



Citizens'/Clients' Chapter
ICAR-Directorate of Rapeseed-Mustard Research,
(Indian Council of Agricultural Research)
Bharatpur 321 303



Our Commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our service standard
1	Breeder seed production of rapeseed-mustard	Supply of breeder seed to the indenting agencies after receipt of indents from DAC/ICAR	6 months
2	Production of truthful label (TL) seeds	Production, processing and sale of TL seed to stakeholders	12 months
3	Capacity building of farmers/ Extension personnel of Agri. Department and NGOs	Organization of Training, exhibition, farmer-scientist interaction, Kisan gosthis, Farmer fair etc.	12 months
4	Participatory technology assessment	FLDs/ OFTs, Farmer participatory assessment	12 months
5	Agro advisory services	Weather based Agro Advisories to stakeholders	12 months

For more details on the procedure, documents required and contact person, please visit our websites at: www.drmr.res.in

- A. Inform our Public Grievance officers:
- Sh. R.C. Meena, Sr. Administrative Officer (DRMR); Phone: 05644-260725/260379;
 - Sh. Sanjay Sharma, ACTO, DRMR, Phone: 05644-260495; e-mail: sanjay.drmr@gmail.com
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in