



CITIZEN CHARTER

Indian Council of Forestry Research and Education

(An Autonomous Body of Ministry of Environment
and Forests, Govt. of India)

P.O. New Forest
Dehradun

Website: www.icfre.gov.in

August 2011



सत्यमेव जयते

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महानिदेशक, भा.वा.अ.शि.प.
एवं कुलाधिपति, व.अ.सं. विश्वविद्यालय
Dr. V. K. Bahuguna, IFS
Director General, ICFRE
and Chancellor, FRI University



पर्यावरण एवं वन मंत्रालय, भारत सरकार
भारतीय वाजिकी अनुसंधान एवं शिक्षा परिषद्
(आईएसओ 9001:2000 प्रमाणित संस्था)
पो.ओ. न्यू फॉरेस्ट, देहरादून - 248006 (उत्तराखण्ड)
Ministry of Environment and Forests,
Government of India
Indian Council of Forestry Research and Education
(An ISO 9001:2000 Certified Organisation)
P.O. New Forest, Dehra Dun - 248 006 (Uttarakhand)

Foreword

It gives me great pleasure to present Citizen Charter to all our stakeholders. Preparation of this Charter is a sincere endeavour by us towards fulfilling our commitment of providing an efficient, useful and responsive forestry research input. The success of this Charter will depend greatly on the proactive response that it receives from the stakeholders for deriving the assured level of success.

We need and look forward to your co-operation for success of our efforts.


(Dr. V. K. Bahuguna)
Director General,
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1. INTRODUCTION

Indian Council of Forestry Research and Education (ICFRE), an apex body in the national forestry research system, has been undertaking the holistic development of forestry research through need based planning, promoting, conducting and coordinating research, education and extension covering all aspects of forestry. The Council deals with the solution based forestry research in tune with the emerging issues in the sector, including global concerns such as climate change, conservation of biological diversity, combating desertification and sustainable management and development of resources. Topical research by the Council enhances public confidence in the ability of forest managers and researchers to successfully handle challenges related to natural resource management. The ICFRE is an ISO 9001:2000 certified organization.

2. VISION

To generate, preserve, disseminate and advance knowledge, technologies and solutions for addressing the issues related to forests and promote linkages arising out of interactions between people, forests and environment on a sustained basis through research, education and extension.

3. MISSION

1. Updating, developing and providing knowledge, skill, technology and experiences to support development in forestry sector in accordance with priorities of National Forestry Research Plan (NFRP) and National Forest Policy for sustainable forest development.
2. ICFRE as model organization to undertake, coordinate, promote and aid forestry research, extension and education.
3. Developing packages of technology and practices according to the needs of different stakeholders so as to contribute towards sustainability and promote these technologies through aggressive marketing.
4. Focusing research efforts on priorities as identified in NFRP and attaining global leadership in few emerging strategic areas.
5. Optimizing the use of research resources e.g. financial, human and infrastructure through establishing and nurturing symbiotic networking with ICFRE providing a core of such network at national and regional level.

4. OBJECTIVES

1. To undertake, aid, promote and co-ordinate forestry research, education and its application.
2. To extend the research findings from lab to land
3. To develop & maintain a National Forest Library & Information Centre.
4. To provide consultancy services in the field of forestry research, education and training, and in allied sciences.

5. FUNCTION

1. To undertake, aid, promote and coordinate forestry education, research and applications thereof.
2. To develop and maintain a National Library and Information Centre for forestry and allied sciences
3. To act as a clearing-house for research and general information related to forests and wildlife
4. To develop forestry extension programmes and propagate the same through mass media, audiovisual aids and extension machinery
5. To provide consultancy services in the field of forestry research, education and allied sciences
6. To undertake other jobs considered necessary to attain these objective

6. SERVICES

- Planting stock improvement programme of different species.
- Conservation of natural forests and bio-diversity and eco-restoration of ecologically fragile and disturbed areas.
- Development and extension of Social forestry/Agro-forestry models.
- Utilization of non-conventional woods and weeds for manufacture of forest products.
- Developing the technology for reclamation of wastelands.
- Geological, geomorphological and micro-morphological studies on skeletal and sodic soils.
- Development of technology for eco-friendly preservatives
- Technology development and research on forest based livelihood.

7. SERVICE STANDARDS

Sl. No.	Services	Responsible person	Process
1.	<p>Directorate of Administration</p> <p>Management of Information Technology (IT) & e-Governance in Indian Council of Forestry Research and Education (ICFRE).</p> <p>Operation of Pension cell, Procurement cell, Estate management, Budget management and Drawing and Disbursement Office</p>	<p style="text-align: center;">Shri M.S. Garbyal, IFS Deputy Director General (Administration)</p> <p>E mail: garbyalms@icfre.org; ddg_admin@icfre.org</p> <p style="text-align: center;">Phone No: 0135-2758295</p>	<ul style="list-style-type: none"> • Provide IT services through the framework of help desk to the ICFRE (Hq) & Institutes telephonically and email. • e-Governance services through Intra Net portal for Research Information System (RIS), Employee Self Service portal (ESS), Financial Accounting System(FAS) etc. • Provide feedback system through freely accessible ICFRE Website. • Receive proposals for providing pensionary benefits, their processing and final disbursement. • Procurement of stores, IT consumables, Annual Maintenance contracts etc. • Receipt of budget requirement from ICFRE Institutes. • Allocation of budget for undertaking forestry research, education and extension activities of the Council. • Receive bills of employees for various claims and process them for payment
2.	<p>Directorate of Research</p> <p>Coordinating stakeholders and Research Advisory Group (RAG) meetings of the Institutes and Coordinating & conducting Research Policy Committee (RPC) meeting</p> <p>Research Planning, processing and formulation of new research projects including the review/monitoring of the ongoing research projects in commensurate with rolling research plans of all the institutes of ICFRE</p>	<p style="text-align: center;">Dr. S.S. Negi, IFS Deputy Director General (Research)</p> <p>E mail: negiss@icfre.org; ddg_res@icfre.org</p> <p style="text-align: center;">Phone No: 0135-2755277</p>	<ul style="list-style-type: none"> • Receive research proposals for inclusion in Research Advisory Group (RAG) meetings • Preparation of calendar of RAG Meetings of the Institutes • Prioritization of research proposals in RAG meetings. • Approval of research projects in Research Policy Committee (RPC) Meeting. • Budget allocation of finally approved projects. • Follow up action for new Research Projects • Monitoring of research projects by the council & also by External Experts • Quinquennial review of research activities. • Review of ongoing projects in the RPC meeting under Five year research rolling Plan for change request, if any. • Review comments and modifications ongoing Research Projects are communicated to the Director of the institute for compliance. Modification or midterm corrections are taken to RAG and then to RPC. • Scrutiny of Project Completion Reports

Sl. No	Services	Responsible person	Process
3.	<p>Directorate of Education</p> <p>To provide financial support in the form of Grant-in-Aid to universities for strengthening the infrastructural facilities; enhancing teaching and research facilities to provide forestry education in the country.</p> <p>To accreditate the universities providing forestry education</p> <p>To conduct training for Scientific Cadre, Managerial Cadre & Technical Cadre under Human Resource Development plan (HRD).</p> <p>To review and analyze the existing forest policies, statutes and their framework.</p> <p>To look into the grievances of SC/ST/OBC employees</p>	<p>Shri Omkar Singh, IFS Deputy Director General (Education)</p> <p>Email:omkar@icfre.org; ddg_edu@icfre.org</p> <p>Phone No:0135-2758571</p>	<ul style="list-style-type: none"> • Inviting proposals for Grant-in- Aid to the Universities, scrutiny and sanction of grants through the process of accreditation committee meetings. • Obtaining utilization certificates for the grants released to the universities, scrutiny and acceptance of UCs. • Monitoring the utilization of grants released to the universities. • Process proposals of Domestic and International travel of the Scientists/officers for approval of competent authority/MoEF attending Training/ Seminar/ Workshop from Institutes/ICFRE. • Accreditation proposal in the standard format received from the Universities and peer review process of the universities. • Accreditation of forestry courses and issue of accreditation certificate on the recommendations of the accreditation Board of ICFRE and approval of Director General, as per Accreditation Guidelines. • Implement HRD plan, based on the budget allotted, by inviting nominations and finalizing training institutions for training the Scientific/Managerial/Technical cadre of the Council. • ICFRE hosts the Policy Research Committee of MoEF to provide policy research inputs based on the suggestions of the committee by conducting Policy Research study on the suggested topics and follow up. • Functional Grievance Redressal Cell for SC STs and OBCs in ICFRE headquarters.
4.	<p>Directorate of Extension</p> <p>Development and dissemination of forestry extension programmes</p> <p>Provide consultancy/technical services in the field of forestry, environment and allied sciences.</p> <p>Collection, validation and dissemination of statistics pertaining to the forestry sector of India.</p>	<p>Dr. Rabindra Kumar, IFS, Deputy Director General (Extension)</p> <p>Email:rabindra@icfre.org; ddg_extn@icfre.org</p> <p>Phone No: 0135-2750693</p>	<ul style="list-style-type: none"> • Development of extension strategy. • Receipt and compilation of information for preparing Timber /Bamboo Trade Bulletin/Forestry Statistics/Annual Report/Quarterly Newsletter. • Transfer of technologies through Van Vigyan Kendra and Demo villages.

Sl. No.	Services	Responsible person	Process
5.	<p>Director, (Projects & International Cooperation)</p> <p>Act as a facilitator between the ICFRE Institutes and potential national and international donor agencies for formulation of research projects in the identified thrust areas for funding.</p>	<p>Shri Sandeep Tripathi, IFS Director (Projects & International Cooperation)</p> <p>Email: sandeeptrip@icfre.org; dir_res@icfre.org</p> <p>Phone No: 0135-2756497</p>	<ul style="list-style-type: none"> • Receipt of research projects/All India Coordinated Projects (AICPs) proposals from ICFRE Institutes; its scrutiny, finalization and processing for necessary approval and external funding. • Signing of Memorandum of Understanding (MoUs)/ Agreements of collaborative projects and execution by ICFRE Institutes.
6.	<p>Chief Vigilance Officer</p> <p>Coordinating Vigilance activities in ICFRE and its Institutes.</p> <p>Increasing transparency, accountability and reducing discretion.</p>	<p>Shri Sandeep Tripathi, IFS Chief Vigilance Officer</p> <p>Email: sandeeptrip@icfre.org; dir_res@icfre.org</p> <p>Phone No: 0135-2756497</p>	<ul style="list-style-type: none"> • Identification of activities vulnerable to corruption and building up suitable preventive and vigilance mechanism. • Causing enquiry in major instances of loss caused to the exchequer by officials by their acts of omission or commission and erring officers to sternly deal within a
7.	<p>Secretary, ICFRE</p> <p>General administration and personnel management of ICFRE.</p> <p>Representation of Society in all legal suits or proceedings</p>	<p>Dr. Sudhanshu Gupta, IFS Secretary, ICFRE</p> <p>Email: sudhanshu@icfre.org; sec@icfre.org</p> <p>Phone No: 0135-2758614</p>	<ul style="list-style-type: none"> • Establishment and personal matters of Employees. • Conduct of Board of Governors (BOG) and Society meetings. • Issue advertisements relating to vacant posts. • Receipt of proposals processing of information regarding personnel management of Scientists/Officers of ICFRE timeframe.

Sl. No.	Services	Responsible person	Process
8.	<p>Biodiversity & Climate Change Division</p> <p>Undertake scientific programme on forests, biodiversity and climate change and capacity building.</p>	<p>Dr. Renu Singh IFS Head, Biodiversity & climate change Division Email:renusingh@icfre.org; head_bcc@icfre.org Phone No: 0135-2750296</p>	<ul style="list-style-type: none"> • Develop synergies between ICFRE headquarters and its regional research institutes to enhance technical knowledge in the field of forests and climate change. • Proposals for organizing training/workshop on climate change, biodiversity and forest are received from the MoEF, ICFRE and other organizations • Training programme prepared as per requirement and organize the same for the scientists/ officers of the Council and other organizations.
9.	<p>Recruitment Board</p> <p>To carry out recruitment to the Group 'A' and 'B' Scientific and Administrative posts in ICFRE</p>	<p>Dr. Sanjay Srivastava, IFS Assistant Director General (Recruitment Board) Email: sanjay@icfre.org; adg_rb@icfre.org Phone No. 0135-2755399</p>	<ul style="list-style-type: none"> ▪ Receipt of applications from the candidates after issuance of advertisement for recruitment to various posts. ▪ Scrutinize the received applications and issue of call letters to eligible candidates. ▪ Conduct of written examination and interview. ▪ Declaration of final results.
10.	<p>Public Information Officer</p> <p>Supply of information under the Right To Information Act, 2005 to the citizens.</p>	<p><u>Public Information Officer</u> Shri Raman Nautiyal, Scientist E, Statistics Division, Phone (O) : 0135-2751270, E-mail : nautiyalr@icfre.org</p> <p><u>Appellate Authority</u> Shri S.D. Sharma, IFS Assistant Director General (Statistics) Phone (O) : 0135-2752229, E-mail : sdsharma@icfre.org, adg_stat@icfre.org</p>	<ul style="list-style-type: none"> ▪ Provide information on receipt of the request in a time bound period regarding matters related to Indian Council of Forestry Research and Education (ICFRE) Headquarter, Dehra Dun.

8. EMPLOYEE'S GRIEVANCES REDRESSAL CELL

(a) Forest Scientist Association

Shri Sudhir Kumar
President, Forest Scientist Association,
Scientist-F, Directorate of Extension, ICFRE
Phone No. 0135-2751859

(b) Technical Staff Association

Shri A.K. Gazwal
President, Technical Staff Association,
RA-I, Wood Preservation Discipline,
Forest Products Division, FRI
Phone No: 0135-2224429

(c) Ministerial Staff Association

Shri Sanjeev Khugshal
President, Ministerial Staff Association,
Head Clerk, Budget section, ICFRE
Phone No: 0135-2224874

(d) SC/ST/OBC Employees Welfare Association

Dr. Anup Chandra
President, SC/ST/OBC Employees Welfare Association,
Scientist-C, Botany Division, Forest Research Institute
Phone No: 0135-2224489

9. GRIEVANCES REDRESSAL MECHANISM

Grievance redressal cell has been constituted in Indian Council of Forestry Research and Education (ICFRE) (Hq) to redress the grievances of SC/ST/OBC employee working in ICFRE (Hqr). In order to redress their grievances, quarterly meeting is held at ICFRE (Hq). Sh Omkar Singh, Dy. Director General (Education), ICFRE (Tel: 0135-2758571) is the Chief Liaison Officer of ICFRE (Hqrs.). The other members of Grievances Redressal Cell are Shri Sudhir Kumar, Liaison Officer for Scheduled Caste, Shri B.D. Joshi, Liaison officer for Scheduled Tribe and Shri Senthil Kumar, Liaison officer for Other Backward Class.

10. There is also a mechanism to receive and attend to the grievances of the citizens. Such grievances can be addressed to the Secretary, ICFRE, Post Office, New Forest, Dehradun-248006

Tel No: 0135- 2758614
Fax: 0135- 2750298

A suggestion box has also been placed in the premises of ICFRE (Hq) for giving suggestions by the Citizen.

Tel No: 0135- 2758614
Fax: 0135- 2750298

11. ESCALATION OF GRIEVANCE: In case the common grievances are not attended to or the remedy offered is not satisfactory, the appeal can be addressed to the Director General, ICFRE, Post Office, New Forest, Dehradun- 248006

Tel No: 0135- 2759382
Fax: 0135- 2755353

12. LIST OF STAKEHOLDERS

Sl. No.	Stakeholders
1.	General public at large
2.	State Forest Departments
3.	NGOs, Industries, Villagers, Farmers, Students
4.	Universities and other Academic Institutions imparting forestry education
5.	All central Ministries/ Departments
6.	All Officers of All India Services
7.	All Central And State Government Employees

13. INSTITUTES UNDER ICFRE

Sl. No.	Research Institute	Address	Telephone No.	Email
1	Forest Research Institute (FRI) Dehradun	PO. New Forest, Dehradun (Uttarakhand)	0135-2755277	dir_fri@icfre.org
2	Arid Forest Research Institute (AFRI) Jodhpur	P.O. Krishi Upaz Mandi New Pali Road, Jodhpur – 342005 (Rajasthan)	0291-2722549	dir_afri@icfre.org,
3.	Tropical Forest Research Institute (TFRI), Jabalpur	P.O. R.F.R.C., Mandla Road, Jabalpur (MP) - 482 021	0761- 2840483	dir_tfri@yahoo.co.in
4.	Institute of Forest Genetics and Tree Breeding (IFGTB), Coimbatore	P.B. No. 1061, R.S. Puram P.O., Coimbatore-641002 (Tamil Nadu)	0422 - 2431942	dir_ifgtb@icfre.org
5.	Himalayan Forest Research Institute (HFRI), Shimla	Conifer Campus Panthaghati, Shimla - 171 009. (HP)	0177-2626778	dir_hfri@icfre.org
6.	Rain Forest Research Institute (RFRI), Jorhat,	P. Box No. 136, Deovan, Sotai, Jorhat- 785001 (Assam)	0376-2350273	director.rfri@gmail.com
7.	Institute of Forest Productivity (IFP), Ranchi	Aranyodya, Ranchi- Gumla, NH 23 P.O. Lalgutwa, Ranchi-835303, (Jharkhand)	0651-2948505	dir_ifp@icfre.org
8.	Institute of Wood Science & Technology (IWST), Bangalore	18th Cross, P.O. Malleswaram Bangaluru- 560 003 (Karnataka)	080 - 23341731	dir_iwst@icfre.org

14. RESEARCH CENTRES UNDER ICFRE

Sl. No	Research Centre	Address	Telephone No.	Email
1.	Center for Social Forestry & Eco-Rehabilitation, Allahabad	Head, Centre for Social Forestry and Eco-Rehabilitation, 311-Lajpat Rai Road Allahabad-211 001 (Uttar Pradesh)	0532-2440795	chandrav@icfre.org csferald@yahoo.com head_csfer@icfre.org accounts_csfer@icfre.org
2.	Forest Research Centre, Hyderabad	Head, Forest Research Centre Forest Campus Dulapally, Hakimpet P.O Hyderabad-500 014 (Andhra Pradesh)	040-23095921	mlrao@icfre.org head_frc@icfre.org accounts_frc@icfre.org
3.	Forestry Research & Human Resource Development Centre, Chhindwara	Head, Centre for Forestry Research & Human Resource Development, Poama, Post. Kendalikala, Poama Depot, Parasia Road, Chhindwara-480001, (Madhya Pradesh)	07162-254463	dir_cfrhrd@rediffmail.com head_cfrhrd@icfre.org accounts_cfrhrd@icfre.org
4.	Advanced Research Centre for Bamboo and Rattan, Aizwal, Mizoram	Incharge, Advanced Research Centre for Bamboo & Rattan, Kulikawn, P.O. No. 171, Aizawl-796001 (Mizoram)	0389-2301157	imtienla@icfre.org

List of officers of ICFRE (Hq) is given in **Annexure-I**

CONCLUSION

As part of the Performance Monitoring and Evaluation System (PMES) for Government Departments, ICFRE has formulated the Citizen Charter for the Council. Constant feedback/ suggestions from the recipients/ stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs.

Feedback/suggestions on the Charter can be sent to –

Dr. Sudhanshu Gupta, IFS
Secretary, ICFRE
P.O. New Forest, Dehradun – 248006
Tel. No.0135- 2758614
Email: sec@icfre.org

OFFICERS OF INDIAN COUNCIL OF FORESTRY RESEARCH & EDUCATION (HQ)

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<p>Directorate of Research</p> <p>Dr. S.S. Negi, IFS Deputy Director General (Research)</p> <p>Sh. Pankaj Aggrawal, IFS Assistant Director General (Research Planning)</p> <p>Dr. Sushma Mahajan Scientist- F</p> <p>Dr. S.S. Jain Scientist- E</p> <p>Dr. S.P.S. Rawat Scientist-F & Assistant Director General (Monitoring & Evaluation)</p> <p>Dr. B.M. Dimri Scientist- B</p> <p>Dr. Davendra Kumar Scientist -C</p>	<p>negiss@icfre.org ddg_res@icfre.org</p> <p>pankaja@icfre.org</p> <p>mahajans@icfre.org</p> <p>jainss@icfre.org</p> <p>rawatps@icfre.org</p> <p>dimribm@icfre.org</p> <p>devendra@icfre.org</p>	<p>+91-135-2755277 +91-135-2224836</p> <p>+91-135-2753290 +91-135-2224807</p> <p>+91-135-2224883</p> <p>+91-135-2224858</p> <p>+91-135-2757485 +91-135-2224810</p> <p>+91-135-2224833</p> <p>+91-135-2224835</p>
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