

REGIONAL PLANT RESOURCE CENTRE, BHUBANESWAR
A Model Format For Citizen's Charter

Annexure-II

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 the 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 Standard	Time limit (days/hours/minutes)	Remarks
Quality Planting Materials	Timely	1 day	On availability
Recreation Facilities (Botanic Gardens)	Timely	(i)Morning Walk:5-30AM to 8-00AM (ii)Garden Visit:8-00 AM to 7-00 PM	Open everyday
Education, HRD & Training in Plant Sciences	Timely	(i)Training for M.Sc. Students -3 to 6 months duration (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	Fax/Email
Plant Identification	Dr. P.C. Panda	Sr. Scientist	RPRC office	0674-2557925,94398314 95	0674-2550274
Plant Sale	Sri J. Harichandan	Gardener	RPRC Sale Centre	9437089289	0674-2550274

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

Availability of prescribed format

Title of the Form	Fee to be paid	Whom to contact
a) RTI	free	Dr. U.C. Basak, Scientist & PIO (9437481352)

Forms are also available on the worldwide web at **www.rprcbbsr.com** (Where applicable)

and can be downloaded at **www.rprcbbsr.com**

6. Complaint residential systems

Courteous and helpful service will be extended by all the 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	Fax/Email
Any Complaints	Sri B.K. Parida, OAS	Administrative Officer-cum-Finance Officer	RPRC Office	0674-2556210	0674-2550274

We have also created a website for registering complaints at **www.rprcbbsr.com**. 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 within 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.....

indicating your willingness to be available for consultation, survey on the points enlisted in the Charter.

10. We seek your co-operation on the following Citizen'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 departments concerned)

- a) Quality of Planting Materials**
- b) Improvement of Recreation Facility.**
- c) Training programmes**

11. Guide Book/Hand Book/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 number : **9437089289 Sale Centre), 0674-2556913 (office gate)**

Other information

a)

b)

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

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Dr. U. C. Basak
Scientist

No. _____/RPRC
Date _____

To
Sri Bhagirathi Behera, IFS
Director, Environment-cum-Spl. Secretary to Government
Forest and Environment Department
Government of Orissa

Sub: Preparation of Citizens' Charter
Your Ref: Letter No.15693/F&E/Env.II-24/2011 .Dt.25.8.11

Sir,
As directed by C.E., RPRC, I am sending herewith the information pertaining to preparation of Citizens' Charter of Regional Plant Resource Centre as per prescribed Model Format (Annexure-II) for necessary action.

Yours faithfully,

(U.C. Basak)

Encl: Information for Citizens' Charter of RPRC in Model Format Annexure-II.