



Citizen's/Client's Charter

for

ICAR - Indian Institute of Soil Science

(2019-2020)

Address:	Nabibagh, Berasia Road, Bhopal – 462038, Madhya Pradesh
Website ID:	http://www.iiss.nic.in
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Vision and Mission

Vision

Basic and strategic research on physical, chemical and biological processes in soils for improving soil health and crop productivity

Mission

To provide scientific basis for enhancing and sustaining productivity of soil resource with minimal environmental degradation

Main Services/Transactions

S. No.	Service(s)/ Transaction (s)	Weight	Responsible person along with designation	E mail	Mobile and landline phone	Process	Document (s) Required	Fees		
								Category	Mode	Amount
1.	Information on soil fertility/health & site specific nutrient management	50	Dr. A.K. Patra, Director	patraak@gmail.com, director@iiss.res.in	0755-2730946, 09811733465	<ul style="list-style-type: none"> • Submission of requirement from citizen's/client's • Collection of detailed relevant information • Execution of the assignment • Dissemination to stakeholders 	<ul style="list-style-type: none"> • Letter of intent with detail needs • Proforma based basic information 	Govt. Organization, NGO, Private agencies	DD	As per ICAR norms
2.	Supply of soil fertility maps	30	Dr. Pradip Dey, Project Coordinator, STCR	pctcr@gmail.com, pdey@iiss.res.in, pradipdey@yahoo.com	0755-2733314, 09425608219	<ul style="list-style-type: none"> • Requisition information for • Costing/estimation • Approval of competent authority • Fees deposition through DD • Survey and analysis • Mapping 	<ul style="list-style-type: none"> • Written request • Submission of fees 	Govt. Organization, NGO, Private agencies	DD	As per ICAR norms
3.	Capacity building of farmers	20	Dr. A.K. Patra, Director	patraak@gmail.com, director@iiss.res.in	0755-2730946, 09811733465	<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. Organization, NGO, Private agencies	DD	As per ICAR norms

Service Standards

S. No.	Service (s)/ Transaction (s)	Weight	Success Indicator (s)	Service Standards	Unit	Weight	Data source
1.	Information on soil fertility/health and site specific nutrient management	50	Guidance information provided	30	Working days	50	IISS & AICRPs
2.	Supply of soil fertility maps	30	Time taken for data collection, analysis development and supply of maps for the region being sought	15	Months	30	IISS & AICRP (STCR, MSN)
3.	Capacity building of farmers	20	Trainings of farmers organized	60	Working days	20	IISS

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	E mail
1.	Dr J Somasundaram, I/c SAO	0755-2747375	9981840444	somajayaraman@gmail.com
2.	Sh. A.S. Rajput, DDO	0755-2730946	9752752574	anupam.rajput@icar.gov.in

Stakeholders/Clients

S. No.	Stakeholders/Clients
1	State/Central Agricultural Universities/Colleges
2	State Department of Agriculture
3	Farmers, NGOs
4	MP Council of Science & Technology
5	Ministry of Environment and Forestry
6	Dept. of Agricultural Co-operation, Ministry of Agriculture
7	Soil Testing Laboratories

Regional Stations/Centres : Nil

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

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	Timely submission of requirements by line departments
2	Timely follow up action by the service recipients
3	Industry's response and participation in technology development and refinement
4	Timely submission of proposals from ICAR institutions, SAUs etc. for knowledge and skill up gradation