



Citizen's/Client's Charter



**ICAR – Indian Institute of Soil & Water Conservation
DEHRADUN – 248 195 (Uttarakhand)**

Our Commitment to you

No.	Our Service and Transactions	How we measure our performance in this area	Our Service Standard
1.	Supply of GIS database / thematic maps of land use/land degradation	Timely collection and analysis of data for the region being sought	12 months
		Timely development and supply of maps to service seekers (Government organization/NGO/Private client)	6 months
2.	Providing guidance/information on soil & water conservation technologies and watershed management	Time taken for providing guidance/information on the requests submitted by stakeholder	3 months
3.	Timely award of short duration trainings for capacity building of stakeholder after receiving the proposals from Institutions	Time taken to organize short duration training programmes after receipt of proposals	6 months

For more details on the procedure, documents required and contact person, please visit our website at:
www.eswertweb.org

What you should do if we do not meet the promised standards of Service?

A. Inform our Public Grievance Officer:

- Sh. A.K. Singh, Chief Administrative Officer, Phone : 0135-2757214; Mobile : 07579218479; E-mail : caoiiswc@gmail.com
- Sh. Matish Chandra, Assistant Chief Technical Officer, Phone: 0135-2757213; Mobile: 08755552871, E-mail: matishchandra@gmail.com