



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

Address: Panch Marg, Off Yari Road, Versova, Andheri
(West), Mumbai – 400 061, Maharashtra

Website ID: <http://www.cife.edu.in>

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Vision and Mission

Vision

To be a world class organization providing leadership in fisheries education and research

Mission

To achieve academic and research excellence by creating state-of-the-art infrastructure and globally competitive faculty

Main Services / Transactions

S. No	Service(s) / Transaction(s)	Weight	Responsible person along with designation	Email	Mobile & Landline phone	Process	Document(s) required	Fees		
								Category	Mode	Amount
1	Academic programmes	50	Dr. N P. Sahu, Dean (Academics)	npsahu@cife.edu.in	09869120627 022-26361446/230	Admission Teaching Research guidance Examination Declaration of results	Application form Academic guidelines	MFSc & Ph.D	Draft / Cash	Rs. 18,700/-
2	Training and extension services	20	Dr. S.N. Ojha, Principal Scientist	snojha@cife.edu.in	09004305213 022-26345491	Selection, training and evaluation	Application form	SDP	Cash	Rs. 3000/-
								EDP	Draft / Cash	No fee (Fully sponsored by NFDB)
								PG Diploma	Draft/ Cash	Rs. 66,000/-
3	Soil and water analysis	10	Dr. Chandra Prakash, Senior Scientist	cprakash_cife@yahoo.com	09969524297 022-26361446/405	Samples, analysis, results	Requisition	Soil & Water Samples	Cash / Draft Rs. 100 – 1500/- per sample	
4	Sale of seed of finfish, shellfish and ornamental fish	10	Dr. N. Saharan Head, Aquaculture	nsaharan@cife.edu.in	09820475034 022-26361446/474	Receipt of indents and production and sale of fish/seeds	Requisition	Fish (Fry – Fingerling)	Cash	Rs. 70– 500/ thousand (depending on size)
								Prawn (PL Juveniles)	Cash	Rs.0.50/piece to Rs 2 / piece

								Ornament al Fish	Cash	Rs. 5 – Rs. 15 (depending on size and variety)
5	Conduct of training under CAFT	10	Dr. W. S. Lakra Director	wslakra@cife.edu.in lakraws@hotmail.com	09920906001 022-26363404 022-26374306	Inviting applications Selection of applicants Conduct of program	Proforma Guidelines	Faculty Training	–	Nil

Service Standards

S. No.	Service(s) / Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Sources
1	Academic programmes	50	Students passed	One	Year	50	CIFE
2	Training and extension services	20	Participants	One	Year	20	CIFE
3	Soil and water analysis	10	Samples analysed	One	Year	10	CIFE
4	Sale of seed of finfish, shellfish and ornamental fish	10	Seed produced	August to October	Month	10	CIFE
5	Conduct of training under CAFT	10	Training programs conducted	21	Days	10	CIFE

Grievance Redressal Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. K. K. Jain, Principal Scientist	022-26361446/7/8	09892703294	kkjain@cife.edu.in
2	Mr. M. Khubdikar, Senior Administrative Officer	022-26345944	09637458805	ksnmahesh@cife.edu.in
3	Mr. S.S. Kamat, Technical Officer	022-26361446/7/8	09323783998	sskamat@cife.edu.in

List of Stakeholders/Clients

S. No.	Stakeholders / Clients
1.	Students
2.	Fishers and Fish-farmers
3.	Entrepreneurs
4.	State fisheries departments
5.	NGOs
6.	Industry
7.	Other Govt. departments that deal with CIFE
8.	R & D institutions
9.	Institutional Finance & Insurance Organizations
10	State Agricultural Universities / CAU's

Regional Stations / Centers

S. No.	Name of Regional Stations / Centres	Landline Number	Mobile Number	Email	Address
1	CIFE Centre	0884-2376746 0884-2379146	09959353212	kakinadacentre@cife.edu.in sureshbabu@cife.edu.in	Beach Road Near Old Burma Shell, Kakinada – 533 007, Andhra Pradesh
2	CIFE Centre	033-23573893/ 033-23575269/ 033-23577265	09836849332	kolkatacentre@cife.edu.in bkmahapatra2007@yahoo.co.in bkmahapatra@cife.edu.in	32, G. N. Block Sector – 1V, Salt Lake City, Kolkata- 700 091, West Bengal
3	CIFE Centre	01258-253595/ 01258-253506	09324725229	rohtakcentre@cife.edu.in harikrishna@yahoo.co.in harikrishna@cife.edu.in	Lahli, Via Anwal Rohtak-124 411, Haryana
4	CIFE Centre	07574-227280	09827383131	powarkhedacentre@cife.edu.in somdutt@cife.edu.in somdutt1954@yahoo.com	Powarkheda, Distt. Hoshangabad- 461 110, Madhya Pradesh

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Regularity and punctuality in attending classes by students
2.	Timely submission of synopsis, assignments and dissertations/ theses
3.	Co-operation and feedback in training and extension programs from stakeholders
4.	Timely submission of samples for analysis
5.	Industry response and participation in technology development and refinement
6.	Adoption of technologies by the fishermen and fish-farmers
7.	Timely submission of indents for fish and fish seed
8.	Adequate response and active participation in HRD programs of the Institute

