



Citizen's/Client's Charter
for

ICAR-National Research Centre for Orchids
(2015-2016)

Address : Pakyong-737106, East Sikkim
Website ID : www.nrcorchids.nic.in
Date of Issue : July, 2015
Next Review : July, 2016

Vision and Mission

Vision

- Harnessing science to increase the productivity, generation of employment, support to the industry for export of the cut flowers, potted plants and planting materials of orchids.

Mission

- Sustainable growth of orchids by mission oriented research with a view to develop new varieties and hybrids suitable for export and to develop suitable production technology

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 quality planting materials	50	Dr. R.G. Devdas, Senior Scientist	r.devdas@gmail.com	08016272553 (M) 03592-257289 (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	30	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. to be charged only as per ICAR norms		
3.	Characterization of commercial orchids	20	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. to be charged only as per ICAR norms		

Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Supply of quality planting materials	50	Quality planting material produced by respective organization.	30	Working days	50	NRC for Orchids, Pakyong, East Sikkim & Darjeeling Campus, West Bengal
2.	DUS testing of orchids	30	Morphological characterization of commercial orchids	6	Months	30	NRC for Orchids, Pakyong, East Sikkim & Darjeeling Campus, West Bengal
3.	Characterization of commercial orchids	20	Analysis and testing through molecular basis	2	Months	20	NRC for Orchids, Pakyong, East Sikkim & Darjeeling Campus, West Bengal

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. D. Barman Pr. Scientist	03592-257289	09647875581	dbarmannrco@gmail.com

List of Stakeholders/Clients

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

Regional Centres/ Stations

S.No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	NRC for Orchids	0354-2253160	09800155682	rampal_nrco@yahoo.com	Darjeeling Campus, AJC Bose Road, Darjeeling-734101, West Bengal

Indicative Expectations from Service Recipients

S.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