



## **Citizen's/Client's Charter**

**for**

## **ICAR-Central Institute for Women in Agriculture**

**(2015-2016)**

Address : Plot No.50, Mauza – Jokalandi, Post Office- Baramunda, Bhubaneswar– 751003, Odisha  
Website ID : <http://www.icar-ciwa.org.in>  
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## **Vision and Mission**

### **Vision**

Emerge as a leading centre for gender research and serve as a catalyst for gender mainstreaming and women empowerment in agriculture to realize enhanced productivity and sustainability of agriculture.

### **Mission**

Generate and disseminate knowledge to promote gender sensitive decision making for enhancing efficiency and effectiveness of women in agriculture.

### 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.	Guidance on gender friendly technology and technological products	65	Dr. H.K.Das Principal Scientist	hemanta.dash@icar.gov.in	09861170169 (0674-2386220 Ext.247)	<ul style="list-style-type: none"> <li>• Receiving of request with brief profile by stakeholder</li> <li>• Guidance through personal contact/ mail/ published material</li> </ul>	<ul style="list-style-type: none"> <li>• Written request</li> <li>• Relevant Information</li> </ul>	*	*	*
2.	Capacity building of stakeholders	35	Dr. Sabita Mishra Principal Scientist	sabita.mishra@icar.gov.in	09337235147 (0674-2386220 Ext.237)	<ul style="list-style-type: none"> <li>• Receiving of request with brief profile by stakeholder</li> <li>• Conducting need based trainings/ Interface programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Written request</li> <li>• Relevant Information</li> <li>• Brief concept note</li> <li>• Lecture note/ presentation materials</li> </ul>	*	*	*

\*As per the norms/guidelines

## Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Guidance on gender friendly technology and technological products	65	Increase in agricultural yield/ working efficiency/ income	4	Month	65	ICAR-CIWA/ SAUs/ ICAR Institutes/ Related International Institutes
2.	Capacity building of stakeholders	35	Increase in awareness/ knowledge	4	Month	35	ICAR-CIWA/ SAUs/ ICAR Institutes/ Related International Institutes

### Grievance Redress Mechanism

<b>S.No.</b>	<b>Name of the Public Grievance Officer</b>	<b>Helpline Number</b>	<b>Mobile Number</b>	<b>Email</b>
1	Dr. S. K. Srivastava	0674-2386940/ 2386220 Ext. 201	08763147838	director.ciwa@icar.gov.in
2	Dr. Anil Kumar	0674-2386220 Ext.299	08093126275	anil.kumar3@icar.gov.in

## List of Stakeholders/Clients

S. No.	Stakeholder/Clients
1.	Farm women
2.	Farm families
3.	Rural youth
4.	Students of Deemed Universities/ CAUs/ SAUs
5.	Agripreneurs
6.	Other Govt. Departments/ Public Sector Undertakings / Industries/ R&D Institutions/ ICAR Institutions/ SAUs/ NGOs working on women in agriculture and allied sectors/ Cooperatives and SHGs

**Regional Stations/Centres - NIL**

<b>S.No.</b>	<b>Name of the Regional Stations/Centres</b>	<b>Landline Number</b>	<b>Mobile Number</b>	<b>Email</b>	<b>Address</b>
1.	Nil	-	-	-	-

### Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Submission of expression of interest with clearly spelt service requirements
2.	Interested to learn and adopt gender friendly skills/ technologies/ innovations for enhancing efficiency and productivity of women in agriculture
3.	Complete postal address with phone number and email to be provided by the service recipients
4.	Timely follow up action
5.	Participation in technology development and refinement
6.	Implementation of research recommendation/ advisories / consultancy