



Citizen's / Client's Charter

for

ICAR-Indian Institute of Water Management

(2015-2016)



Address	P.O.East Coast Railway Project Complex, Opposite Rail Vihar, Bhubaneswar – 751023, Odisha
Website ID	www.dwm.res.in
Date of Issue	July, 2015
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Vision and Mission

Vision

Sustainable development of on-farm water management technologies for enhanced agricultural productivity and improved livelihood under different agro-ecological regions.

Mission

Basic, applied and strategic research activities to address diversified water management issues with institutional linkages, infrastructural support and capacity building to achieve sustainability and growth.

Main Services/ Transactions

S. No .	Services/ Transaction (s)	Weight	Responsible Person along with designation	E mail	Mobile and landline phone	Process	Document (s) Required	Fees		
								Category	Mode	Amount
1.	Providing location specific agricultural water management techniques and their dissemination	70	Dr. S. K. Ambast, Director	director.dwm@icar.org.in director.iiwm@icar.gov.in	0674-2300060 (O) 0674-2301651 (fax)	<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	Nationalized Bank DD	As per ICAR norms
2.	Capacity building of stakeholders	30	Dr. (Ms.) M. Das, Principal Scientist (Soil Physics)	mdas6@yahoo.com	0-9437282667 0674-2300060 (O)	<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	Nationalized 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	Providing location specific agricultural water management techniques and their dissemination	70	Guidance / information provided	6	Months	70	ICAR-IIWM
2	Capacity building of stakeholders	30	Organizing training and demonstrations	30	Working days	30	ICAR-IIWM

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Mr. S. C. Sheet Administrative Officer	0674-2301815 / 2300010	scsheet.icar@gmail.com	0-7894743720
2	Mr. NVRN Murty Fin. & Acct. Officer (Additional Charge)	0674-2300073	dwm.fao@yahoo.com	0-9989951411

List of Stakeholders/ Clients

S.No.	Stakeholders/ Clients
1	Farmers
2.	SAUs/Universities/other research institutes
3.	State Department of Agriculture/Water Resources/Soil conservation/etc.
4.	Agricultural industries
5.	NGOs /SHG/WUA/etc.
6.	Students and research scholars

Regional Stations / Centers : NIL

S.No.	Name of the Regional Stations / Centers	Landline Number	Mobile Number	Email	Address
1.	-				
2.	-				

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	Timely submission of indents or requirements by line departments
2	Timely follow up action by the 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