



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

Website ID: <http://www.ciba.res.in>

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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.M.Natarajan PS & SIC, Fish Culture Division	hodfcd@ciba.res.in	0984025238 3 & (044-24618817 ext. - 405)	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, PS & SIC, AAHED	sicaahed@ciba.res.in	0944444271 2 & (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 shrimp 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

S.No.	Name of the Public Grievance officer	Helpline Number	Mobile Number	Email
1	Dr. K. K. VIJAYAN, Director	044-24618817	09446473191	director@ciba.res.in
2.	Dr.T.K.Ghosal, Principal Scientist	03210-255072	09434567129	krc@ciba.res.in

List of Stakeholders/Clients

S.No.	Stakeholder / Clients
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 ghoshal@ciba.res.in	Kakdwip, 24 Parganas (South) - 743 347, West Bengal
2.	Muttukadu Experimental Station of CIBA	044-27472425 044-27472061	09444234524	mes@ciba.res.in kailasam@ciba.res.in	Kancheepuram Chennai-603112 Tamil Nadu

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
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