



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

**for**

**ICAR-Indian Grassland and Fodder Research Institute,**  
**Jhansi**

**(2015-2016)**

Address: Near Pahuj Dam, Jhansi-Gwalior Road,  
Jhansi-284 003 (Uttar Pradesh)

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

Date of Issue: July, 2015

Next Review: June, 2016

## **Vision and Mission**

### **Vision**

Meeting the technological requirement of forage production and feeding systems for high livestock productivity with improved cultivars, eco-sustainable production, feeding and processing technologies

### **Mission**

Generating and disseminating technologies for enhanced quality of forage and livestock productivity in socio-economic and environmental perspectives

## 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.	Supply of seeds of forage crops	60	Dr. R. V. Kumar, I/C Head, Seed Technology Division	rvkumar4@rediffmail.com	09415505742 0510-2730446-280	Preparation of consolidated indents for forage seeds	Receipt of indent	*	*	*
2.	Supply of planting materials of forage crops	20	Dr. Sunil Kumar, Chairman (OIC, Central Research Farm) & Head, Crop Production Division	headcp15@gmail.com	09415719637 0510-2730446-215	Preparation of consolidated indents for planting materials of forage crops by service seekers	Receipt of indent	*	*	*
3	Providing guidance/information on forage production and utilization technologies	20	Dr. Khemchand, Head, Social Sciences Division	kcmamnani@gmail.com	07839932709 0510-2730446-226	Personal contact or through mail/correspondence by the service seekers	Written request	*	*	*

\* As per the norms/guidelines/rules

## Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Supply of seeds of forage crops	60	Supply of forage seeds to indenting agencies after receipt of indent	30	Working days	60	Seed Technology Division/ Farm Section
2.	Supply of planting materials of forage crops	20	Supply of forage planting materials to indenting agencies after receipt of indent	30	Working days	20	Crop Production Division/ Farm Section/Other Divisions of the Institute
3	Providing guidance/information forage production and utilization technologies	20	Time taken for providing guidance/ information	15	Working days	20	Social Science Division/ ATIC

## Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. A.K. Misra I/C Sr. Administrative Officer	0510-2730666, 2730158	09453083485	igfri.director@gmail.com asimkmisra@gmail.com

## List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Department of Animal Husbandry, Dairying & Fisheries, Govt. of India
2.	State Agricultural Departments
3.	State Animal Husbandry Departments
4.	State agricultural and veterinary universities, research institutes
5.	State Forest Departments
6.	Krishi Vigyan Kendras
7.	NGOs working on forage and livestock development
8.	Private R&D institutions
9.	Research institutes
10.	Seed Sector (Public / Private)
11.	Farmers
12.	Livestock owners
13.	Milk cooperatives and private feed manufacturers, feed ingredient buyers and suppliers
14.	State livestock farms

## Regional Stations/Centres

S.No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	IGFRI SRRS	0836-2447150	09731924228	bgskumar@yahoo.com	IGFRI Southern Regional Research Station, P.B. Road, Opp. UAS, Dharwad -580 005, Karnataka
2	IGFRI WRRS	01437-220170	09461642052	ssmeena123@yahoo.com	IGFRI Western Regional Research Station Avikanagar, Malpura, via-Jaipur, Tonk- 304501, Rajasthan
3	IGFRI RRS	0194-2305129	09419033482	mailmedilipverma@rediffmail.com	Old Air Field, K D Farm, CITH Campus, Rangreth, Srinagar-190007 (J & K)

### Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely submission of documents, indents or requirements
2.	Timely lifting of forage seed/planting materials by the indenters
3.	Requisition should be sent in time keeping in view to growing period of specific varieties to produce seed and planting material by respective organizations as per demand
5.	The phone number, e-mail and postal address are to be provided by the service recipients
6.	Timely follow-up actions by the service recipients
7.	Application of research advisories by clients
8.	Implementation of consultancy / advisory services / research recommendations by the clients
9.	Expression of interest