

CITIZEN'S CHARTER



Directorate of Medicinal and Aromatic Plant Research
Boriavi-387 310, Anand, Gujarat

Citizen Charter

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Boriavi-387 310, Anand

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CITIZEN'S CHARTER

Indian Council of Agricultural Research (ICAR) created a National Research Centre for Medicinal and Aromatic Plants at Anand, Gujarat in 1992 which has been reorganized as Directorate of Medicinal and Aromatic Plants Research (DMAPR) with backward linking the All India Coordinated Research Project on Medicinal and Aromatic Plants and Betelvine (AICRP-MAPB) which is contributing as outreach programme of the DMAPR in State Agricultural Universities. The research programmes of the Directorate focus on varietal improvement, development of good agricultural practices, quality assessment, supply of quality planting material, etc. This Citizen's Charter has been formulated to improve the delivery of its services.

This Charter is the declaration of our mission, values and standards to achieve excellence sustainability in quality raw drug supply based on science led innovations.

VISION

To provide "**Health for all**" to ever-increasing world population through ensuring quality raw drug production and supply.

MISSION

1. To impart transparency in day to day official dealings
2. Promptness in discharge of official duties
3. To deliver quality services
4. Timely settlement of grievances



GOAL

To be more consultative and transparent

OUR STRATEGY

The strategy for achieving our mission shall comprise the following:

1. Benchmarking of operations and adopting best practices.
2. Enhancing the use of information technology.
3. Developing public private partnership models with private sector organizations, NGOs and farmers' associations/progressive farmers interested in cultivation of medicinal and aromatic plants following green technology.



Administration Section

Nodal Person: 1. Administrative Officer
2. Drawing and Disbursing Officer

General administrative works.		
S.No	Name of work	Time frame
1	General Correspondence with ICAR	2 days
2	Misc. correspondence	2 days
3	Maintenance of Diary Register	Daily basis
4	Maintenance of Dispatch Register	Daily basis
5	Preparation of Quarterly, Half Yearly & Yearly Returns	At stipulated intervals
6	Processing/disposal of all kinds of leave	3 days
7	Maintenance of Service Book	As per requirement
8	Maintenance of personal file	As per requirement
9	Maintenance of vehicle	As per requirement
10	Invitation of tenders/quotation	7 -10 days after receiving the proposal
11	Preparation of comparative statement	3-5 days
12	Award of contract	10-15 days
13	Processing of advance proposals 1. Contingent 2. Others	1. Same day 2. 3-5 days
14	Providing information under RTI	10-15 days
15	Fixation of pay	10-15 days
16	Conducting the DPC meeting	As per tCAR guidelines
17	Conducting the IMC meeting	As per ICAR guidelines
19	Processing of residential quarter allotment application	10-15 days (as and when vacant)
20	All types of constructions	As per requirement
21	Maintenance of office buildings	As per requirement



22	Maintenance of stamp register	Daily basis
24	Verification of stores	Once in a year
Store and Purchase works		
1	Maintenance of DSR Register	Ongoing basis
2	Maintenance of CSR Register	Ongoing basis
3	Maintenance of issue register	Ongoing basis
5	Processing of purchase proposal	10-15 days
Drawing and Disbursing Officer's related works		
1	Maintenance of Income tax register	Ongoing basis
2	Maintenance of Salary register	Ongoing basis
3	Preparation of pay bill	Ongoing basis
4	Preparation of T A bills	3-5 days
5	Preparation of FVC bills	3-5 days
6	Preparation of DC bills	3-5 days
7	Preparation of LTC bills	5-7 days
8	Preparation of Arrear bills	10-15 days
9	Preparation of Medical bills	Fortnightly
11	Preparation of Imprest bills	Recoupment after 50% exhaustion.
12	Maintenance of Subsidiary Cash Book	Daily basis
13	Submission of professional challan	1-2 days(After clearing of cheque)
14	Submission of Income tax challan	1-2 days
15	Submission of service tax challan	1-2 days
16	Maintenance of Income Tax Register	1-2 (After submission of challan)



Audit and Accounts Section

Nodal Person: Assist Finance and Account Officer

S.No.	Name of work	Time frame *+
1.	Bill of Advances all types 1. Contingent 2. Others	1. Same day 2. 1-3 days
2.	a) All FVC/AC bill received in A&A section b) Salary bills c) T.A./L TC claims d) Vetting the purchase proposals files etc. e) E.M.D./ S.M.D. bill f) Other bills (i.e. fellowship, etc.)	3-6 Days
3.	C.E.A. claims	3-7 Days
4.	Medical/newspaper claims	3-7 Days
5.	Arrears bills	10-15 Days
6.	Vetting of pay fixation cases	7-10 Days
7.	Vetting of other cases & proposals etc. (i.e. TTA, tender documents, auction cases etc.)	5-7 Days
8.	Submission of different monthly/quarterly/half yearly/annual reports/returns/BRS/ Annual Account to ICAR Ha.	As per the directions of the ICAR Ha.
9.	Depositing of Cheques/DDs into Institute Bank Alc received in A&A section for different purposes.	1-3 days after receiving in A&A section.

*Subject to availability of funds & other resources etc.

+ Time frame days are after receiving bills in A&A section from the administration



Library

Nodal Person: 1. Chairman Library Committee 2. Library In-Charge

S.No.	Name of work	Time frame *
1.	Monitoring the availability of research paper from other institute and provide research paper to other institute under CeRA Consortium	15-30 Days
2.	Collection of indent for books and journals etc.	Quarterly basis
3.	Library consultation	Timings:-10.30 to 16.30 hrs in working days.
4.	Processing of proposal of purchase of books, Journals(1 ndian/Foreign)	15 days after receiving indent.



Agriculture Knowledge Management Unit

Nodal Person: In charge AKMU cell

1	Up loading of office circular/Notices	Same day
2	Up dating of database on website	On regular basis
3	Maintenance and up keeping of computer systems and peripheral/network/ EPBAX/ biometric system	Same day departmentally
4	Maintenance and up keeping of on line ARS examination centre/AKMU	Regular basis



N. J. K. A.

Prioritization Monitoring and Evaluation (PME) Cell

Nodal Person: In charge PME cell

Sr.No	Work	Time frame
1	Publication of Annual Report	15th July of the year
2	Publication of News Letter 1. News letter (Jan-June) 2. News letter (July-Dec.)	1. 15th August of the year 2. 26th January of the year
3	Approval of Publication	Within 3 day after submission
4	Permission for attending training Iseminarsl conference etc.	Decision of the competent authority to be communicated within 3 days
5.	Research proposal for in-house projects	As per ICAR norms
6	Research meetings 1. Institute Research Committee (IRC) 2. Research Advisory Committee (RAC) 3. Quinquennial Review Team (QRT)	As per ICAR's guidelines
7	Submission of research reports 1. Monthly Cabinet Report 2. Quarterly progress Report 3. Half Yearly Progress Report 4. Half Yearly Progress Monitoring 5. Submission of APR	1. 15th of each month 2. First week of each quarter 3. First week of April and October 4. As per ICAR guidelines 5. First week of April
8	Short term summer/winter research works for completion of <i>degree</i> /dissertation, etc.	Decision of the competent authority to be communicated within 3 days
9.	Processing of application for registration of germplasm/patents/IPR related <i>items</i> /etc.	Within 7 days after receipt of the application



Research Farm

Nodal Person: 1. In-charge farm 2. Curator of Herbal Garden

S. No.	Service	Time Frame
A. Services provided by the farm to farmers & others		
1.	Technical know-how (Mandated Crops)	Facilitated immediately
2.	Propagating Material (Mandated crops)	Immediately if required quantity is available Seeds: As per season/crop cycle Vegetative material: 45 days
3.	Nursery Plants of MAPs	Immediately if required quantity is available otherwise within 45 days.
4.	Visit to MAP Garden	Immediately for farmers & for others after approval of Competent Authority
B. Services provided by the farm to staff		
S. No.	Service	Time Frame
1.	Planning for space for different experiments & commercial crops	Fifteen days before the crop season
2.	Man power allotment to individual Scientist/staff	Three days from the date of Indent
3.	Field preparations & Layout for various experiments	Three days from the date of Indent
4.	Various farm operations	Three days from the date of Indent
5.	Agrochemicals	As per requirement subjected to availability



Analytical services

Nodal Person: Concerned Scientist

Sr.No	<u>Work</u>	Time frame
1	General and specialized analytical services GC-MC/HPLC/LC-MS-MS/AAS/Microscopy facilities (on payment basis to SAUs/other govt./non government research organization)	10 to 20 days (*depending upon the accessibility of the instrument)

