



Citizen's/Client's Charter

for

ICAR-Central Potato Research Institute

(2015 – 2016)

Address: Shimla - 171001, Himachal Pradesh
Website ID: <http://cpri.ernet.in>
Date of issue: July, 2015
Next Review: July, 2016

Vision & Mission

Vision

Potato for food & nutritional security and sustainable inclusive growth.

Mission

Carry out research on potato in collaboration with national and international partners for enhancing productivity and profitability, achieving sustainable food and nutritional security, and alleviating rural poverty.

Main Services/Transactions

S. No.	Service(s)/ Transaction(s)	Weight	Responsible person along with designation	E-mail	Mobile and Land line phone	Process	Document(s) required	Fees		
								Category	Mode	Amount
1	Production of breeder's seed of potato	100	Dr. K.K. Pandey, Head, Seed Technology	technology.seed@yahoo.com	Mobile: 094593 50012 Ph. 91- 177- 2627279	Develop production plan as per the indent received from DAC	Indents	*	Draft	Rs.2,400/q

* As per norms/guidelines/rules

Service Standards

S. No.	Service(s) / Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data source
1	Production of breeder's seed of potato	100	Allotment/ supply after receipt of indents	75	Working days	100	Headquarter and Regional Stations

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1.	Sh. KP Sharma, A.O	91-177-2627269 2625181	09412999322	ao.cpri2014@gmail.com

List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1	Department of Agriculture and Cooperation
2.	National Seed Corporation
4.	State Agriculture/Horticulture Departments
5.	National Horticulture Board
6.	SAU's / Krishi Vigyan Kendras
7.	Non-Governmental Organizations (NGOs)
8.	Private Seed Companies
9.	Farmers

Regional Stations/Centres

Sl. No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	Central Potato Research Institute Campus	0121-2575497 2575250	09412203120	cpric.modipuram@gmail.com cpricampus@yahoo.com surinderkumark@yahoo.com	Modipuram, Meerut - 250110, Uttar Pradesh
2.	Central Potato Research Station	0181-2791474	09465820837	cprsjalandhar@gmail.com jshminhas@icar.org.in	PB No. 1, Model Town, Jalandhar-144003, Punjab
3.	Central Central Potato Research Station	0612-2224218	09431079920	cprspatna@yahoo.co.uk cprspatna@gmail.com manojkumar0105@gmail.com	PO Sahayanagar, Patna - 801506, Bihar
4.	Central Potato Research Station	0751-2470302	09827258649	headcprsgwalior@yahoo.com sroy59@yahoo.co.in	PB No. 4, Morar, Gwalior - 474006, Madhya Pradesh
5.	Central Potato Research Station	0423-2550669	09486530578 09443153543	headcprs@gmail.com venkat_ep@yahoo.co.in	Muthorai, Nilgiris - 643004, Tamil Nadu
6.	Central Potato Research Station	0364-2560885	09436985902	cprs.shillong@yahoo.co.in tusar.bag@gmail.com t_bag@rediffmail.com	Shillong -793009, Meghalaya
7.	Central Potato Research Station	0177-2648234	09418589781	vinodkapoor.cpri@gmail.com cprskufri@gmail.com	Kufri, Shimla - 171012, Himachal Pradesh

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Requisition should be sent in time keeping in view growing period of specific varieties to produce seed and planting material by the institute at its stations in hills and plains.