

Date of Last Update: 10-10-2023

## **1.4 Norms for discharge of functions [Section 4(1)(b)(iv)]**

### **1.4.1 Nature of functions/ services offered**

#### **Research**

The Scientists of the Institute and its regional station are involved in research and development on arid and semi-arid fruits and vegetable and identified various varieties and technology.

#### **Extension activities**

The Institute extension has , dissemination the technologies/ varieties among farmers/ researchers/ students and other line department through visit/ demonstration/ training/ exhibition kisan melas are organized as per the requirement.

#### **Teaching**

ICAR-CIAH scientists are also acted as mentor of UG/ PG students of various SAUs.

### **1.4.2 Norms/ standards for functions/ service delivery**

For the service delivery, Academy follows as per ISO:9001-2005 and has been awarded quality certificate

### **1.4.3 Process by which these services can be accessed**

Details of the available in institute website as well as programme brochure sent to all other ICAR Institutes/SAUs through Email/Social Media etc.

For consultancy, the profile of ICAR-CIAH and individual faculty competencies are available in Website for prospective farmers/ stakeholders /researchers etc.

### **1.4.4 Time-limit for achieving the targets**

As per the time limit set for individual activity

### **1.4.5 Process of redress of grievances**

The contact us section in the website provides details of concerned officials for various issues. The concerned officials address the issue and resolve the grievances. A grievance committee is also available to either raise it with the Institute. In case, if they are not satisfied with the explanation, they can contact Head of Office or ICAR.

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