



**Citizen's/ Client's Charter
for
ICAR-Central Inland Fisheries Research
Institute
(2015-2016)**

Address: Barrackpore, Kolkata- 700 120, West Bengal

Website ID: www.cifri.res.in

Date of Issue: July, 2015

Next Review: July, 2016

Vision and Mission

Vision

Sustainable fisheries from inland open waters for environmental integrity, livelihood and nutritional security.

Mission

Knowledge based management for enhanced fishery, conservation of biodiversity, integrity of ecological services and to derive social benefits from inland open waters.

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		
								Category	Mode	Amount
1	Analytical services	30	Dr. S. Samanta, Principal Scientist	samantacifri@yahoo.co.in	09433466817 033-25921190/91 Extn. 229	Receive request from Client/ Citizen	Letter of request	*	*	*
						Assessment/ Evaluation of requirements and inform client about the parameters and number of samples that can be handled, dates and fees, in 5 working days after receiving request	Consent letter	*	*	*
						Receive samples, along with fees	Written approval and work order along with payment from client	Analytical fees	Cash or Demand draft (DD in favor of ICAR UNIT, CIFRI Barrackpore; A/C No. 11278713220; State Bank of India, Barrackp	Please see the Annexure 1

									ore Main Branch; Code: 0029 or Electronic transfer: IFS Code-SBIN 0000029; MICR Code-700002214	
						Complete analysis in 20 working days after receiving the samples for up to 10 samples (for more samples the time required will be informed in consent letter)	In writing in the form of acceptance of the service	*	*	*
						Supply of results in 5 working days	In the form of letter/document	*	*	*
2	Training/ demonstration	40	Dr. A. K. Das, Principal Scientist	archandas @ yahoo.com	09432247006 033- 25921190/91 Extn. 231	Receive request for training/ demonstration/ student dissertation	Application / letter of request	*	*	*
						Send acknowledgment in 5 working days	Letter/ e-mail	*	*	*
						Evaluation of application/ request and costing	NA	NA	NA	NA

						within 20 working days				
						Communication/ consent letter to client about training content and schedule/ timing and fees within 5 days	Letter/e-mail	Training fee	As above	Variable depending on content, type, duration, intensity, etc.
3	Consultancy / feasibility study /student dissertation	30	Dr. S.K. Manna, Principal Scientist	sanjibman na@yahoo .com	09433475913 033-25921190/91 Extn. 235	Receive request from client	Letter / e-mail	*	*	*
						Assessment of request in 10 working days	Specified requirement indicated in letter/ e-mail	*	*	*
						Communication of consent, preliminary proposal and cost of reconnaissance visit/ survey in 20 working days	Letter/e-mail	*	*	*
						Receive written approval of cost and initial proposal and fees	Written approval and fees from client	Consultancy charges/ project cost	As above	Variable depending on the work/ place/ duration/ men and material requirement

					Visit of CIFRI team to site/ location for initial survey, if needed, within 30 days of receipt of approval	Constitution of expert team by Director and office order to members	*	*	*
					Preparation of final study proposal with costing and time schedule of execution within 30 days of completion of preliminary visit	-	*	*	*
					Initiation of study as per MoU or work plan and submission of report as per time schedule decided as per MoU/ work plan and receipt of fees as agreed up on	Approval of final proposal and signing of MoU (if needed) and release of fund as mutually agreed up on (as per ICAR guidelines)	Consultancy charges/ project cost	As above	As agreed up on in the MoU or approved work plan

* As per the norms/guidelines/rules

Services Standards

S. No.	Service(s) / Transaction(s)	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Analytical services	30	Time for processing and analysis and supply of data	30	Working days	30	--
2	Training/ demonstration	40	Time for processing and communication	30	Working days	40	Institute Data Source
3	Consultancy / feasibility study/ student dissertation	30	Time taken for processing and formulation of project	90	Working days	30	Data generated by project

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline number	Mobile number	E-mail
1	Shri Navin Kumar Jha, AO	33-25935288 33-25921190/91 Ext : 314 33-25921190/91 Ext : 205	09903492200	navin_pohaddi@yahoo.com

List of Stakeholders/ Clients

Sl. No.	Stakeholders/ Clients
1	Fish farmers
2	Fisheries Co-operative Societies
2	State Fisheries Departments
3	Research Institute (CSIR, DBT, DST and others)
4	State/ Central Agricultural/Fisheries Universities
5	Students
6	NGO
7	Other Govt. departments that deal with, DAHD & F
8	Hydro-power corporations (NHPC, NEPC, River Valley Projects, etc.)
9	National Fisheries Development Boards
10	Agriculture/ Irrigation/ Forest/ Revenue/ Water /Transport Departments
11	Ministries (MoEF; MoA)

Regional Stations/Centers

S. No.	Name of the Regional Stations/Centers	Landline Number	Mobile Number	Email	Address
1	Regional Center	0532-2461529	09450600926	riverd@vsnl.net.in kdjoshi.cifri@gmail.com	24 Pannalal Road Allahabad- 211002 Uttar Pradesh
2	Regional Center	0361-2224893 0361-2228486	09435553274	wetland@cifri.gov.in bkbhattacharjya@yahoo.com	Housefed complex , Central Building 4 th Floor, Beltola Basistha Road Dispur, Guwahati- 781006, Assam
3	Regional Station	080-28479890 28479889	09448380714	cifribgl@bgl.vsnl.net.in Krishna.dsk@gmail.com	Hessarghatta Lake P.O. Bangalore- 560089 Karnataka
4	Research Center	0265-2486601	08697308060	cifrivad@yahoo.co.in dibakarbhakta@gmail.com	B-12, Hans Society, Harni Road Vadodara- 390022 Gujarat
5	ICAR-CIFRI Kolkata Unit	033-23379444	09433033950	sinhaarchana@yahoo.com	CGO Complex, 2nd Floor, C-Wing, DF Block, Salt Lake, Kolkata – 700064, West Bengal
6	ICAR-CIFRI Kochi Unit	0484-2395973	09995439629	raanips@gmail.com ranipalanaiswamy@yahoo.com	Door No. 225, CMFRI Campus, Ernakulum North (PO), Kochi-682 018, Kerala

Indicative Expectations from Service Recipients

Sl. No.	Indicative Expectations from Service Recipients
1	Timely submission of documents/requirements by clients, sister Institutes
2	Timely follow up action by the recipients
3	Application of research advisory services by clients
4	Adoption of advisory services by clients
5	Implementation of consultancy and contract research recommendations by the clients
6	Adoption and implementation of technologies/ strategies/ guidelines by departments, fishers, co-operative societies

Annexure 1

Fee for analytical services

Sl. No.	Parameter / service / test	*Fee (Rs.)
1	Water analysis	
	Routine Parameters (pH, Conductance, Alkalinity, Hardness, Phosphate, Nitrate, DO)	1000/- per sample
	Special Parameters (Ammonia, H ₂ S, Fluoride, BOD, COD)	500/- for each parameter
	Heavy metals (Cu, Cd, Zn, Pb, Fe)	1000/- for each metal
2	Sediment analysis	
	Routine Parameters (pH, Conductance, Organic Carbon, Available Phosphorus and Nitrogen)	1000/- per sample
	Special Parameters (Total nitrogen, Particle size analysis)	500/- for each parameter
	Heavy metals (Cu, Cd, Zn, Pb, Fe) in sediment and biota	1000/- for each metal
3	Pesticide residue analysis	3000/- per sample
4	Bacteriological analysis of water (TPC, Coliform, <i>E.coli</i> , faecal streptococci count)	2000/- per sample
5	Fish pathological investigation (diseased fish to be brought to laboratory)	3000/- per incidence
6	Proximate analysis of fish feed	2000/- per sample
7	Amino acid analysis of fish/fish feed	5000/- per sample
8	Fatty acid analysis of fish/fish feed	5000/- per sample

***Farmers and students from ICAR / SAUs will be given 50% discount on the charge for analysis of sample analysis.**