



Citizen's /Client's Charter

for

ICAR-Central Marine Fisheries Research Institute (2015-2016)

Address: P.B. No.1603, Ernakulam North P.O.,
Kochi-682 018, Kerala

Website ID : <http://www.cmfri.org.in>

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Vision and Mission

Vision

Sustainable marine fisheries through management interventions and enhanced coastal fish production through mariculture for improved coastal livelihood.

Mission

To develop information based management system for changing over from open access to regulated regime in marine fisheries, augment coastal fish production through mariculture and sea ranching and restore critical marine habitats.

Main Services/ Transactions

S. No.	Service(s)/ Transaction(s)	Weight	Responsible person along with designation	Email	Mobile & Landline phone	Process	Documents Required	Fees		
								Category	Mode	Amount
1	Analytical services including species identification	15	Dr.N.Aswathy, Manager ATIC**	aswathy.icar@gmail.com	09496449609 0484-2394867 Ext.408	Receive request from client Assessment/ evaluation of requirements, working out of cost and informing client in 7 working days Supply of results in 10-20 working days after the receipt of samples depending on number of parameters per sample to be analyzed	Written request Written work order with approval of costing	On request	Cash/ DD*	As fixed by the Price Fixation Committee
2	Fisheries advisory service	25	Dr.K.Sunil Mohamed, Chairman, Marine Policy Cell**	ksmohamed@gmail.com	09447056559 0484-2394794	Receive request/ personal contact Processing of request by the concerned specialist in 7 to10 working days Supply of advisory in 7 to 10 working days depending on the nature of advisory	Personal request/ written request Advisory in writing/ reply mail/ reply phone call as applicable	On request	* *	* *
3	Research and Academic Advisory Services	15	Dr.Boby Ignatius Scientist-in-Charge, HRD	bobycmfri@gmail.com	09446739731 0484-2394867 Ext.367	Receive written/ e-mail request of client; Personal/ telephonic contact	Written/ e-mail/ personal contact/ telephone call	On request	@	@

			Cell#			Processing of request by the concerned person in 2 working days	as applicable			
						Reply to request in 3 to 4 working days depending on the nature of request	Written reply / e-mail/ in person telephone call as applicable			
4	Training/ demonstrations	20	Dr.Boby Ignatius Scientist-in-Charge, HRD Cell#	bobycmfri@gmail.com	09446739731 0484-2394867 Ext.367	Receive request /proposal for training/ demonstration from client	Application / Proposal	On request	Cash/ DD*	Farmers free. Others depending on the number of trainees and nature of training requested
						Evaluation of proposal and costing of training within 15 working days of receipt of proposal				
						Communication to client about training schedule within 30 days	Consent letter			
						Preparation of final study proposal with costing and time schedule within 30 days of completion of preliminary visit	Approval of final proposal and signing of MoU (if needed) and release of fund			
						Initiation of study as per MoU or work plan and submission of report as per time schedule decided as per MoU/ work plan				
5	Consultancy/ contract research proposals and feasibility studies	10	Dr.(Smt.) V.Kripa, Chairperson, Consultancy	vasantkripa@gmail.com	09495317931 0484-2394818	Receive request from client	Written request from the client	On request	Cash/ DD*	Dependi ng on the extent of the work
						Assessment of request				

			Processing Cell			in 10 working days				
						Communication of consent, preliminary proposal and cost of reconnaissance visit/ survey in 20 working days	Written approval of the costing and initial proposal by client			
						Receive written approval of cost and initial proposal				
						Visit to site/spot for initial survey, if needed, within 30 days of receipt of approval				
						Preparation of final study proposal with costing and time schedule of project within 30 days of completion of preliminary visit	Approval of final proposal and signing of MoU (if needed) and release of fund			
						Initiation of study as per MoU or work plan and submission of report as per time schedule decided as per MoU/work plan				
6	Library and information services	15	Smt.P.Geetha, ** Officer-in-Charge, Library and Documentation Services	geethapcmfri@yahoo.com	09349194873 0484-2394867 Ext.218	Receive request for materials (bulletins/ books/ leaflets/ pamphlets/ study materials/ other publications)	Written request from the client	On request	Cash/ DD*	Depending on the request. Visiting fee for outsider's consultati

						Processing of request in 3 working days and dispatch of materials for gratis publications				on Rs.30 per calendar month. Xeroxing charges for reprints @Rs.2 per page
						Supply of cost information for priced publications in 2 working days	Supply order from client			
						Supply/ dispatch of publications within 7 working days				

Note: 1. * DD in favour of ICAR Unit-CMFRI, Kochi

2. ** Dr. N. Aswathy nominated as ATIC, Manager since November 2014

** Marine Policy Cell was constituted, which will address the Fishery Advisory Services. The Chairman is Dr. K. Sunil Mohamed, Head, MFD with effect from November 2014

** Mr. Edwin Joseph retired on 31.08.2014 and since then Mrs. P. Geetha is nominated as Officer-in-Charge, Library and Documentation Unit

Dr.C.S.Purushothaman, retired on 31.05.2015 and since 1.6.2015 Dr.Boby Ignatius is nominated as Scientist-in-Charge, HRD Cell

@ As per norms/guidelines/ rules

Service Standards

S. No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1	Analytical services including species identification	15	Time for processing and analysis and supply of data	6	Weeks	15	Institute
2	Fisheries Advisory Service	25	Time of release of advisory	4	Weeks	25	Institutes internal data source
3	Research and Academic Advisory Service	15	Time of release of advisory	7	Working days	15	Institutes internal data source
4	Training/ Demonstrations	20	Time for processing and communication	30	Working days	20	Institute Source
5	Consultancy/ contract research proposals and feasibility studies	10	Time taken for processing and formulation of project	12	Weeks	10	Data generated by project
6	Library and information services	15	Time for processing and supply of publications	2	Weeks	15	Institute Data Source

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	E-mail
1	Dr. A. Gopalakrishnan, Director	0484-2394798	09847115515	director@cmfri.org.in agopalkochi@gmail.com

List of Stakeholders/Clients

S. No.	Stakeholders/ Clients
1	Fishermen
2	Fish farmers
3	Fisheries Co-operative Societies
4	State Fisheries Departments
5	R & D Institutions
6	Students
7	NGO's working in fisheries
8	Other Government Departments that deal with DARE, DAHD & F
9	National Fisheries Development Board
10	State Agriculture/ Irrigation/ Forest/ Revenue/ Water Transport Departments
11	Ministries (MoEF, MoA, MoES, MoC)
12	Institutional Finance and Insurance organizations

Regional Stations/Centres

S. No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1	CMFRI Regional Centre, Mandapam	04573- 241973 04573 - 241443	09787751632*	mandapam@cmfri.org.in scientistincharge.incharge@gmail.com	Marine Fisheries P.O., Mandapam Camp, Ramanathapuram Dist. - 623 520, Tamil Nadu
2	CMFRI Regional Centre, Visakhapatnam	0891-2543797 0891-2543793	09494572980*	vizag@cmfri.org.in cmfrivsp@gmail.com Visakhapatnam@cmfri.org.in	Ocean View Layout, Pandurapuram, Andhra University, P.O., Visakhapatnam-530 003, Andhra Pradesh
3	CMFRI Regional Centre, Veraval	02876- 231865 02876-232649	09586556910*	veraval@cmfri.org.in cmfrivri@yahoo.co.in	Matsya Bhavan, Bhidia Plot, P.B.No.17, Veraval -362 269, Gujarat
4	CMFRI Research Centre, Mumbai	022- 26392975 022-26320824	09869326746*	mumbai@cmfri.org.in scientistincharge.incharge@gmail.com	2nd Floor, CIFE Old campus Fisheries University Road, Seven Bunglows, Versova, Mumbai - 400 061, Maharashtra
5	CMFRI Research Centre, Karwar	08382-221371 08382-222639	09449817334*	karwar@cmfri.org.in ddokwr@gmail.com	Post Box No.5, Karwar, Uttar Kannada Dist.- 581 301, Karnataka
6	CMFRI Research Centre, Mangalore	0824-2424152 0824-2411807	09916129255*	mangalore@cmfri.org.in cmfrimng@gmail.com	P.B. No.244, Hoige Bazar, Technology Wing of Fisheries College, Mangalore-575 001, Karnataka
7	CMFRI Research Centre, Calicut	0495 -2382033 0495- 2382011	09447137278*	calicut@cmfri.org.in cmfricalicut@gmail.com	West Hill PO, Calicut- 673 005, Kerala
8	CMFRI Research Centre, Vizhinjam	0471- 2480224 0471- 2480324	0 9447048219*	vizhinjam@cmfri.org.in vrcofcmfrivzm@gmail.com trivandrum@cmfri.org.in	Post Bag No. 9, Vizhinjam P.O., Thiruvananthapuram -695 521, Kerala
9	CMFRI Research Centre,	0461- 2320274	09488676193*	tuticorin@cmfri.org.in	South Beach Road , Near Roche

	Tuticorin	0461- 2322374		trc.cmfri@gmail.com	Park, Tuticorin – 628 001, Tamil Nadu
10	CMFRI Research Centre, Chennai	044- 24617317 044 -24617264 044-24617310	09446473096*	chennai@cmfri.org.in cmfrichennai@gmail.com	75, Santhome High Road, CIBA Campus, Raja Anamalaipuram, Chennai- 600 028, Tamil Nadu

Note: * These mobile numbers belong to the present Scientists-in-Charge of the respective regional/research centres

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	Application of research advisory series by clients
4	Adoption of advisory services by clients
5	Implementation of consultancy and contract research recommendations by the clients
6	Adoption and implementation of technologies/ strategies/ guidelines by departments, fishers, co-operative societies