Screening of the material/testing new molecules/ testing for hybrid seed purity & quality analysis	-	*	*	*
						Report submission	-	*	*	*

\*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	Breeder seed production of rice	40.00	Production and supply of breeder seed to indenting agencies after receipt of consolidated breeder seed requirements from DAC	6	months	40.00	ICAR-IIRR Annual Report/ AICRIP progress report
2	Technology commercialization	20.00	Time taken for commercialization/ MOUs with clients	2	months	20.00	MOU's /MTAs/IIRR Publications/ ICAR-IIRR Annual Report
3	Evaluation of genetic material/entries for resistance to biotic & abiotic stresses, testing of new molecules, hybrid seed purity & quality	40.00	Time taken for evaluation/ testing	6	months	40.00	ICAR-IIRR Annual Report/ AICRIP progress report/ submitted reports

## Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	E-mail
1	Dr. M. Srinivas Prasad, Principal Scientist	040-24591250	09849291553	<a href="mailto:data.msprasad@gmail.com">data.msprasad@gmail.com</a>
2	Administrative Officer	040-24591258		<a href="#">_____</a>

## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Agricultural Research Stations of SAUs and other related institutions/ agencies
2	DBT/DST and other funding agencies
3	Farmers/ Rice millers/ Rice producers
4	State Agricultural departments
5	NGOs working with ICAR-IIRR
6	KVK officials
7	Private companies/ agencies

## Regional Stations/ Centres: NIL

S.No.	Name of the Regional Stations/ Centers	Landline Number	Mobile Number	E mail	Address

## Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Supply of breeder seed
2	Commercializeable technologies/ products
3	Timely submission of reports
4	Timely testing of molecules
5	Supply of cultures