



Citizen's/Client's Charter
for
ICAR-Central Institute of Freshwater
Aquaculture
(2015-2016)

Address:	Kausalyaganga, Bhubaneswar-751002, Distt- Puri, Odisha
Website ID:	http://www.cifa.in
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Vision and Mission

Vision

Making Indian freshwater aquaculture globally competitive through eco-friendly and economically viable fish production systems for livelihood and nutritional security

Mission

Excellence in research for developing sustainable and diversified freshwater aquaculture practices for enhanced productivity, quality, water use efficiency and farm income.

Main Services/Transactions

S. No.	Services/ Transactions	Weight	Responsible person along with designation	Email	Mobile & Landline phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1.	Provision of quality seed	50	Dr K.D. Mahapatra Pr. Scientist	kdmahapatra@yahoo.co.in	09438420385 0674-2465446 (Ext. 214)	Fixing of price; Calling for indent and supply to indenting agencies	Request letter & Notice	*	Cash/DD in favour of ICAR Unit, CIFA, Bhubaneswar	Depending upon the client
2.	Capacity building and information services	30	Dr G.S. Saha In-charge, Social Science Section	cifa.training@gmail.com	09437069317 0674-2465446 (Ext. 110)	Processing of request; fixing of dates and communicating to agencies	Request letter	*	Cash/DD in favour of ICAR Unit, CIFA, Bhubaneswar	Depending upon the client
3.	Laboratory analysis services	20	Dr S. Adhikari, Pr. Scientist	subhendu66@rediffmail.com	09861349217 0674-2465446 (Ext. 125)	Processing of request; supply of results and advisory services	Request letter	*	Cash/DD in favour of ICAR Unit, CIFA, Bhubaneswar	Depending upon the client

*As per the norms/guidelines/rules

Service Standards

S. No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Provision of quality seed	50	Quality seed to be provided	12	Weeks	50	CIFA
2.	Capacity building and information services	30	Trainings to be conducted and information needs to be provided	8	Weeks	30	CIFA
3.	Laboratory analysis services	20	Samples to be analysed and advice to be suggested	4	Weeks	20	CIFA

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1.	Mr J. R. Biswal, A.O (I/C)	0674-2465449	09437077426	jr_biswal@yahoo.co.in

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	DAHD&F, New Delhi
2.	State Fisheries Departments
3.	R&D Organisations
4.	NGOs, entrepreneurs and other autonomous bodies related to aquaculture
5.	Financial Institution & Insurance Organisation
6.	Fish farmers, consumers of fish and fish products
7.	Fisheries Colleges, State and Central Universities
8.	Network of Aquaculture Centres in Asia-Pacific
9.	World Fish Centre

Regional Stations/Centres

S. No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	Regional Research Centre of CIFA	033-25683023	09432245479	rahara_cifa@rediffmail.com	Rahara Fish Farm, Rahara-743186, West Bengal
2.	Regional Research Centre of CIFA	080-28479891	09449649081	sridharcifa@rediffmail.com sridharcifa@yahoo.co.uk	Hessarghatta Lake Post, Hessarghatta, Bengaluru-560089, Karnataka
3.	Regional Research Centre of CIFA	0866-2581611	09848518196	drbsgiri@rediffmail.com	Penamaluru Fish Seed Farm, Paranaki P.O, Vijayawada-521137, Andhra Pradesh
4.	Regional Research Centre of CIFA	0269-2263699	09067727114	ckmisra7@gmail.com	ATIC, Anand Agricultural University Campus, Borsad Chokadi, Anand-388 001, Gujarat

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Timely submission of requirement for quality seed
2.	Timely submission of documents/requirements by clients and client departments
3.	Timely follow-up actions by the recipients
4.	Application of research advisories by clients
5.	Implementation of consultancy/advisory services/research recommendations by the clients
6.	Adoption and implementation of tested technologies/guidelines by departments, farmers, societies and associations