

REGIONAL PLANT RESOURCE CENTRE, BHUBANESWAR

Annexure-II

A Model Format for Citizen's Charter

1. The Aim/ purpose of this charter is to work for better quality in public service.
2. (Enumeration of services delivered by the department) We deliver following services:
 - a) **Quality Planting Materials**
 - b) **Recreation Facilities**
 - c) **Education, HRD & Training in Plant Sciences.**
 - d) **Research Facilities.**
 - e) **Plant Identification.**
3. Our Aim is to achieve the following service delivery/ quality parameters.

Nature of Service	Service Delivery Standards	Time limit (days/hours/minutes)	Remarks
Quality Planting Materials	Timely	1day	On availability
Recreation Facilities (Botanic Garden)	Timely	(i) Morning Walk: 5.00 AM to 7.30 AM (ii) Garden Visit: 8.00 AM to 6.00 PM (1st Mar. – 31st Oct.) (iii) Garden Visit: 8.00 AM to 5.00 PM (1st Nov. – 28th Feb.)	Open every day (Except Holi Festival)
Education, HRD & Training in Plant Biotechnology	Timely	(i) Training for M.Sc./ B.Tech. students – 6 months duration (1st Jan. – 30th Jun.) (1st Jul. – 31st Dec.) (ii) Training for Farmers/ Nurserymen – as per demand.	Course basis On demand

4. Availability of Information on the following subjects can be obtained from our officers listed below.

Information relating to	Name of the Officer	Designation	Located at	Telephone no.	Fax/ Email
Plant Identification	Dr. P.C.Panda	Principal Scientist	RPRC Office	0674-2557925 9439831495	0674-2550274
Plant Sale	Sri J.Harichandan	Gardener	RPRC Sale Counter	9437089289	0674-2550274

5. For information outside Office hours, please contact at 0674-2556913 (Office Gate)

Availability of prescribed format.

Title of the Form
RTI

Fee to be paid
As per RTI guidelines

Whom to contact
Dr. S. Bhatnagar
Senior Scientist & PIO

Forms are also available on the world wide web at www.rprcbbsr.in (Where applicable) and can be downloaded .

6. Complaint redressal systems

Courteous and helpful service will be extended by all staff. If you have any complaints to make with respect to the delivery of the above standards you are welcome to register your complaints with the following officers.

Information relating to	Name of the Officer	Designation	Located at	Telephone no.	Fax/ Email
Any Complaints	Dr. P.C.Panda	Principal Scientist	RPRC Office	0674-2556210	0674-2550274

We have also created a website for registering complaints at www.rprcbbsr.in . You are welcome to use this facility.

7. A centralized customer care centre/ grievance redressal centre has also been established at Administrative Office, RPRC where you can lodge your complaint.

8. All complaints will be acknowledged by us within two days and final reply on the action taken will be communicated with in thirty days.

9. Consultation with our users/ stakeholders.

- We welcome suggestions from our users.
- We conduct.....polls.
- We hold periodical.....meetings with users/user.
- Representatives and if you wish to be associated with this please contact.....at.....
- Please also enter your details at our website www.rprcbbsr.in indicating your willingness to be available for consultation, survey on the points enlisted in the charter.

10. We seek your cooperation on the following Chitizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way (give details relevant to the department concerned).

- a) **Quality of Planting Materials**
- b) **Improvement of Recreation facilities.**
- c) **Training Programmes.**

11. Guide Book/ Handbook/ Consumer Helpline

We have published a Handbook for the guidance of our customers. Please contact Administrative Officer for more details.

Our Helpline number is 0674-2557925 (off.), 2556913 (Office. gate)
Our customer information centre is located at Sale Centre, RPRC premises.
Phone no. 9437089289, Sri. Jogi N. Harichandan (Sale centre),
0674-2556913 (Office gate)

Other information

Help Line First Aid (Dr. A.K. Mohanty, visiting day and time – Wednesday 4pm to 5pm,
Phone No - 9437279712

We committed to constantly revise and improve the services being offered under the Charter.
