



Citizen's / Client's Charter

for

ICAR-Central Institute for Subtropical Horticulture

(2015-2016)

Address : Rehmankhera, P.O. Kakori, Lucknow-226101 (India)

Website ID : www.cish.res.in

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Vision and Mission

Vision

To conduct basic and applied research in frontier areas for development of cost effective and viable technologies.

Mission

Augmenting the share of agriculture sector in general and horticulture in particular in GDP in the country and its export basket.

Main Services / Transactions

S. No.	Service(s) / Transaction(s)	Weight	Responsible Person along with designation	Email	Mobile and landline phone	Process	Document(s) Required	Fees		
								Amount	Mode	Category
1.	Production of quality planting material of mango, guava, aonla and bael	80	Dr. S. Rajan, Chairman, Nursery Committee	srajanlko@gmail.com	9415794997 0522-2841022/ 23	<ul style="list-style-type: none"> Receiving the indent, Examining availability of material, Allotment of quality seed and planting materials to indenters 	Indent on prescribed proforma	*As per list given	Cash/ DD/ Cheque	On spot/ advance
2.	Advisory in respect of management of pest and diseases in mango and guava orchards	20	Dr. A.K. Misra, Head, Division of Crop Protection	misra_a.k@yahoo.co.in	9838932188 0522-2841022/ 23	<ul style="list-style-type: none"> Receiving phone calls from farmers Attending farmers visiting the Institute Visiting the orchards 	Kisan Call Centre (Phone records)	*	*	*

*As per the norms/guidelines/rules

Service Standards

S. No.	Services / Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Production of quality planting material of mango, guava, aonla and bael	80	Number of planting materials produced (Mango, Guava, Aonla & Bael)	60	Working days	80	Nursery registers of CISI, Lucknow
2.	Advisory in respect of management of pest and diseases in mango and guava orchards	20	<ul style="list-style-type: none"> Receiving phone calls from farmers / Attending farmers visiting the Institute Visiting the orchards 	10	Working days	20	Kisan Call Centre, farmers visit /training (source)

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1.	Shri S.D.P. Dixit, I/c Assistant Administrative Officer	0522-2841022, 2841024	9450054080	dixitsd60@gmail.com
2.	Dr. S. Rajan, Chairman, Nursery Committee	0522-2841022, 2841024	9415794997	srajanlko@gmail.com

List of Stakeholders/Clients

Sl.No.	Stakeholders / Clients
1.	Dept of Agriculture & Cooperation (D&AC)
2.	Dept of Horticulture of different states
4.	National Horticulture Board (NHB)
5.	Krishi Vigyan Kendras
6.	APEDA
7.	NGOs
8.	Private Seed Companies
9.	Individual grower/orchardist

Regional Stations / Centres - Nil

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

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely submission of indents
2.	Timely follow up action by the recipients
3.	Stakeholder's response and participation in technology development and refinement
4.	Timely submission of proposals from SAUs for knowledge and skill upgradation

Price list of planting material

S.No.	Name of planting material	Variety	Rate per plant (in Rs.)
1.	Mango	Dashehari	35
		Dashehari -51	35
		Amrapali	40
		Chausa	35
		Mallika	35
		Ambika	50
		Langra	35
		Arunuka	100
		Ramkela	35
		Lalit	45
2.	Guava	Shweta	45
		Sardar (L-49)	35
		Allahabad Safeda	35
		NA-6	35
3.	Aonla	NA-7	35
		NA-10	35
		Laxmi-52	45
		Krishna	35
		Kanchan	35
		Chakaiya	35
4.	Bael	CISH B-1	35
		CISH B-2	35
		NB-5	35
		NB-9	35
5.	Litchi	Shahi	50
		China	50
		Rose scented	50
		Calcuttia	50
		Bombe S-1	50
		Late Bedana	50
6.	Jamun	Mandaraji	50
		J-37	50
		J-42	50
7.	Lemon	Pant lemon (Budded)	35