



Citizen's / Client's Charter

for

**ICAR-National Institute of Abiotic Stress
Management**

(2015-2016)

Address:	Malegaon , Baramati-413 115 Pune, Maharastra
Website ID:	http://www.niam.res.in
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Mission and Vision

Vision

Providing for dynamic mechanisms and robust tools for the management of abiotic stresses of crop plants, animals, fishes and micro-organisms exploiting opportunities offered by genomics, phenomics, metabolomics, biotechnology, nano-technology, conservation agriculture and other agronomic approaches for sustainable productivity, food/feed quality and farm profitability adopting integrated multi-disciplinary approaches.

Mission

To build sustainable livelihood in agro-ecosystems constrained by abiotic stresses by practicing climate resilient farming systems through a deep insight, adaptation techniques, mitigation strategies and acceptable policies by effective convergence of research outputs.

Main Services / Transactions

S. No.	Service(s) / Transaction(s)	Weight	Responsible Person along with designation	Email	Mobile and landline phone	Process	Document(s) Required	Fees		
								Categor y	Mode	Amount
1.	Providing guidance/ information on region-specific technologies/ techniques on abiotic stress management in crops, livestock and fish	80	Dr. P.S. Minhas, Director	director@niam.res.in; niamdirector@gmail.com	0940368 2923; 02112 – 254055	<ul style="list-style-type: none"> • Requisition for information • Costing estimation • Approval of Competent Authority • Fee deposition 	<ul style="list-style-type: none"> • Written request • Submission of fees 	Govt./ Non-Govt. Organizations, NGOs	DD	As per ICAR norms
2.	Capacity building of stakeholders	20	Dr. P.S. Minhas, Director; Dr. J. Rane, I/C PME Cell	director@niam.res.in; niamdirector@gmail.com oicpme@niam.res.in	0940368 2923 02112 – 254055 0940468 4508; 02112 – 254057	<ul style="list-style-type: none"> • Receiving proposals • Approval of Competent Authority • Submission of required fee • Conduct of training 	<ul style="list-style-type: none"> • Written request • Biodata • Submission of fees 	Govt./ Non-Govt. Organizations, NGOs	DD	As per ICAR Norms

Service Standards

S. No.	Service(s) / Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1	Providing guidance/ information on region-specific technologies/ techniques on abiotic stress management in crops, livestock and fish	80	Time taken for processing the indents after receiving requests	60	Working days	80	NIASM
2	Capacity building of stakeholders	20	Time taken for processing the applications after receiving requests	120	Working days	20	NIASM Website, PME Cell, Technology Transfer and HRD Section

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Senior Admin. Officer	02112-254058 (Ext. 107)	09403652915	niasmao@gmail.com

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1.	State Agricultural Universities, State Departments of Agriculture, Animal husbandry and Fishery, etc.
2.	DBT, DST, CSIR, DRDO, MoEF, DoS
3.	CGIAR & other International organizations involved in agricultural research
4.	NGOs and private industries
5.	Institutes involved in policy making for both Central & State Govts.
6.	Farmers

Regional Stations/Centres: NIL

S.No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.					
2					
n					

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Expression of interest
2.	Timely submission of indents or requirements
3.	Timely follow up action by the recipients
4.	Prompt response and participation in technology development and refinement
5.	Timely submission of proposals from ICAR institutions, SAUs for knowledge and skill up gradation