

1.4 Norms for discharge of functions [Section 4(1)(b)(iv)]

1.4.1 Nature of functions/ services offered

Institute provides Training and consultancy on medicinal and aromatic crop production and utilization and dissemination of technologies and capacity building.

1.4.2 Norms/ standards for functions/ service delivery

For the service delivery, Directorate follows as per ISO:9001-2015 and has been awarded quality certificate

1.4.3 Process by which these services can be accessed

Details of the Capacity Building Programmes for each financial year can be accessed through Academy's website as well as programme brochure sent to all other ICAR Institutes / SAUs through Email / Social Media etc. The selection is based on eligibility criteria, payment of relevant fees (if any).

Open call is made through Newspaper / Website/ Social Media etc for educational programmes for admissions to Academy's Educational Programme. The admission criteria/selection process are made available at the time of call.

For consultancy, the profile of ICAR-DMAPR and individual faculty competencies are available in Website for prospective clients.

1.4.4 Time-limit for achieving the targets

As per the time limit set for individual activity

1.4.5 Process of redress of grievances

The contact us section in the website provides details of concerned officials for various issues. The concerned officials address the issue and resolve the grievances. A grievance section is also available for staffs to either raise it within Directorate. In case, if they are not satisfied with the explanation, they can contact Head of Office or ICAR.