



## Citizens'/ Clients' Charter



### ICAR-Central Institute of Post-Harvest Engineering & Technology, Ludhiana - 141004 (Punjab)

S.No.	Service(s)/Transaction(s)	Success indicators(s)	Responsible officer	Service standards (working days)
1.	Licensing of Technology, Contract Research, Consultancy	Time lines followed after receiving fee; Reporting to party as per the MoU/Contract signed between both	I/c ITMU I/c Head ToT	30
2.	Preparation of Detailed Project Report (DPR), Training and Demonstration			90
	1. Receipt of request letter to ITMU/ToT for preparation of DPR	Acceptance/rejection of request	I/c Head ToT/ I/c ITMU	
	2. Receiving of fee	Fees receipt		
	3. Preparation of DPR	Draft DPR		
	4. Timely supply of DPR on mutually agreed time and duration	Sending DPR to client		
	Training and demonstration			30
	1. Receipt of request letter to ITMU/ToT for training & demonstration	Acceptance/rejection of request	I/c Head ToT/ I/c ITMU	
	2. Receiving of fee, if applicable	Fees receipt		
	3. Intimation of training and	Training &		

	demonstration schedule  4. Feedback/ reports	demonstration  Training certificate/documentation		
3.	Technological information on Agro-processing and value addition  1. Receipt of request letter/information required to ITMU/ToT on Agro-processing and value addition  2. Providing information through e- mail/phone etc.	Required information	I/c Head ToT/ I/c ITMU	15
4.	Incubation services  1. Receipt of request letter to ITMU/ToT for for incubation services  2. Receiving of fee  3. Providing required facilities  4. Feedback	Acceptance/rejection of request  Fees receipt  Smooth working of services  Documentation	I/c Head ToT/PI ABI	30