



## **ICAR - National Bureau of Agricultural Insect Resources Bengaluru**



### **Citizen's/Client's Charter (2015-2016)**

#### **Vision**

**Harnessing the biodiversity of beneficial insects, insect derived organisms and other bioagents for sustainable agriculture.**

#### **Mission**

**To act as a nodal agency for collection, characterization, documentation, conservation, exchange and utilization of agriculturally important insect resources \* (including mites and spiders) and bioagents for sustainable agriculture.**

### Main Services/Transactions

S.No	Service(s)/Transaction(s)	Weight	Responsible person along with designation	Email	Mobile & Land line phone	Process	Document (s) Required	Fees		
								Category	Mode	Amount
	Identification of processed insect samples, aphids and coccids	50	Dr. N. Bakthavatsalam Director NBAIR	director.nbair@gmail.com  Bakthavatsalam.N@icar.gov.in,	080-23414220  080-23412983  0988652741	Morphological and molecular identification as per SOP	Indent for identification	*	--	As per ICAR norms
1.	Supply of insects/ insect derived resources	50	-----do--	-----do--	-----do--	Mass production of insects/ insect derived organisms	Indent for supply, Baseline data of the organism	*	By DD	As per ICAR norms

\*As per norms/guidelines/rules

### Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success indicators	Service Standards	Unit	Weight	Data Source
1	Identification of processed insect samples aphids and coccids	50	Insect specimens identified	45	Working days	50	KVKs, SAUs, private entrepreneurs and farmers
2	Supply of insects/ insect derived resources	50	Insect specimens / derived resources supplied	10 (for insect cultures) 20 (for pathogens)	Working days	50	SAUs, KVKs, private entrepreneurs and farmers

## Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. N. Bakthavatsalam, Director	080-23414220 080-23412983 Ext. 321	09886522741	<a href="mailto:director.nbair@gmail.com">director.nbair@gmail.com</a>
2	Mr. Malay Bisht, Administrative officer	080-2351 1983 080-23511982 Ext. 328	09650148240	hoa.nbair@icar.gov.in

S.No.	Name of the RSC	Date of uploading of approved CCC 2015-16 on the institute website (bilingual/trilingual)	Date of display of approved CCC 2015-16 at the reception and prominent locations
1	ICAR – National Bureau of Agricultural Insect Resources	25-08-2015	