



## **Citizen's / Client' Charter**

**for**

**ICAR- National Academy of Agricultural Research  
Management**

**(2015-2016)**

**Address: Rajendranagar, Hyderabad-500 030 (Telangana)**

**Website : [www.naarm.ernet.in](http://www.naarm.ernet.in)**

**Date of Issue: July, 2015**

**Next Review: June, 2016**

## **Vision and Mission**

### **Vision**

NAARM will be India's premier Institute in Agricultural Management that enables Indian NARS adapt to change through continuous innovation

### **Mission**

To be an integrated institution of agricultural management focusing on creation, dissemination and application of knowledge through its training, education, research, consultancy and policy support programs

### Main Services/Transactions

Sl. No.	Service(s)/ Transactions	Weight	Responsible person along with Designation	Email	Mobile & Landline phone	Process	Document (s) Required	Fees		
								Category	Mode	Amount
1.	Trainings for capacity building of entry level scientists	50	Mr Vijender Reddy Technical Officer, Academic Cell Incharge	vijender@naar m.ernet.in	040-24581310 09440590804	<b>For entry level scientists</b> ICAR deputed newly recruited scientists for the Foundation Course for Agricultural Research Service (FOCARS)	By Office order	*	*	*
2.	Trainings for capacity building of mid-career scientists	50	Mr Vijender Reddy Technical Officer, Academic Cell Incharge	vijender@naar m.ernet.in	040-24581310 09440590804	<b>Mid-career programs</b> Inviting proposals from mid-career Scientists/Pr. Scientists etc. from ICAR Institutions/SAUs. Provide them training on pre-designed course content on various aspects of Agriculture Research/education system management (NON Sponsored Category)	Nomination on Format duly forwarded by competent authority	*	*	*
								Non ICAR personnel	Cheque /draft	Rs.5000/-

\*As per the norms/guidelines/rules

### Service Standards

Sl. No.	Service(s)/Transactions(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Trainings for capacity building of entry level scientists	50	90 days training on agricultural research project management at NAARM with predesigned content including Field Experience Training	2	Number	50	Training Cell, NAARM
2	Trainings for capacity building of mid-career scientists	50	Number of trainings conducted for up gradation of skills	30	Number	50	Training cell, NAARM

### Grievance Redress Mechanism

S.No.	Name of Public Grievance Officer	Helpline Number	Email	Mobile
1	Shri BD Phansal	040-2405913	cao@naarm.ernet.in	09665517296

**List of Stakeholders/ Clients**

Sl. No.	Stakeholders/ Clients
1.	ICAR ARS Scientists
2.	Faculty and Scientists AU system
3.	HoDs
4.	Directors of ICAR Institutes
5.	Vice-Chancellors of Agricultural Universities
6.	Agri-industry

**Regional Stations/Centres -Nil-**

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

**Indicative Expectations form Service Recipients**

SI No.	<i>Indicative Expectations form Service Recipients</i>
1.	Better understanding of national and international NARS, different topical issues related to agriculture and agricultural research, improved organizational behaviour, use of ICTs and Trainee's Feed-Back.