



Citizen's/Client's Charter
for
ICAR - Central Institute of Fisheries
Technology
(2015-2016)

Address : CIFT Junction, Willingdon Island, Matsyapuri, P.O.,
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Vision and Mission

Vision

To facilitate sustainable harvesting and total utilization of fishery resources through innovations in harvest and post harvest technologies.

Mission

Ensure responsible harvesting of fishery resources through eco-friendly, energy efficient and economical means; ensure total utilization of the harvested fish through appropriate processing, value addition, packaging and waste utilization; ensure food safety and nutritional security to the consumer and minimise carbon and water footprint per unit volume; and to ensure equitable benefits to the stakeholders, across the value chain.

Main Services / Transactions

S. No.	Service(s)/ Transaction(s)	Weight	Responsible person along with designation	E-mail	Mobile and Land line phone	Process	Document(s) required	Fees		
								Category	Mode	Amount
1	Technical guidance in fish harvest and post-harvest technologies	20	Dr. A.R.S. Menon Chief Technical Officer, PME Cell	cift@ciftmail.org; arsmenon@gmail.com	09447706041 0484-2412300 Extn: 373	Identify the requirements and send appropriate information	Request by web-based 'Ask the Expert' query system, e-mail, letter and in person	*	Cash/ DD**, if applicable	No fees for general technical queries. Other items as per fees fixed by Price Fixation Committee
2	Consultancy in fish harvest and post-harvest technologies	20	Dr. George Ninan Officer-in-Charge, ITMU	cift@ciftmail.org; george66jiji@gmail.com	09446474368 0484-2412300 Extn: 333	Undertake consultancy	Request letter with details of consultancy required	*	Cash/ DD**	Fees recommended by ITMU and approved by the Director
3	Technology commercialization	15	Dr. George Ninan Officer-in-Charge, ITMU	cift@ciftmail.org; george66jiji@gmail.com	09446467185 0484-2412300 Extn: 333	Technology transfer through ITMU	Request letter with details of technology requirements	*	Cash/ DD**	Fees recommended by ITMU and approved by the Director
4	Training in harvest and post-harvest technologies and seafood quality assurance systems	15	Dr. Nikita Gopal Head of Division (i/c) (Extension, Information and Statistics)	cift@ciftmail.org; nikiajith@gmail.com	09447091328 0484-2412300 Extn: 421	Arrangement of training according to client requirements	Request letter with details of training requirements	*	Cash/ DD**	As per the fees fixed by Price Fixation Committee
5.	Testing of craft and gear materials	10	Dr. T.V.Sankar Officer-in-Charge, Sample Receiving Cell	cift@ciftmail.org; tvsankar.cift@gmail.com	09446467185 0484-2412300 Extn: 368	Testing according to standard protocols	Request letter with details of testing requirements and samples in required quantity	*	Cash/ DD**	As per the fees fixed by Price Fixation Committee

6.	Testing of water, seafood and seafood based products	10	Dr. T.V.Sankar Officer-in-Charge, Sample Receiving Cell	cift@ciftmail.org; tvsankar.cift@gmail.com	09446467185 0484-2412300 Extn: 368	Testing according to standard protocols	Request letter with details of testing requirements and samples in required quantity	*	Cash/ DD**	As per the fees fixed by Price Fixation Committee
7.	Evaluation of compliance to quality standards in seafood establishments	10	Dr. T.V. Sankar Head of Division (Quality Assurance and Management)	cift@ciftmail.org; tvsankar.cift@gmail.com	09446467185 0484-2412300 Extn: 368	Evaluation according to standard protocols	Request letter with details of requirements	*	Cash/ DD**	Fees recommended by ITMU and approved by the Director

* As per the norms/ guidelines/rules. ** DD in favour of ICAR Unit, CIFT, Cochin

Service Standards

S. No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service standards	Unit	Weight	Data Source
1	Technical guidance in fish harvest and post-harvest technologies	20	Response time	Within 21 days	Working days	20	Technical Section
2	Consultancy in fish harvest and post-harvest technologies	20	Duration for completion	Within 12 months* depending on the type of consultancy and area of implementation; except in cases of long-term consultancy.	Months	20	ITMU
3	Technology commercialization	15	Duration for completion	Within 6 months	Months	15	ITMU
4	Training in harvest and post-harvest technologies and seafood quality assurance systems	15	Timely completion of training programme	As per the scheduled dates of the training	-	15	Extension, Information and Statistics Division
5.	Testing of craft and gear materials	10	Duration for supply of results	Within 6 Weeks*	Weeks	10	Sample Receiving cell
6.	Testing of water, seafood and seafood based products	10	Duration for supply of results	Within 4 Weeks*	Weeks	10	Sample Receiving cell
7.	Evaluation of compliance to quality standards in seafood establishments	10	Duration for completion	Within 6 Weeks	Weeks	10	Quality Assurance and Management (QAM) Division

* Except in case of unforeseen circumstances

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	E-mail
1.	Dr. A.R.S. Menon Chief Technical Officer, PME Cell	0484-2412300 Extn: 373	09447706041	cift@ciftmail.org; arsmenon@gmail.com

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1.	Fishers in the marine, inland and aquaculture sectors
2.	Fishing boat owners
3.	Fish processors
4.	Sea food Exporters and Associations
5.	Fish marketing Personnel
6.	Fisheries Co-operative Societies
7.	Consumers of fish and fishery products
8.	Research and Development Institutions
9.	Educational Institutions
10.	Fisheries Departments of States
11.	State and Central Ministries
12.	Fisheries related environmental groups and NGOs
13.	Fisheries and allied industries
14.	Institutional finance and Insurance organizations
15.	Fisheries related conservation groups

Regional Stations / Centres

S. No.	Name of the Regional Stations/ Centres	Land line Number	Mobile Number	E-mail	Address
1.	Research Centre of CIFT	02876-231297	09408718796	ciftvrc_ad1@sancharnet.in ciftveraval@gmail.com	Matsya Bhavan, Bhidia Plot Veraval-362 269, Junagarh, Gujarat
2.	Research Centre of CIFT	022-27826017	09004058633	ciftmum@bom.nic.in ciftmum@gmail.com	CIDCO Administrative Building (Ground floor) Sector-1, Vashi, Navi Mumbai – 400 703 Maharashtra
3.	Research Centre of CIFT	0891-2567856	09490798267	cift@tpvis.ap.nic.in ciftvizag@gmail.com	Ocean View Layout, Pandurangapuram, Andhra University P.O., Visakhapatnam-530 003, Andhra Pradesh

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely submission of documents / requirements by clients
2.	Timely follow up action by the recipients
3.	Samples in required quantities
4.	Adoption / application of advisories / services by the clients
5.	Implementation of consultancy / technical recommendations by the clients
6.	Timeline in which service is required