



Citizen's / Client's Charter
for

ICAR- Central Institute for Research on
Cotton Technology
(2015-2016)

Address:	PB No. 16640, Adenwala Road, Matunga, Mumbai-400 019, Maharashtra
Website ID:	http://www.circot.res.in
Date of Issue:	July, 2015
Next Review:	July, 2016

Vision and Mission

Vision

Global Excellence in Cotton Technology

Mission

To provide scientific and managerial interventions to post-harvest processing and value addition to cotton and other natural fibres and utilization of their by-products to maximize economic, environmental and societal benefits.

Main Services / Transactions

S.No.	Services / Transaction (s)	Weight	Responsible person along with designation	Email	Mobile and Landline phone	Process	Documents Required	Fees		
								Category	Mode	Amount
1	Commercial Testing: Fibre, yarn, fabric, garment, spinnability, non-lint content, linter, seed, paper, chemical and biochemical tests of textile material, ECO test, SEM and XRD test etc.	40	Mr. K. Narayanan Senior Technical Officer (T6), In-charge, Test House, CIRCOT, Mumbai	cottontest@rediffmail.com circotest@gmail.com	09845978186 022-24127273/76, 24184274/75 Ext-456/457	Submission of test requirement and samples with a letter addressed to Director, CIRCOT	Detailed list of samples	Govt. and Non Govt. institutions/ Other parties	DD in favour of Director, CIRCOT	As per Schedule of Fees for Test (2013) For details please visit website www.circot.res.in
2	Imparting training to stakeholders	30	Er. A. K. Bharimalla Sr. Scientist, TTD, CIRCOT, Mumbai	ashokbhari72@gmail.com	09702878249 022-24127273/76, 24184274/75 Ext-467/121	Submission of letter indicating the type of training required, addressed to Director, CIRCOT	Application and list of trainees	Govt. and Non Govt. institutions/ Other parties	DD in favour of Director, CIRCOT	As per Schedule of Fees for Test (2013) Please visit website www.circot.res.in 1. HVI & AFIS Training (5 days)- Rs. 11030/- 2. HVI Training (2 days) Rs. 8273/- 3. Cotton Graders and Purchasers Training (5 days) Rs. 5618/-
			Dr. S.K Shukla Senior Scientist & Officer In-charge, GTC, Nagpur	gtc_ngp@rediffmail.com Skshukla2000@gmail.com	09158507741 0712 2500592 0712 2500289	Submission of letter indicating the type of training required, addressed to Officer In-Charge, Nagpur	Application and list of trainees	Govt. and Non Govt. institutions/ Other parties	DD in favour of Director, CIRCOT	1.Cotton Graders/Purchasers/ Gin fitters/supervisors/ mangers training (5 days) Rs. 5618/- 2.Farmers training on cotton quality and cotton by product utilization (5 days) Rs. 2247/-
3	Supply of Calibration Cotton	20	Dr. N. Shanmugam, Senior Scientist & Head, QEID, CIRCOT, Mumbai	dr.shanmugam@gmail.com	09930353539 022-24127273/76, 24184274/75 Ext- 447	Submission of requirement letter addressed to Director, CIRCOT	Details of Quality and Quantity of Calibration Cotton needed	Govt. and Non Govt. institutions/ Other parties	DD in favour of Director, CIRCOT	Rs. 750/-per sample of 200gm. Rebate allowed for purchase of multiple samples. For details please visit website www.circot.res.in

4	Consultancy and technology transfer	10	Er. A. K. Bharimalla Sr. Scientist, TTD, CIRCOT, Mumbai	ashokbhari72@gmail.com	09702878249 022-24127273/76, 24184274/75 Ext-467/121	Expression of Interest or Signing of MOU	Submission of an application for requirement for technology/ consultancy with technical details	Govt. and Non Govt. institutions/ Other parties	DD in favour of Director, CIRCOT	As decided by ITMU and Director on case to case basis
---	-------------------------------------	----	---	--	---	---	---	---	---	--

Service Standards

S. No.	Services / Transactions	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1	Commercial Testing: Fibre, yarn, fabric, garment, spinnability, non-lint content, linter, seed, paper, chemical and biochemical tests of textile material, ECO test, SEM and XRD test etc.	40	Time taken for testing and issuing test report after receipt of samples	15	Working days	40	Test house and respective section/division
2	Imparting training to stakeholders	30	Time taken for confirmation for participation in training program after receipt of application.	7	Working days	30	TTD, Mumbai and GTC, Nagpur
3	Supply of Calibration Cotton	20	Time taken for supply of calibration cotton after receipt of requisition	7	Working days	20	QEID, Mumbai
4	Consultancy and technology transfer	10	Time taken after the receipt of the requisition	90	Working days	10	TTD and ITMU Mumbai

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Mr. Sunil Kumar, AO	022-24127627 Ext-138	sunil.kumar@icar.gov.in sunkr2@rediffmail.com	09869761611 07208055691

List of Stakeholders/Clients

S. No.	Stakeholder/Clients
1.	Cotton lint traders
2	Textile mills & Textile processors
3.	Ginning industry
4.	Cotton seed traders & processors
5.	Paper manufacturers & traders
6.	Cotton breeders & scientists from universities and institutes
7.	Cotton seed companies
8.	Garment manufacturers and traders
9.	Textile students
10.	Independent textile/ginning/ byproduct consultants
11.	Machinery manufacturers related to cotton processing
12.	Government Departments like CCI, MSRDC, Zilla Parishad, Police, Excise, CBI, State Agricultural department and Universities
13.	Licensees of CIRCOT Technologies
14	NABARD
15	Bureau of Indian Standards (BIS)

Regional Stations/Centers

S. No.	Name of Regional Stations/Centres	Landline Number	Email	Mobile Number	Address
1	Ginning Training Centre	0712- 2500592	skshukla2000@gmail.com gtc_ngp@rediffmail.com	09158507741	Amravati Road, PO-Wadi, Nagpur- 440 023 (M.S.)
2	Quality Evaluation Unit	0422- 2438506	venkata.s@icar.gov.in svenkatakrishnan1@rediffmail.com circotcbe@gmail.com	09047070302	CICR Campus, Maruthamalai Main Road, Coimbatore-641 003 (TN)
3.	Quality Evaluation Unit	0863- 2524013	mukundan.s@icar.gov.in s_mukundan@hotmail.com circotguntur@gmail.com	09347526187	Agricultural Research Station, Lam Farm, Guntur -522034 (A.P.)
4.	Quality Evaluation Unit	0261- 2668845	gg.mistry@icar.gov.in gmistryg_1@yahoo.co.in circot_1@yahoo.co.in	09426746094	Athwa, Farm, Surat-395 007 (Gujarat)
5.	Quality Evaluation Unit	01666- 231594	hamid.hasan@icar.gov.in hasanhamid@hotmail.com circots@yahoo.co.in	09416623041	CICR Campus , Kapas Farm Sirsa-125 055 (Haryana)
6.	Quality Evaluation Unit	0836-2446336	vg.udikeri@icar.gov.in circotdwr@gmail.com circotdr@bsnl.in	08123802839	Agricultural Research Station, Dharwad Farm (BPO), Dharwad-580 007 (Karnataka)

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	Submission of documents/requirements by clients for testing of samples
2	Timely supply of samples with detailed list
3	Timely submission of test fee
4	Submission of requisition for training
5	Timely submission of payment of training fee
6	Confirmation of participation in training program
7	Submission of request for supply of calibration cotton
8	Timely submission of payment towards purchase of calibration cotton
9	Submission of expression of interest for technology/consultancy
10	Submission of technical details of the required consultancy
11	Timely submission of expression of interest
12	Supply of necessary documents for signing of MoU
13	The phone number, e-mail and postal address are to be provided by the service recipients
14	Timely follow-up actions by the service recipients
15	Implementation of consultancy by the clients
16	Providing feedback on the adopted technologies by the users / service seekers