



## Citizen's / Client's Charter

for

## ICAR-Indian Institute of Natural Resins and Gums (2015-2016)

Address: Namkum, Ranchi – 834 010 (Jharkhand)  
Website ID: <http://ilri.ernet.in>  
Date of Issue: July, 2015  
Next Review: July, 2016

## Vision and Mission

### **Vision**

Harnessing natural resins and gums for livelihood support to resource constrained farmers and promoting a healthier world, interlacing ecological development

### **Mission**

Accomplishing the vision through R&D and technology diffusion for sustainable lac production; processing, value-addition, quality management and application / product development of natural resins and gums

### 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.	Training	50	Dr. AK Jaiswal, Head Transfer of Technology Division	jaiswalak59@yahoo.co.in	09431593545 0651-2261154	Application addressed to Director, IINRG	*	*	DD / Cash	As per Schedule of Fees for Training displayed on IINRG website
2.	Quality evaluation of lac samples	30	Dr. S Srivastava, I/C Quality Evaluation Laboratory	sanjay_60.2009@rediffmail.com	09709088339 0651-2261154	Submission of test requirement along with a letter addressed to Director, IINRG	Samples and list of tests to be carried out	*	DD / Cash	As per Schedule of Fees for Tests displayed on IINRG website
3.	Technology transfer	20	Dr. AK Jaiswal, Head Transfer of Technology Division	jaiswalak59@yahoo.co.in	09431593545 0651-2261154	Application addressed to Director, IINRG	*	*	DD / Cash	As per Schedule of Fees displayed on IINRG website

\*As per the norms/guidelines/rules

### Service Standards

Sl. No.	Service(s) / Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Training	50	Average time taken to conduct the training since receipt of the request	30*	Working days	50	Records kept in the Training Section of TOT Division
2.	Quality evaluation of lac samples	30	Average reporting time taken since the receipt of test materials	14	Working days	30	Laboratory test records of the Quality Evaluation Laboratory
3.	Technology transfer	20	Timely supply of information / demonstration of the technology	21	Working days	20	Records kept in the Training Section of TOT / PPD Division

\* Subject to availability of slots

### Grievance Redress Mechanism

Sl. No.	Name of Public Grievance Officer	Helpline Number	Mobile	Email
1.	Mr. Dipankar Ganguli, Technical Officer	0651-2260117	09835539539	ganguli@ilri.ernet.in

### List of Stakeholders / Clients

Sl. No.	List of Stakeholders/Clients
1.	Lac growers / farmers / artisans
2.	Lac / natural resins and gums processors
3.	Lac / natural resins and gums suppliers and exporters
4.	Lac / natural resins and gums product manufacturers
5.	Lac / natural resins and gums consumers
6.	Machinery manufacturers related to lac cultivation / processing of natural resins and gums
7.	Non- Government Organizations engaged in the sector
8.	State / Central Government Departments like Forest, Agriculture, Tribal Welfare, NABARD, ATMA, SAUs, BIS etc.

### Regional Stations / Centers - NIL

Sl. No.	Name of the Regional Stations / Centers	Landline Number	Mobile Number	Email	Address
1.	NA	NA	NA	NA	NA

### Indicative Expectations from Service Recipients

Sl. No.	Indicative Expectations from Service Recipients
1.	MOU for technology transfer / Contract or partnership research
2.	Feedback from the client on service rendered / technology transferred
3.	Providing auxiliary support for on the spot / on-farm training
4.	Sponsorship of beneficiaries for capacity building / training