



Citizen's / Client's Charter

for

ICAR- Indian Institute of Soil & Water Conservation

(2015-2016)

Address :	218-Kaulagarh Road, Dehradun-248195 (Uttarakhand)
Website ID:	http://www.cswcrtiweb.org/
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Vision and Mission

Vision

Conservation and management of soil and water resources of the country for sustainable production.

Mission

To develop technologies for controlling land degradation and enhancing productivity on sustainable basis for ensuring food, environmental, economic and livelihood security of stakeholders.

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 GIS base data/ thematic maps of land use / land degradation	20	Dr. P.R. Ojasvi, Pr. Scientist	projasvi@yahoo.com	0135-2757213 09412052085	<ul style="list-style-type: none"> • Requisition for information • Costing / estimation • Approval of competent authority • Fee deposition through DD • Survey & analysis • Mapping 	<ul style="list-style-type: none"> • Written request • Submission of Fees 	Govt. org./ NGO/ Private	Nationali zed Bank DD	As per ICAR norms
2.	Provide guidance / information on soil & water conservation technologies and watershed management	50	Dr. N.K. Sharma, Head (Soil Science & Agronomy Division)	nks60@rediffmail.com	0135-2750846 09412936400	<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. org./ NGO/ Private	Nationali zed Bank DD	As per ICAR norms
3.	Capacity building of stakeholders	30	Dr. Lakhan Singh, Head (HRD&SS Divn.)	lakhanextn@gmail.com	0135-2757210 09450128031	<ul style="list-style-type: none"> • Receiving proposals • Evaluation of 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. org./ NGO/ Private	Nationali zed Bank DD	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 GIS base data/ thematic maps of land use / land degradation	20	Time taken for collection and analysis of data for the region being sought	12	Months	12	Institute HQ & Research Centres
			Time taken for development and supply of maps to service seekers	6	Months	8	Institute HQ & Research Centres
2	Provide guidance / information on soil & water conservation technologies and watershed management	50	Guidance / information provided	3	Months	50	Institute HQ & Research Centres
3	Capacity building of stakeholders	30	Providing training and demonstration to the state government officers and farmers	6	Months	30	Institute HQ & Research Centres

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile number	E mail
1.	Sh. A.K. Singh, CAO	0135-2757214	07579218479	cao_cswertiddn@rediffmail.com

List of Stakeholders / Clients

S. No.	Stakeholders / Clients
1.	Farmers and their groups
2.	SAUs / Universities / Other research councils / institutes
3.	Ministry of Agriculture and Cooperation; Ministry of Rural Development (MoRD); Ministry of Water Resource (MoWR); Ministry of Environment and Forest (MoEF); Govt. of India, NABARD, NRAA
4.	State level Nodal Agencies; State Departments, viz; Agriculture, Soil Conservation, Forest, Irrigation; Land Development Corporations; PSUs, Hill Area Development Agencies; Land Development Agencies and State Government Undertakings
5.	NGOs /MNCs / Limited Companies etc.
6.	Students and research scholars

Regional Stations / Centres

S. No.	Name of the Regional Stations/ Centres	Landline Number	Mobile Number	Email	Address
1.	IISWC, Research Centre	0562-6544599	09837017725	agra_cswrcrti@gmail.com skdubeyagra@gmail.com	P.O. Chhaleser, Agra – 282 006 (U.P.)
2.	IISWC, Research Centre	08392-242164	09738906541	soilcons2bly@gmail.com raizadaanurag_123@rediffmail.com	Hospet Road, Bellary – 583 104 (Karnataka)
3.	IISWC, Research Centre	0172-2650783	09417111757	soilcons_chd@yahoo.com aruntiwari55@yahoo.com	Sector-27-A, Madhya Marg, Chandigarh – 160 019 (UT)
4.	IISWC, Research Centre	07522-237229	09752272901	cswrcrtidatia@rediffmail.com sptiwari_soils@yahoo.co.in	Gwalior - Jhansi Road, Datia – 475 661 (M.P.)
5.	IISWC, Research Centre	0744-2462642	09829230046	rajivsingh@gmail.com cswrcrti@sancharnet.in	Dadwara, Kota – 324 002 (Rajasthan)
6.	IISWC, Research Centre	06853-220125	08895036750	cswrcrtikoraput@gmail.com madhupmd@gmail.com	Post Box No. 12, Sunabeda, Koraput – 763 002 (Odisha)
7.	IISWC, Research Centre	04232-444038 04232-443992	09486921092	cscooty@gmail.com opskhola@gmail.com oty-cswrcrti@sancharnet.in	Ree's Corner, P.O. Fernhill, Udhagamandalam – 643 004 (T.N.)
8.	IISWC, Research Centre	02692-274226	09878052460	cswrcrtivsd@yahoo.co.in pr_bhatn@yahoo.com	Vasad – 388 306, Distt. Anand (Gujarat)

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Participation of service recipient
2.	Timely submission of request
3.	Timely follow up action
4.	Development of strong linkages and convergence among service recipients
5.	Deposition of required documents and charges