

**NATIONAL RESEARCH CENTRE FOR ORCHIDS**

Pakyong-737106, Sikkim  
(2013-2014)

**RFD UNIT**

**Citizen's/Client's Charter the year 2013-2014**

**Name of the Institute:**

**NRC for Orchids**

**Name of the Nodal Officer:**

**Dr. Lakshman Chandra De**

**Address: Pakyong-737106, Sikkim**

**Website: [www.nrcorchids.nic.in](http://www.nrcorchids.nic.in)**

## Services

Sl. No	Name of the Service (s)	Responsible Person along with Designation	Email	Mobile & Land line Phone	Process	Document (s) Required	Fees		
							Category	Mode	Amount
1	Supply of quality planting materials	Dr. Rampal, Senior Scientist	rampal_nrco@yahoo.com	09800155682 (M) 03542253160 (O)	Receiving the indent	Indent on prescribed proforma	Fee etc will be charged only when planting material is lifted to respective institutes/Directorate/NRCs/Responsibility centres		
					Examining availability of material				
					Directing responsibility centres for allotment of quality seed and planting materials				
2.	DUS testing of orchids	Dr. L. C. De, Principal Scientist	lcde_horti@rediffmail.com lakshmanchandrade@gmail.com	09434723030 (M) 03592-257289 (O)	Collection, analysis and testing through DUS Test guidelines	MOU with development agencies	Fee etc. may be charged only as per ICAR norms		
3.	Characterization of commercial orchids	Dr. S. Chakrabarti, Sr. Scientist	syamalichakrabarti@gmail.com	09832352834 (M) 03592-257289 (O)	Collection, analysis and testing through molecular basis	MOU with development agencies	Fee etc. may be charged only as per ICAR norms		
4.	Prompt acknowledgement of receipt of letters from citizen's/ client's and grievance redressal	Dr. D. Barman Pr. Scientist	dbarmannrco@gmail.com	09647875581 (M) 03592-257289 (O)	Time bound delivery of goods and services	Indent on prescribed proforma	Fee etc. may be charged only as per ICAR norms		

## Service Standards

Sl.No.	Name of the Services	Success Indicator(s)	Service Standard	Unit	Data Source
1	Supply of quality planting materials	Number of quality planting material by respective organization.	10,000	Number (no) as well as weight (Kg, quintal)	Responsibility Centres
2.	Prompt acknowledgement of receipt of letters from citizen's/ client's and grievance redressal	Number of services	NA	Number	Responsibility Centres

## List of Stakeholder/Clients

Sl.No.	Stakeholder/Clients
1	Dept of Agriculture & Cooperation (D&AC)
2	Dept of Horticulture of different states
4	National Horticulture Board (NHB)
5	Krishi Vigyan Kendras
6	APEDA
7	NGOs
8	Private Seed Companies

## Responsibility Centers and Subordinate Organizations

Sl. No.	Name of the Responsibility Center and Subordinate Organizations	Landline Number	Email	Mobile Number	Address for Correspondence
1.	NRC for Orchids, Pakyong-737106, Sikkim	03592-257954	nrcorchids@rediffmail.com	09474524404 (M)	Director, NRC for Orchids, Pakyong-737106, Sikkim
2.	NRC for Orchids, Darjeeling Campus, AJC Bose Road, Darjeeling-734101, West Bengal	0354-2253160	sic_1967@sify.com	09800155682 (M)	Scientist i/c, NRC for Orchids, Darjeeling Campus, AJC Bose Road, Darjeeling-734101, West Bengal

## Indicative Expectations from Service Recipients

Sl.No.	Indicative Expectations from Service Recipients
1	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
2.	Timely submission of requirements by farmers/ development agencies
3.	Response of development agencies/Industry in technology development, refinement and commercialization