



Citizen's/Client's Charter

for

Directorate of Coldwater Fisheries Research

(2014 – 2015)

Address	Anusandhan Bhawan, Industrial Area, Bhimtal -263136 Uttarakhanda
Website ID	http://www.dcfrr.res.in
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Vision Mission

Vision

Coldwater fisheries and aquaculture to be an important economic activity in upland region for livelihood security and ecotourism

Mission

To become a Centre of Excellence for assessing and managing coldwater fishery resources, development technologies and models of hill aquaculture and formulating strategies for holistic growth of the sector.

Main Services/Transactions

Sl. No.	Services/ Transactions	Weight, %	Responsible person (Designation)	E-mail	Mobile & Landline Phone	Process	Document Required	Fees		
								Category	Mode	Amount
1	Technical guidance in establishing fish farm of trout and Chinese carps	20	Dr. N.N. Pandey Senior Scientist	nnpandey@dcfr.res.in dcfrin@gmail.com dcfrin@rediffmail.com	09412866622 05942-247280 05942-247279	Request by e-mail, letter and in person	Request letter	Govt./ Private/ farmer	Cash/DD in favour of ICAR Unit, DCFR, Bhimtal	No fee for farmers. For others fee to be charged as per norms of the Institute
2	Consultancy in setting up Mahseer/ snow trout hatchery	15	Dr. D.Sarma Principal Scientist	dsarma@dcfr.res.in dcfrin@gmail.com dcfrin@rediffmail.com	09410581550 05942-247280 05942-247279	Request letter from the party/ organization	Request letter	Govt./ Private/ farmer	Cash/DD in favour of ICAR Unit, DCFR, Bhimtal	No fee for farmers. For others fee to be charged as per norms of the Institute
3	Training in culture and breeding technologies of trout and carps	15	Dr. Prem Kumar, Sr. Scientist	pkumar@dcfr.res.in dcfrin@gmail.com dcfrin@rediffmail.com	09411579151 05942-247280 05942-247279	Request letter from state Government/ fish farmers with details type of training requirements	Request letter	Govt./ Private/ farmer	Cash/DD in favour of ICAR Unit, DCFR, Bhimtal	No fee for farmers. For others fee to be charged as per norms of the Institute
4.	Consultancy in environmental impact assessment	15	Dr. S. Ali, Scientist	alis@dcfr.res.in dcfrin@gmail.com dcfrin@rediffmail.com	09760624208 05942-247280 05942-247279	Request letter from the concerned authority	Request letter	Govt./ Private	Cash/DD in favour of ICAR Unit, DCFR, Bhimtal	Fee to be charged as per norms of the ICAR
5	Training on aspects of fish stock improvement and fish health management	10	Dr. A. Barat Principal Scientist	abarat@dcfr.res.in dcfrin@gmail.com dcfrin@rediffmail.com	09410341899 05942-247280 05942-247279	Request letter with details of requirements	Request letter	Govt./ Private/ farmer	Cash/DD in favour of ICAR Unit, DCFR, Bhimtal	No fee for farmers. For others fee to be charged as per norms of the Institute

6.	Supply of fish seed and feed	10	Dr. S.K. Srivastava Senior Scientist	sksrivastava@dcfr.res.in dcfrin@gmail.com dcfrin@rediffmail.com	09453950801 05965-230 052	On demand	Request letter	Govt./ Private/ farmer	Cash/DD in favour of ICAR Unit, DCFR, Bhimtal	Rate of fish and seed is decided by the committee.
7.	Prompt acknowledge ment of receipt of letters from citizens/ clients and grievance redressal	15	Sh. Y.S. Dhanik Administrative Officer	dcfrin@gmail.com dcfrin@rediffmail.com ysdhanik@dcfr.res.in	09412084030 05942-247280 05942-247279	Receipt of grievances	NA	NA	NA	NA
						Receipt of grievances acknowledgements	NA	NA	NA	NA
						Recording of information	NA	NA	NA	NA
						Processing with the concerned office	NA	NA	NA	NA
						Redressal by the concerned office (except legal & other issues beyond the Department's control)	NA	NA	NA	NA

Service Standards

Sl. No.	Services/Transactions	Weight	Success Indicator	Service standard	Unit	Weight	Data Source
1	Technical guidance in establishing fish farm of trout and Chinese carps	20	Response time	15	Working days	20	Prioritization, Monitoring and Evaluation Cell
2	Consultancy in setting up Mahseer/ snow trout hatchery	15	Consultancies taken up	30	Working days	15	Prioritization, Monitoring and Evaluation Cell
3	Training in culture and breeding technologies of trout and carps	15	Trainings to be conducted	15	Working days	15	Prioritization, Monitoring and Evaluation Cell
4	Consultancy in environmental impact assessment	15	Timely completion	6	months	15	Prioritization, Monitoring and Evaluation Cell
5.	Training on aspects of fish stock improvement and fish health management	10	Participants to be trained	10	Working days	10	Fish Health Section
6.	Supply of fish seed and feed	10	Sale of seed	50,000	Number	5	Field Centre, Champawat
			Sale of feed	2	Tonnes	5	DCFR
7.	Prompt acknowledgement of receipt of letters from citizens/ clients and grievance redressal	15	Grievance to be received	3	Working days	2	DCFR
			Receipt of grievances acknowledgement	3	Working days	2	DCFR
			Recording of information	3	Working days	2	DCFR
			Processing with concerned offices	3	Working days	2	DCFR
			Redressal by the concerned offices (except legal and other issues which are beyond department's control)	60	Working days	7	DCFR

Grievance Redress

Sl. No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1.	Sh. Y.S. Dhanik, A.O	05942-247280 05942-247279	dcfrin@gmail.com dcfrin@rediffmail.com ysdhanik@dcfr.res.in	09412084030

List of Stakeholders/Clients

Sl.No.	Stakeholders/Clients
1.	Fish Farmers
2.	State Fisheries Departments
3.	NGOs and autonomous bodies related to aquaculture
4.	Research and Development Organizations
5.	SAUs, Central Universities and Fisheries Universities
6.	Ministry of Commerce
7.	Lake Development Authority and State Tourism Department
8.	Department of Environment & Forest
9.	DAHD&F
10.	Ministry of Agriculture
11.	Institutional Finance and Insurance Organization

Responsibility Centre and Subordinate Organizations

Sl. No.	Responsibility Centres and Subordinate Organizations	Landline Number	Email	Mobile	Address
1.	Experimental Fish Farm & Field Centre, DCFR	05965-230 052	sksrivastava@dcfr.res.in dcfrin@gmail.com dcfrin@rediffmail.com	09453950801	Chirapani Fish farm, Tarkeswar, Post Moradi Champawat - 262523 Uttarakhand

Indicative expectations from Service Recipients

Sl.No.	Indicative Expectations from Service Recipients
1.	Timely submission of request for training
2.	Timely reporting of incidences of diseases/fish mortality
3.	Timely submission of indents for feed, seed and fish