



**Citizen's/ Client's Charter
for
ICAR-Central Inland Fisheries Research
Institute
(2015-2016)**

Address: Barrackpore, Kolkata- 700 120, West Bengal

Website ID: www.cifri.res.in

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Vision and Mission

Vision

Sustainable fisheries from inland open waters for environmental integrity, livelihood and nutritional security.

Mission

Knowledge based management for enhanced fishery, conservation of biodiversity, integrity of ecological services and to derive social benefits from inland open waters.

Main Services/ Transactions

S. No.	Service(s) / Transaction(s)	Weight	Responsible person along with designation	Email	Mobile and landline phone	Process	Document (s) Required	Fees		
								Category	Mode	Amount
1	Analytical services	30	Dr. S. Samanta, Principal Scientist	samantacifri@yahoo.co.in	09433466817 09830849393 033-25921190/91 Extn. 225	Receive request from Client/ Citizen	Letter of request	*	*	*
						Assessment/ Evaluation of requirements and inform client about the parameters and number of samples that can be handled, dates and fees, in 5 working days after receiving request	Consent letter	*	*	*
						Receive samples, along with fees	Written approval and work order along with payment from client	Analytical fees	Cash or Demand draft (DD in favor of ICAR UNIT, CIFRI Barrackpore; A/C No. 1127871 3220; State Bank of India, Barrackpore Main Branch;	Please see the Annexure 1

						Complete analysis in 20 working days after receiving the samples for up to 10 samples (for more samples the time required will be informed in consent letter)	In writing in the form of acceptance of the service	*	*	*
						Supply of results in 5 working days	In the form of letter/document	*	*	*
2	Training/ demonstration	40	Dr. A. K. Das, Principal Scientist	archandas @ yahoo.com	09163775800 033- 25921190/91 Extn. 231	Receive request for training/demonstration/ student dissertation	Application / letter of request	*	*	*
						Send acknowledgment in 5 working days	Letter/ e- mail	*	*	*
						Evaluation of application/ request and costing	NA	NA	NA	NA

						within 20 working days				
						Communication/ consent letter to client about training content and schedule/ timing and fees within 5 days	Letter/e-mail	Training fee	As above	Variable depending on content, type, duration, intensity, etc.
3	Consultancy / feasibility study /student dissertation	30	Dr.B.K. Behera, Principal Scientist	beherabk18@yahoo.co.in	09163209580 033-25921190/91 Extn. 235	Receive request from client	Letter / e-mail	*	*	*
						Assessment of request in 10 working days	Specified requirement indicated in letter/ e-mail	*	*	*
						Communication of consent, preliminary proposal and cost of reconnaissance visit/ survey in 20working days	Letter/e-mail	*	*	*
						Receive written approval of cost and initial proposal and fees	Written approval and fees from client	Consultancy charges/ project cost	As above	Variable depending on the work/ place/ duration/ men and material requirement

					Visit of CIFRI team to site/ location for initial survey, if needed, within 30 days of receipt of approval	Constitution of expert team by Director and office order to members	*	*	*
					Preparation of final study proposal with costing and time schedule of execution within 30 days of completion of preliminary visit	-	*	*	*
					Initiation of study as per MoU or work plan and submission of report as per time schedule decided as per MoU/ work plan and receipt of fees as agreed up on	Approval of final proposal and signing of MoU (if needed) and release of fund as mutually agreed up on (as per ICAR guidelines)	Consultancy charges/ project cost	As above	As agreed upon in the MoU or approved work plan

* As per the norms/guidelines/rules

Services Standards

S. No.	Service(s) / Transaction(s)	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Analytical services	30	Time for processing and analysis and supply of data	30	Working days	30	--
2	Training/ demonstration	40	Time for processing and communication	30	Working days	40	Institute Data Source
3	Consultancy / feasibility study/ student dissertation	30	Time taken for processing and formulation of project	90	Working days	30	Data generated by project

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline number	Mobile number	E-mail
1	Shri Navin Kumar Jha, AO	33-25935288 33-25921190/91 Ext : 314 33-25921190/91 Ext : 205	09903492200	navin_pohaddi@yahoo.com

List of Stakeholders/ Clients

Sl. No.	Stakeholders/ Clients
1	Fish farmers
2	Fisheries Co-operative Societies
2	State Fisheries Departments
3	Research Institute (CSIR, DBT, DST and others)
4	State/ Central Agricultural/Fisheries Universities
5	Students
6	NGO
7	Other Govt. departments that deal with, DAHD & F
8	Hydro-power corporations (NHPC, NEPC, River Valley Projects, etc.)
9	National Fisheries Development Boards
10	Agriculture/ Irrigation/ Forest/ Revenue/ Water /TransportDepartments
11	Ministries (MoEF; MoA, MoF)

Regional Stations/Centers

S. No.	Name of the Regional Stations/Centers	Landline Number	Mobile Number	Email	Address
1	ICAR-CIFRI Regional Centre	0532-2461529 0532-2460531	9956610404	dharmnath.jha@gmail.com	Dr. D. N. Jha, Officer-in-charge 24 Pannalal Road, Allahabad - 211002,Uttar Pradesh
2	Regional Center	0361-2224893 0361-2228486	09435553274	bkbhattacharjya@gmail.com	Dr. B. K. Bhattacharjya, Acting Head ICAR-CIFRI Regional Centre, Housefeed Complex, Central Building, 4th Floor, BeltolaBasistha Road, Dispur, Guwahati -781006, Assam
3	Regional Station	080-28479890 080-23203633	98455367481	preetha23@gmail.com	Dr. (Ms.) Preetha Panikkar, Officer-In-charge ICAR-CIFRI Regional Centre, Hassarghatta Post, Bangalore - 560089, Karnataka
4	Research Center		9004057233	suhaskamble149@gmail.com	Dr. KambleSuhas Prakash, Scientist- In-charge ICAR-CIFRI Regional Centre B-12, Hans Society, Harni Road, Vadodara - 390022, Gujarat
5	ICAR-CIFRI Kolkata Unit	033-23379444	8348001000	sibnarayan@gmail.com	Dr. S. Damroy, Officer-In-charge ICAR-CIFRI Research Station, CGO Complex, 2nd Floor, C-Wing, DF Block, Salt Lake, Kolkata - 700064, West Bengal
6	ICAR-CIFRI Kochi Unit	0484-2395973	8981049833	deepasudheesan@gmail.com	Dr. Deepa Sudheesan, Officer-In-charge ICAR-CIFRI Research Station CMFRI Campus, Ernakulan North P.O., Kochi – 682018, Kerala

Indicative Expectations from Service Recipients

Sl. No.	Indicative Expectations from Service Recipients
1	Timely submission of documents/requirements by clients, sister Institutes
2	Timely follow up action by the recipients
3	Application of research advisory services by clients
4	Adoption of advisory services by clients
5	Implementation of consultancy and contract research recommendations by the clients
6	Adoption and implementation of technologies/ strategies/ guidelines by departments, fishers, co-operative societies

Fee for analytical services (revised on 06.01.2022)

Sl. No.	Parameter / service / test	*Fee (Rs.)
1	Water analysis	
	Routine Parameters (pH, Conductance, Alkalinity, Hardness, Phosphate, Nitrate, DO)	1000/- per sample
	Special Parameters (Ammonia, H ₂ S, Fluoride, BOD, COD)	500/- for each parameter
	Total Organic / Inorganic Carbon (TOC and TIC in water/liquid and TC in soil/solid)	500/- per sample
	Heavy metals analysis by AAS (Cu, Cd, Zn, Pb, Fe)	1000/- for each metal
	Heavy metals analysis by ICP-MS(Al, B, Te, Ba, Be, Bi, Ca, Cd, Co, Cr, Cu, Fe, Ga, K, Li, Mg, Mn, Na, Ni, Pb, Se, Sr, Ti, Zn) a) for digested samples b) for undigested samples	a) 5000/- per sample b) 6000/- per sample
	Analysis of samples for total Arsenic a) for digested samples b) for undigested samples	a) 1000/- per sample b) 1500/- per sample
2	Sediment analysis	
	Routine Parameters (pH, Conductance, Organic Carbon, Available Phosphorus and Nitrogen)	1000/- per sample
	Special Parameters (Total nitrogen, Particle size analysis)	500/- for each parameter
	Heavy metals (Cu, Cd, Zn, Pb, Fe) in sediment and biota, analysis by AAS	1000/- for each metal
	Heavy metals analysis by ICP-MS(Al, B, Te, Ba, Be, Bi, Ca, Cd, Co, Cr, Cu, Fe, Ga, K, Li, Mg, Mn, Na, Ni, Pb, Se, Sr, Ti, Zn) a) for digested samples b) for undigested samples	a) 5000/- per sample b) 6000/- per sample
	Analysis of samples for total Arsenic a) for digested samples b) for undigested samples	a) 1000/- per sample b) 1500/- per sample
3	Pesticide residue analysis	3000/- per sample
4	Bacteriological analysis of water (TPC, Coliform, <i>E. coli</i> , faecal streptococci count)	2000/- per sample
5	Fish pathological investigation (diseased fish to be brought to laboratory)	3000/- per incidence
6	Proximate analysis of fish feed	2000/- per sample
7	Amino acid analysis of fish/fish feed	6000/- per sample
8	Fatty acid analysis of fish/fish feed	5000/- per sample

*Farmers, Students and Researchers(ICAR / SAUs) will be given 50% discount on the charge for analysis of samples.