



# Citizens'/Clients' Charter



## ICAR-Indian Institute of Vegetable Research (IIVR)

Post Bag No. 01, Post Office Jakhini  
Shahanshapur, Varanasi-221 305, U. P.

### *Our commitments to you*

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1.	Production of breeder's seed of vegetable crops	Time taken to produce breeder's seeds of different varieties as per the indents received from DAC	365 days
2.	Reply to the queries of farmers regarding vegetable production technologies	Time taken for reply of queries by phone/email	03 days
		Time taken for reply of queries by post	15 days

For more details on the procedure, documents required and contact person, please visit our websites at:  
<http://www.iivr.org.in>

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

A. Inform our Public Grievance Officer:

- Shri S.K. Jindal, Sr. Administrative Officer, Phone: 0542 – 2635237; Mobile: 08765092552; e-mail: saoiivr@gmail.com