



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

Address: 75, Santhome High Road, Raja Annamalai Puram,  
Chennai - 600 028, Tamil Nadu

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Date of issue: July, 2015

Next Review: July, 2016

## **Vision and Mission**

### **Vision**

Environmentally sustainable, economically viable and socially acceptable brackishwater aquaculture, that increases the earnings of small scale fish farmers and provides quality produce to meet the diversified requirements of the consumers.

### **Mission**

Further science to develop cost-effective technologies and facilitate growth of brackishwater aquaculture in an environmentally sustainable and socially acceptable manner.

## Main Services/ Transactions

| S. No. | Service(s) / Transaction(s)            | Weight | Responsible person along with designation                                 | Email                | Mobile and land line phone                  | Process                           | Document(s) required | Fees     |      |        |
|--------|--|--------|---|----------------------|---|-----------------------------------|----------------------|----------|------|--------|
|        |  |        |   |                      |   |                                   |                      | Category | Mode | Amount |
| 1      | Providing fish and shrimp seeds *      | 50     | Dr. C. Gopal<br>Head, Crustacean Culture Division                         | hodccd@ciba.res.in   | 09444922514<br>(044- 24618817 ext. - 404)   | Indent by purchaser               | Letter of indent     | OR^      | OR   | OR     |
|        |  |        |   |                      |   | Costing                           | Proforma             | OR       | OR   | OR     |
|        |  |        |   |                      |   | Supply                            | Receipt              | OR       | OR   | OR     |
| 2      | Disease diagnostics - mass mortalities | 50     | Dr. S. V. Alavandi,<br>Head, Aquatic Animal Health & Environment Division | hodaahed@ciba.res.in | 09444924459 &<br>(044- 24618817 ext. - 208) | Intimation by farmers/departments | Letter /email        | OR       | OR   | OR     |
|        |  |        |   |                      |   | Sample submission/ collection     | Proforma             | OR       | OR   | OR     |
|        |  |        |   |                      |   | Report                            | Receipt              | OR       | OR   | OR     |
|        |  |        |   |                      |   | Conduct of training               | Report               | OR       | OR   | OR     |

Note: ^OR= Details will be provided on request & The star ( \* ) marked services are dependent on many seasonal parameters like, breeding season, raw material availability, capability of facilities etc., hence prior consultation is essential. Cash or DD in favour of ICAR Unit, CIBA, Chennai

## Service Standards

| S. No. | Service(s) / Transaction(s)            | Weight | Success Indicator(s)                | Service Standards | Unit         | Weight | Data Source |
|--------|--|--------|-------------------------------------|-------------------|--------------|--------|-------------|
| 1      | Providing fish and shrimp seeds*       | 50     | Time taken for the supply of seed   | 8                 | Weeks        | 50     | CIBA        |
| 2      | Disease diagnostics - mass mortalities | 50     | Time taken for submission of report | 20                | Working days | 50     | CIBA        |

The star ( \* ) marked services are dependent on many seasonal parameters like, breeding season, raw material availability, capability of facilities etc., hence prior consultation is essential.

## Grievance Redress Mechanism

| <b>S.No.</b> | <b>Name of the Public Grievance officer</b> | <b>Helpline Number</b> | <b>Mobile Number</b> | <b>Email</b>              |
|--------------|---|------------------------|----------------------|---------------------------|
| 1            | Dr. K. K. Vijayan, Director                 | 044-24618817           | 09446473191          | director.ciba@icar.gov.in |
| 2.           | Dr. T. K. Ghoshal, Principal Scientist      | 03210-255072           | 09434567129          | krc@ciba.res.in           |

## List of Stakeholders/Clients

| <b>S.No.</b> | <b>Stakeholders / Clients</b>  |
|--------------|--|
| 1            | National Fisheries Development Board                                       |
| 2            | Institutional financing and Insurance organizations                        |
| 3            | Coastal Aquaculture Authority  |
| 4            | Ministry of Commerce   |
| 5            | Hatchery owners  |
| 6            | Farmers federations, Processors and Seafood Exporters Association of India |
| 7            | Network of Aquaculture Centres in Asia-Pacific                             |
| 8            | Norwegian Agency for Development Cooperation                               |
| 9            | World Fish Center  |
| 10           | FAO, Fisheries Division  |
| 11           | NGOs working in Fisheries  |
| 12           | Fisheries Colleges/ State Agricultural Universities                        |
| 13           | State Department of Fisheries  |
| 14           | Research and Development Organizations                                     |
| 15           | Consumers of fish and fish products  |

## Regional Stations/Centres

| S.No | Name of the Regional Stations/Centres  | Landline Number              | Mobile Number | Email                                   | Address   |
|------|--|------------------------------|---------------|---|---|
| 1.   | Kakdwip Research Centre of CIBA        | 03210-255072                 | 09434567129   | krc@ciba.res.in<br>ghoshal@ciba.res.in  | Kakdwip, 24 Parganas (South) - 743 347, West Bengal |
| 2.   | Muttukadu Experimental Station of CIBA | 044-27472425<br>044-27472061 | 09444234524   | mes@ciba.res.in<br>kailasam@ciba.res.in | Kancheepuram<br>Chennai-603112<br>Tamil Nadu        |

## Indicative Expectations from Service Recipients

| <b>S.No.</b> | <b>Indicative Expectations from Service Recipients</b> |
|--------------|--|
| 1            | Timely submission of indents                           |
| 2.           | Follow up actions in time                              |
| 3.           | Sharing data and results for further research          |
| 3.           | Response for technology development and refinement     |
| 4.           | Adoption of technical advisories by farmers            |
| 5.           | Consideration of policy notes by policy makers         |