



Citizen's/Client's Charter

for

ICAR-National Research Centre for Banana

(2015-2016)

Address: Thogamalai Main Road, Thayanur Post, Tiruchirappalli- 620 102, Tamil Nadu

Website ID: <http://www.nrcb.res.in>

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Vision and Mission

Vision

To become the global leader in production, productivity and export of banana

Mission

To increase the production and productivity of quality bananas through technological interventions

Main Services/Transactions

Sl. 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	Service on improved production technologies for banana	30	Dr. V. Kumar Principal Scientist	kumarnrcb@gmail.com	09842635630 0431-2618104	Personal contact/e-mail/ correspondence by the service seekers. Request for on/off campus training. Testing of samples for nutrient analysis.	Nil Written request Written request along with samples	Free Training Sample Testing	- Demand Draft Demand Draft	- Rs. 1000/day/ participant Rs. 100 per element
2	Service on improved protection technologies for banana	30	Dr. B. Padmanaban Principal Scientist	bpadmanabannrcb@gmail.com	09442354253 0431-2618104	Personal contact/e-mail/ correspondence by the service seekers. Request for organizing on/off campus training	Nil Written request	Free Paid Training	- Demand Draft	Nil Rs. 1000/day/ participant
3	Service on improved post harvest technologies and value addition in banana	30	Dr. K.N. Shiva Senior Scientist	knshiva5@gmail.com	09965726699 0431-2618104	Personal contact/e-mail/ correspondence by the service seekers Request for on/off campus training. Testing of samples for quality parameters.	Nil Written request Written request along with samples	Free Paid Training Sample Testing	- Demand Draft Demand Draft	Nil Rs. 1000/day/ participant Rs. 1000 per sample
4	Supply of 'Banana Shakti', a micro nutrient mixture for banana	5	Dr. KN Shiva, Chairman, Farm Management Committee	directomrcb@gmail.com	09442553117 0431-2618104	Receiving indent for the supply of 'Banana Shakti' Allotment of the material on seniority basis	Written request or contacting the office	Full payment against delivery	DD or Cash payment	Rs. 150/kg
5	Supply tissue culture Udhayam banana plants	5	Dr. M.S. Saraswathi Senior Scientist	saraswathimse@gmail.com	09443590188 0431-2618104	Receiving indent for the supply of Udhayam TC plants. Allotment of the material on seniority basis by 50% advance payment on booking	Written request	Balance payment against delivery	DD or Cash payment	Rs. 10/plant

* No land line phone connection is available for the Scientists

Service Standards

Sl. No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1	Service on improved production technologies for banana	30	Technical guidance provided various aspects of improved banana cultivation. Trainings organized	10	Working days	30	Crop production section
2	Service on improved protection technologies for banana	30	Technical guidance provided on integrated plant protection technologies. Trainings organized	10	Working days	30	Crop Protection section
3	Service on improved post harvest technologies and value addition in banana	30	Technical guidance provided on post harvest handling technologies/value addition in banana Trainings organized	10	Working days	30	Post harvest management section
4	Supply of 'Banana Shakti', a micro nutrient mixture for banana	5	Banana Shakti supplied	5	Working days	5	Farm management section
5	Supply tissue culture Udhayam banana plants	5	Udhayam tissue culture plants supplied	90	Working days	5	Tissue culture lab

Grievance Redress Mechanism

Sl. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Shri. R. Krishnamurthy, Assistant Administrative Officer	09442583117*	09442278013	aonrcb@gmail.com

* Landline number of the Office

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1	Dept. of Agriculture & Cooperation (D&AC)
2	State Dept. of Horticulture/Agriculture of different states
4	National Horticulture Board (NHB)
5	State Horticulture Mission (SHM) of different states
6	Krishi Vigyan Kendras (KVKs)
7	Non Governmental Organizations (NGOs)
8	Farmers/Farmers' Associations

Regional Stations/Centres- Nil

S. No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
-	Nil	Nil	Nil	Nil	Nil

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Request for service needed by the service seekers/stakeholders by e-mail/letter/phone etc.,
2.	Timely submission of proposals from institutions/NGOs for up-gradation of technical knowledge
3.	Submission of requests for supply of Banana Shakti/Udhayam TC plants