



Citizen's/Client's Charter

for

ICAR-National Research Centre for Banana

(2015-2016)

Address: Thogamalai Main Road, Thayanur Post, Tiruchirappalli– 620 102, Tamil Nadu

Website ID: <http://www.nrcb.res.in>

Date of Issue: July 2015

Next Review: July, 2016

Vision and Mission

Vision

To become the global leader in production, productivity and export of banana

Mission

To increase the production and productivity of quality bananas through technological interventions

Main Services/Transactions

| Sl. 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 | Service on improved production technologies for banana | 30 | Dr.V.Kumar, Principal Scientist | kumarnrcb@gmail.com | 09842635630 0431-2618125 | Personal contact/e-mail/ correspondence by the service seekers. Request for on/off campus training. Testing of samples for nutrient analysis. | Nil | Free | - | - |
| | | | | | | | Written request | Training | Demand | Rs. 1000/day/ participant |
| | | | | | | | Written request along with samples | Sample Testing | Demand Draft | Rs. 100 per element |
| 2 | Service on improved protection technologies for banana | 30 | Dr.B.Padmanaban, Principal Scientist | bpadmanabannrcb@gmail.com | 09442359253 0431-2618125 | Personal contact/e-mail/ correspondence by the service seekers. Request for organizing on/off campus training | Nil | Free | - | Nil |
| | | | | | | | Written request | Paid Training | Demand Draft | Rs. 1000/day/ participant |
| 3 | Service on improved post harvest technologies and value addition in banana | 30 | Dr.K.N.Shiva, Principal Scientist | knshiva5@gmail.com | 09965726699 0431-2618125 | Personal contact/e-mail/ correspondence by the service seekers Request for on/off campus training. Testing of samples for quality parameters. | Nil | Free | - | Nil |
| | | | | | | | Written request | Paid Training | Demand Draft | Rs. 1000/day/ participant |
| | | | | | | | Written request along with samples | Sample Testing | Demand Draft | Rs. 1000 per sample |
| 4 | Supply of 'Banana Shakti', a micro nutrient mixture for banana | 5 | Dr.KJ.Jeyabaskaran, Chairman, Farm Management Committee | jeyabaskarankj@gmail.com | 09344353587 0431-2618125 | Receiving indent for the supply of 'Banana Shakti' Allotment of the material on seniority basis | Written request or contacting the office | Full payment against delivery | DD or Cash payment | Rs. 150/kg |
| 5 | Supply tissue culture Udhayam banana plants | 5 | Dr.MS.Saraswathi, Principal Scientist | saraswathimse@gmail.com | 09443590188 0431-2618125 | Receiving indent for the supply of Udhayam TC plants. Allotment of the material on seniority basis by 50% advance payment on booking | Written request | Balance payment against delivery | DD or Cash payment | Rs. 10/plant |

* No land line phone connection is available for the Scientists

Service Standards

| Sl. No. | Service(s)/Transaction(s) | Weight | Success Indicator(s) | Service Standards | Unit | Weight | Data Source |
|---------|--|--------|---|-------------------|--------------|--------|---------------------------------|
| 1 | Service on improved production technologies for banana | 30 | Technical guidance provided various aspects of improved banana cultivation. Trainings organized | 10 | Working days | 30 | Crop production section |
| 2 | Service on improved protection technologies for banana | 30 | Technical guidance provided on integrated plant protection technologies. Trainings organized | 10 | Working days | 30 | Crop Protection section |
| 3 | Service on improved post harvest technologies and value addition in banana | 30 | Technical guidance provided on post harvest handling technologies/value addition in banana Trainings organized | 10 | Working days | 30 | Post harvest management section |
| 4 | Supply of 'Banana Shakti', a micro nutrient mixture for banana | 5 | Banana Shakti supplied | 5 | Working days | 5 | Farm management section |
| 5 | Supply tissue culture Udhayam banana plants | 5 | Udhayam tissue culture plants supplied | 90 | Working days | 5 | Tissue culture lab |

Grievance Redress Mechanism

| Sl. No. | Name of the Public Grievance Officer | Helpline Number | Mobile Number | Email |
|---------|---|-----------------|---------------|--|
| 1 | Shri. R. Krishnamurthy, Assistant Administrative Officer | 0431-2618125* | 09442278013 | aonrcb@gmail.com |

* Landline number of the Office

List of Stakeholders/Clients

| S. No. | Stakeholders/Clients |
|--------|---|
| 1 | Dept. of Agriculture & Cooperation (D&AC) |
| 2 | State Dept. of Horticulture/Agriculture of different states |
| 4 | National Horticulture Board (NHB) |
| 5 | State Horticulture Mission (SHM) of different states |
| 6 | Krishi Vigyan Kendras (KVKs) |
| 7 | Non Governmental Organizations (NGOs) |
| 8 | Farmers/Farmers' Associations |

Regional Stations/Centres- Nil

| S. No. | Name of the Regional Stations/Centres | Landline Number | Mobile Number | Email | Address |
|--------|---------------------------------------|-----------------|---------------|-------|---------|
| - | Nil | Nil | Nil | Nil | Nil |

Indicative Expectations from Service Recipients

| S. No. | Indicative Expectations from Service Recipients |
|--------|---|
| 1. | Request for service needed by the service seekers/stakeholders by e-mail/letter/phone etc., |
| 2. | Timely submission of proposals from institutions/NGOs for up-gradation of technical knowledge |
| 3. | Submission of requests for supply of Banana Shakti/Udhayam TC plants |