

1.4.4 Time-limit for Achieving the Targets

The Agricultural Technology Information Centre (ATIC) of ICAR-CMFRI is committed to **timely delivery of services and efficient achievement of operational targets** to ensure maximum benefit to farmers, fisherfolk, entrepreneurs, and other stakeholders. The timeframes for achieving various targets are aligned with institutional priorities and the expectations of the beneficiaries.

Indicative Time-limits for Key Services and Targets:

- **Farmer Query Resolution:** Clarification of general queries received via phone, email, or direct visits is typically addressed **immediately or within 1-3 working days**.
- **Laboratory Services (Water, Feed, Soil Analysis etc.):** Sample testing and result reporting are usually completed **within 3-7 working days**, depending on the nature of the test and the sample load.
- **Conduct of Training Programmes and Public Events:** Training sessions, farmer-practical programmes, exhibitions, and RAWE-related activities are organized mostly as per **pre-scheduled annual plans** and specific institutional commitments, typically with **preparation and approval time of 5-10 working days**.
- **Sales and Product Availability:** ATIC strives to ensure the **continuous availability of products** at the Sales Counter. Requests for new product inclusion or replenishment are processed **within 10-15 working days**.
- **Public Outreach Targets:** Participation in major exhibitions, farm fairs, and community programmes is scheduled based on the **annual action plan** approved by the ATIC Management Committee.
- **Processing of Requests for STI Hub Facilities:** Access to Entrepreneurial Consultancy Services, Technology Park facilities, and Digital Training Hall is facilitated **within 10-15 working days** from the receipt of the request, subject to project guidelines.
- **Feedback Review and Action:** Feedback collected from farmers, visitors, and stakeholders is reviewed periodically and necessary actions for service improvement are taken within the stipulated internal review periods.

These timelines reflect ATIC's commitment to **responsive service delivery, quality assurance, and timely achievement of operational milestones** in alignment with the institutional mandates of ICAR-CMFRI.