
Citizen's Charter /Client's Charter
for
Central Institute of Fisheries Technology
2011-2012



Central Institute of Fisheries Technology

(Indian Council of Agricultural Research)

CIFT Junction, Matsyapuri, P.O. Cochin-682 029, India

Phone : 91 (0)484-2666845; Fax : 91 (0)484-2668212

E-mail : cift@ciftmail.org; enk_ciftaris@sancharnet.in

URL : www.cift.res.in

November 2011

Vision

To facilitate sustainable harvesting and total utilization of fishery resources through innovations in harvest and post harvest technologies.

Mission

Ensure responsible harvesting of fishery resources through eco-friendly, energy efficient and economical means; ensure total utilization of the harvested fish through appropriate processing, value addition, packaging and waste utilization; ensure food safety and nutritional security to the consumer and minimise carbon and water footprint per unit volume; and to ensure equitable benefits to the stakeholders, across the value chain.

Main Services / Transactions

Sl. No.	Main Services	Weight, %	Responsible person	E-mail	Phone	Process	Fees
1	Technical guidance in fish harvest and post-harvest technologies	15	Officer-in-Charge, Agricultural Knowledge Management Unit (AKMU)	cift@ciftmail.org	0484-2666845 Extn: 388	Request by web-based 'Ask the Expert' query system, e-mail, letter and in person	No fees for general technical queries. Other items as per fees fixed by Prince fixation Committee
2	Consultancy in fish harvest and post-harvest technologies	15	Officer –in-Charge, Institute Technology Management Unit (ITMU)	cift@ciftmail.org	0484-2666845 Extn: 368	Request letter with details of consultancy required	Fees recommended by Institute Technology Management Unit (ITMU) and approved by the Director
3	Technology commercialization	15	Officer –in-Charge, Institute Technology Management Unit (ITMU)	cift@ciftmail.org	0484-2666845 Extn: 368	Request letter with details of technology requirements.	Fees recommended by Institute Technology Management Unit (ITMU) and approved by the Director
4	Training in harvest and post-harvest technologies and seafood quality assurance systems.	15	Head of Division (Extension, Information and Statistics)	cift@ciftmail.org	0484-2666845 Extn: 316	Request letter with details of training requirements.	As per the fees fixed by Price Fixation Committee
5.	Testing of craft, gear and packaging materials	15	Head of Division (Extension, Information and Statistics)	cift@ciftmail.org	0484-2666845 Extn: 316	Request letter with details of testing requirements and samples in required quantity.	As per the fees fixed by Price Fixation Committee

6.	Testing of water, seafood and seafood based products	15	Head of Division (Extension, Information and Statistics)	cift@ciftmail.org	0484-2666845 Extn: 316	Request letter with details of testing requirements and samples in required quantity.	As per the fees fixed by Price Fixation Committee
7.	Evaluation of compliance to quality standards in seafood establishments.	10	Head of Division (Quality Assurance and Management) or Director, CIFT	cift@ciftmail.org	0484-2666845 Extn: 368	Request letter with details of requirements.	Fees recommended by Institute Technology Management Unit (ITMU) and approved by the Director

Service Standards

Sl. No.	Main Services	Weight, %	Success Indicators	Service standards	Units	Weight	Data Source
1	Technical guidance in fish harvest and post-harvest technologies	15	Response time	Immediate to 2 weeks	Working days	15	Agricultural Knowledge Management Unit (AKMU)
2	Consultancy in fish harvest and post-harvest technologies	15	Duration for completion	1 to 12 months depending on the type of consultancy and area of implementation; except in cases of long-term consultancy.	Months	15	Institute Technology Management Unit (ITMU)
3	Technology commercialization	15	Duration for completion	1-6 months	Months	15	Institute Technology Management Unit (ITMU)
4	Training in harvest and post-harvest technologies and seafood quality assurance systems.	15	Timely completion of training programme	Pre-scheduled timelines	-	15	Extension, Information and Statistics (EIS) Division
5.	Testing of craft, gear and packaging materials	15	Duration for supply of results.	1-4 weeks*	Weeks	15	Extension, Information and Statistics (EIS) Division
6.	Testing of water, seafood and seafood based products	15	Duration for supply of results.	1-4 weeks*	Weeks	15	Extension, Information and Statistics (EIS) Division
7.	Evaluation of compliance to quality standards in seafood establishments.	10	Duration for completion	1-4 weeks	Weeks	10	Quality Assurance and Management (QAM) Division

* Except in case of unforeseen circumstances

Grievance Redressal Mechanism

Sl. No.	Services	Contact Person with Phone No.and E-mail address
1	Technical guidance in fish harvest and post-harvest technologies	Web-based 'Ask the Expert' Queries (URL: www.cift.res.in) Officer-in-Charge, Agricultural Knowledge Management Unit (AKMU) Phone: 0484-2666845 Extn: 388; E-mail : cift@ciftmail.org
2	Consultancy in fish harvest and post-harvest technologies	Officer-in-Charge, Institute Technology Management Unit (ITMU) Phone: 0484-2666845 Extn: 368; E-mail : cift@ciftmail.org
3	Technology commercialization	Officer-in-Charge, Institute Technology Management Unit (ITMU) Phone: 0484-2666845; E-mail : cift@ciftmail.org
4	Training in harvest and post-harvest technologies and seafood quality assurance systems.	Head of Division (Extension, Information and Statistics) Phone: 0484-2666845 Extn: 316; E-mail : cift@ciftmail.org
5.	Testing of craft, gear packaging materials	Head of Division (Extension, Information and Statistics) Phone: 0484-2666845 Extn: 316; E-mail : cift@ciftmail.org
6.	Testing of water, seafood and seafood based products	Head of Division (Extension, Information and Statistics) Phone: 0484-2666845 Extn: 316; E-mail : cift@ciftmail.org
7.	Evaluation of compliance to quality standards in seafood establishments.	Head of Division (Quality Assurance and Management) or Director, CIFT Phone: 0484-2666845 Extn : 368; E-mail : cift@ciftmail.org

Stakeholders/Clients

Stakeholders in fishing sector
Stakeholders in aquaculture sector
Stakeholders in fish pre-processing sector
Stakeholders in fish processing sector
Stakeholders in fish transportation sector
Stakeholders in fish marketing sector
Fish exporters
Fish consumers
Fisheries Departments of State and Union Governments
Fisheries related research organizations
Fisheries related environmental groups
Fisheries related NGOs
Fisheries related drug, nutraceutical and industrial groups
Fisheries related conservation groups

Indicative expectations from service recipients

(i) Clarity and basic information about the kind of services sought. (ii) Samples in required quantities; (iii) Timeline in which service is required.

Month and year of the next review of the Charter

November 2012