



# Citizens'/ Clients' Charter

**ICAR-Indian Institute of Oil Palm Research (IIOPR)**

Pedavegi, Eluru Dt., Andhra Pradesh



## ***Our commitments to you***

| No. | Our Services and Transactions                                      | How we measure our performance in this area  | Our Service Standard |
|-----|--|--|----------------------|
| 1   | Supply of oil palm seed sprouts                                    | Supply of oil palm seed sprouts to indenting agencies after receiving confirmation | 3 months             |
| 2   | Training on oil palm production technology to officers and farmers | Time taken for organizing officers training programmes after receiving request     | 30 working days      |
|     |  | Time taken for organizing training programmes to farmers after receiving request   | 7 working days       |

For more details on the procedure, documents required and contact person, please visit our website at: <http://iiopr.icar.gov.in>

**What you should do if we do not meet the promised standards of service?**

A. Inform our Public Grievance Officer:

➤ Mr. S.V.Ramana, Administrative Officer, 08812 - 259532/524; 09951427598; AO.IIOPR@icar.gov.in

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