



ICAR

Citizen's/Client's Charter
for
ICAR-Central Plantation Crops Research Institute
(2016-2017)

Address: Kudlu P.O., Kasaragod - 671 124, Kerala

Website ID: <http://www.cpcri.gov.in>

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Vision and Mission

Vision

To make India a world leader in the production and productivity of coconut, arecanut and cocoa

Mission

Harness science and technology to enhance competitiveness in coconut, arecanut and cocoa through generation of appropriate technologies.

Main Services/Transactions:

S N o.	Service(s) / Transacti on(s)	We igh t	Responsible person along with designation	Emai l	Mobile & Land line phone	Process	Docume nt(s) Require d	Fees		
								Cate gory	Mo de	Amo unt
1	Supply of planting material of plantation crops (coconut, arecanut & cocoa)	55	Dr. C. Thamban, Principal Scientist	c.thamban@gmail.com	04994-232893/232894/232895 (Extn No.263) (Mob.) 09446169695	Receiving the indent Examining availability of material Directing responsibility centres for allotment of quality seed and planting materials of plantation crops (coconut, arecanut & cocoa)	Indent/request in prescribed proforma	Cost, etc. will be charged only when planting materials are lifted by the respective intenders		
2	Supply of Machineries/ Technologies, Consultancies and other services	25	Dr. K. Muralidharan, Head (SS Division)	kmurali@cpcri@yahoo.com	04994-232893/232894/232895 (Mob.)09446169526	Receiving the request for service or for commercialization of technologies. Delivery of the technology/report	Indent/specific requirement of the service with as much detail as possible	Fee etc. will be charged as per ITMU fixed rates		
3	Supply of bioresources for plantation crops	20	Dr. Murali Gopal, Sr. Scientist	mgcpc@ri@yahoo.co.in	04994-232893/232894/232895 (Extn No.225) (Mob.) 09446418744	Receiving the indent Examining availability of material, Overseeing production and allotment of quality materials of bio-resources (earthworms- <i>Eudrilus</i> sp./ vermicompost/ mushroom spawn- <i>Pleurotus</i> sp.) suitable for plantation crops	Indent/request for requirement / supply of bio-control agents/ bio-resources	Cost etc. will be charged		

Service Standards

Sl. No.	Service(s)/ Transaction(s)	Weight	Success Indicator (s)	Service Standards	Unit	Weight	Data Source
1	Supply of planting material of plantation crops (coconut, arecanut & cocoa)	55	Time taken for supply of planting materials after receiving the indent				
			Cocoa grafts/seedlings	8	Months	5	Responsibility Centres
			Coconut seeds	12	Months	10	Responsibility Centres
			Arecanut seeds	10	Months	5	Responsibility Centres
			Cocoa seeds	8	Months	10	Responsibility Centres
			Coconut seedlings	18	Months	15	Responsibility Centres
			Arecanut seedlings	15	Months	10	Responsibility Centres
2	Supply of machineries, Technologies, Consultancies and other services	25	Supply of Production Technologies commercialized	15	Days	10	Responsibility Centres
			Supply of drawings of prototypes of machineries	5	Days	5	Responsibility Centres
			Soil/ Fertilizer sample analysis	30	Days	5	Responsibility Centres
			Supply of Technical know-how of machineries including hands on training	7	Days	5	Responsibility Centres
3	Supply of bio-resources for plantation crops	20	Time taken for supply of bioresources				
			Earhworms (<i>Eudrillus</i> sp.)	60	Days	5	Responsibility Centres
			Vermicompost	180	Days	10	Responsibility Centres
			Mushroom spawn (<i>Pleurotus</i> sp.)	20	Days	5	Responsibility Centres

Grievance Redress Mechanism

S.No	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Shri. T.E.Janardhanan Administrative Officer	04994-232893/ 232894/232895/23209 0 (Extn No.211)	9446066807	janardhanan.te@icar.gov.in, janardhanante@gmail.com

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	Department of Agriculture/ Horticulture of different States/Union Territories
2.	National Horticulture Mission
3.	Krishi Vigyan Kendras
4.	Farmers/ Planters
5.	NGOs
6.	Private nurseries
7.	State Agricultural Universities

Regional Stations/Centres

Sl. No.	Name of the Regional Stations/Centres	Land line Number	Mobile Number	Email	Address
1.	CPCRI Research Station	0479-2442160/ 2442104 (Extn No. 222)	09447364877	headcpcri@yahoo.co.in, krishnakumar.v@icar.gov.in, krishnav_kumar@yahoo.co.in	Kayamkulam - 690 533, Krishnapuram (P.O.), Alapuzha Dt., Kerala
2.	CPCRI Research Station	08255-239238/ 239222(Extn No.12)	09449039813	CTJOS@yahoo.com	Vittal (P.O.)- 574 243, Dakshin Kannada Dt., Karnataka
3.	CPCRI Research Centre	08251-262221/ 262355	09446022694	samsudeen.k@icar.gov.in	Kidu, Nettana (P.O.) -574 230, Dakshin Kannada Dt., Karnataka
4.	CPCRI Research Centre	0361-2840251/ 2841785	09436108630	alpana.das@icar.gov.in, alpanad2012@gmail.com	Kahikuchi - 761 017, Guwahati, Assam
5.	CPCRI Research Centre	03561-250198/ 250698	09434319831	arunkumar.sit@icar.gov.in, aruncpcrircm@gmail.com	Mohitnagar, Jalpaiguri-735 101, West Bengal

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Requisition should be sent in advance keeping in view the growing/harvesting period of specific plantation crops/bio-control agents/bio-resources to produce planting materials (seed/seedlings/clones) and bio-control agents/bio-resources by respective individuals/organizations as per demand.

