



Citizen's / Client's Charter  
for  
Directorate of Maize Research  
(2011-2012)

Address	Directorate of Maize Research, Pusa Campus, New Delhi 110012
Website ID	<a href="http://www.maizeindia.org">http://www.maizeindia.org</a>
Date Of Issue	February 2011
Next Review	February 2012

## Vision

Rapid growth in the food, feed and industrial application of maize and maize-based products, for generation of wealth and employment in farming and industrial sectors, and for all those who are directly or indirectly associated with maize cultivation and utilization.

## Mission

Enhancing the productivity, profitability and competitiveness of maize and maize based farming system with economic and environmental sustainability.

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Imparting training for capacity building	25	<b>Dr.V.K.Yadav,</b> Dr.Nirupma Singh, Dr.K.S.Hooda	vkyadavdmr@rediffmail.com	9868057203	Preparation of annual schedule	Proforma	Paid/Sponsored	Demand Draft/Cash	As per rule
						Communication to the concerned clients	Letter	N/A	N/A	N/A
						Imparting training and getting feedback from clients	Presentation and feedback proforma	N/A	N/A	N/A
2	Technology commercialization	15	<b>Dr. Pradyumn Kumar,</b> Dr. Jyoti Kaul	pradyumn.kumar@gmail.com	9868112000	Identify the technologies having potential for commercialization	Details of technology	Process/Product	Demand Draft	N/A
						MoU with clients	ICAR guidelines	Paid	Demand Draft	As per negotiation
3	Agro advisory services	15	<b>Dr Vinay Mahajan,</b> Dr. Ashok Kumar, Dr. V.K.Yadav ,	vinmaha9@gmail.com	9999237696	Demonstrations/Exhibitions, ICT and print media	Exhibits/Demo/Literature/Website	N/A	N/A	N/A

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Prompt acknowledgement of receipt of letters from citizen's / client's and grievance redressal	15	<b>Dr.K.S.Hooda</b>	hoodaks@gmail.com	9958520601	Receipt of grievances acknowledgement on same day	N/A	N/A	N/A	N/A
						Recording information in one day	N/A	N/A	N/A	N/A
						Processing with the concerned quarter in one day	N/A	N/A	N/A	N/A
						Redressal by the concerned quarter in two months (except legal and other issues beyond the department's control)	N/A	N/A	N/A	N/A

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Imparting training for capacity building	25	Number of clients/trainees	100	Number	25	DMR
2	Technology commercialization	15	Number of technologies commercialized	1	Number	15	DMR
3	Agro advisory services	15	Number of services	20	Number	15	DMR
4	Prompt acknowledgement of receipt of letters from citizen's / client's and grievance redressal	15	Grievance to be received (electronically/by post/ by hand)	1	Working days	1	CPGRAMS report
			Receipt of grievances acknowledgement	1	Working days	1	CPGRAMS & ICAR records
			Recording information	1	Working days	1	CPGRAMS & ICAR records
			Processing with the concerned quarter	1	Working days	2	CPGRAMS & ICAR records
			Redressal by the concerned quarter (except legal and other issues beyond the department's control)	60	Working days	10	CPGRAMS & ICAR records

## Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Dr. K. S. Hooda	25842372- Ext 143	hoodaks@gmail.com	9958520601
2	Dr. Meena Shekhar	25842372- Ext 139	shekhar.meena@gmail.com	9968010340

## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Research institutions (ICAR institutes, PPV & FRA, SAUs, CAU, BHU, DST, DBT, KVKs)
2	DAC and State Department of Agriculture
3	CIMMYT
4	DMR scientists and other employees
5	Farmers
6	Agro based industry
7	NGOs working with ICAR
8	Students related with agricultural research
9	Other Govt. departments that deal with DMR

## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Maize Winter Nursery, Rajendra Nagar, Hyderabad	040-24018457	<a href="mailto:jcswnc@rediffmail.com">jcswnc@rediffmail.com</a>	09908600340	P.B.No.02, Shankar Nagar, P.O. Nagpur-440010, Maharashtra
2	Regional Maize Research and Seed Production Centre, Kushmahout Farm, Begusarai, Bihar	06243-215254	<a href="mailto:rk_phagna@rediffmail.com">rk_phagna@rediffmail.com</a>	08298521161	P.O.Barrackpore, Kolkata- 700120, West Bengal



## Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	The indented breeder seed should be lifted by the indenter in time.
2	Timely nomination of officials for trainings by State Department of Agriculture and SAUs/ICAR institutes
3	Adoption of sustainable technologies by clients
4	Adoption of sustainable technologies by farmers