



Citizen's/Client's Charter

for

Fisheries Science Division

(2014-2015)

Address : Indian Council of Agricultural Research (ICAR)
Krishi Anusandhan Bhawan – II (KAB-II),
Pusa, New Delhi – 110 012

Website ID : <http://www.icar.org.in>

Date of Issue : July, 2014

Next Review : June, 2015

Vision Mission

Vision

'Fish for All'

Mission

To provide technological inputs for sustainable growth of Indian fisheries and aquaculture sector by interfacing research, education and extension initiatives through institutional and policy support and play an important role in providing the much required food, nutritional, socio-economic and livelihood security.

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.	Research advisories & coordination support in fisheries	20	Dr. Madan Mohan ADG (M.Fy.)	mmohan@icar.org.in mmohan.fish@rediffmail.com	09582898981 011-25848128	Request of client, assessment / evaluation of requirements, informing client	Requisition	NA	NA	NA
2.	Research advisories & coordination support in aquaculture	20	Dr. S.D. Singh ADG (I.Fy.)	sdsingh.icar@nic.in	08800341616 011-25849825	Request of client, assessment / evaluation of requirements, informing client	Requisition	NA	NA	NA
3.	Research advisories & coordination support in harvest	20	Dr. Madan Mohan ADG (M.Fy.)	mmohan@icar.org.in mmohan.fish@rediffmail.com	09582898981 011-25848128	Request of client, assessment / evaluation of requirements, informing client	Requisition	NA	NA	NA
4.	Research advisories & coordination support in post-harvest	20	Dr. Madan Mohan ADG (M.Fy.)	mmohan@icar.org.in mmohan.fish@rediffmail.com	09582898981 011-25848128	Request of client, assessment / evaluation of requirements, informing client	Requisition	NA	NA	NA
5.	Research advisories & coordination support in fisheries education	20	Dr. S.D. Singh ADG (I.Fy.)	sdsingh.icar@nic.in	08800341616 011-25849825	Request of client, assessment / evaluation of requirements, informing client	Requisition	NA	NA	NA

Service Standards

S. No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standard	Unit	Weight	Data Source
1.	Research advisories & coordination support in fisheries	20	Time taken for processing & supply of information	30	Working days	20	Fisheries Research Institutes of ICAR, DAHD&F
2.	Research advisories & coordination support in aquaculture	20	Time taken for processing & supply of information	30	Working days	20	Fisheries Research Institutes of ICAR, DAHD&F
3.	Research advisories & coordination support in harvest	20	Time taken for processing & supply of information	30	Working days	20	Fisheries Research Institutes of ICAR, DAHD&F
4.	Research advisories & coordination support in post-harvest	20	Time taken for processing & supply of information	30	Working days	20	Fisheries Research Institutes of ICAR, DAHD&F
5.	Research advisories & coordination support in fisheries education	20	Time taken for processing & supply of information	30	Working days	20	Fisheries Research Institutes of ICAR, DAHD&F

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1.	Dr. Madan Mohan, ADG (M.Fy.)	011-25848128	mmohan@icar.org.in mmohan.fish@rediffmail.com	09582898981
2.	Dr. S.D. Singh, ADG (I.Fy.)	011- 25843457	sdsingh.icar@nic.in	08800341616

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	DAHD&F, New Delhi
2.	NFDB, Hyderabad
3.	State Fisheries Departments
4.	Research Organizations (CSIR, ICMR, DBT, DST etc.)
5.	College of Fisheries in State, Central Agricultural & Fisheries Universities
6.	Fishermen, Fish Farmers, Fisheries Co-operative Societies
7.	Fisheries Industry
8.	NGO's working in Fisheries
9.	Fishing Boat Owners, Fish Processing Industries, Fish and Fish Products Exporters Associations

Responsibility Sub-Centers i.e. Institutes

S. No.	Name of Responsibility Sub-Centers i.e. Institutes	Landline Number	Mobile Number	Email	Address
1.	Central Inland Fisheries Research Institute	033-25920177	09051787111	cifri@vsnl.com director@cifri.ernet.in apsharma1@gmail.com	Barrackpore, Kolkata -700120, West Bengal
2.	Central Institute of Brackishwater Aquaculture	044-24617523	09444922514	director@ciba.res.in	75, Santhome High Road, Raja Annamalaipuram, Chennai-600028, Tamilnadu
3.	Central Institute of Fisheries Education	022-26363404 022-26374306	09920906001	wslakra@cife.edu.in lakraws@hotmail.com	Panch Marg, Off Yari Road, Versova, Andheri (West), Mumbai-400061, Maharashtra
4.	Central Institute of Fisheries Technology	0484-2666880 0484-2667727	09446474368	cift@ciftmail.org	Willingdon Island, Matsyapuri P.O., Cochin-692029, Kerala
5.	Central Institute of Freshwater Aquaculture	0674-2465421 0674-2465446 0674-2465402	09438470856	cifa@ori.nic.in pjayasankar@yahoo.com	Kausalyaganga, Bhubaneswar - 751002, Odisha
6.	Central Marine Fisheries Research Institute	0484-2394798	09847115515	director@cmfri.org.in agopalkochi@gmail.com	P.B. No. 1603, Ernakulam North, P.O. Kochi-682018, Kerala
7.	Directorate of Coldwater Fisheries Research	05942-247279 05942-247280	09450355685	dcfrin@gmail.com dcfrin@rediffmail.com director@dcfr.res.in aksingh56@gmail.com	Anusandhan Bhawan, Industrial Area, Bhimtal-263136, Uttarakhand
8.	National Bureau of Fish Genetic Resources	0522-2442441	09453019735	nbfr@sancharnet.in director@nbfr.res.in jkjena2@rediffmail.com	Canal Ring Road, Near Telibagh, P.O. Dilkusha, Lucknow-226002, Uttar Pradesh

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Timely submission of documents / requirements by clients & client departments
2.	Timely follow-up actions by the recipients
3.	Application of research advisories by clients
4.	Implementation of consultancy / advisory services/research recommendations by the clients
5.	Adoption and implementation of tested technologies / strategies / guidelines by fish industry, departments, fishers and fisheries societies and associations

