



Citizen's /Client's Charter

for

ICAR-Directorate of Mushroom Research

(2024-2025)

Address:	Chambaghat, Solan-173213 (H.P.)
Website ID:	dmrsolan.res.in
Date of Issue:	April, 2024
Next Review:	April, 2025

Vision and Mission

Vision

- To bring about mushroom revolution in the country and to promote eco-region specific integrated farming for economic and ecological sustainability.

Mission

- To popularize mushrooms in all parts of the country with long-term sustainability by way of integrated mushroom farming, recycling of agro-wastes through mushroom production and use of spent mushroom substrate as organic manure, animal feed and fuel
- To generate technologies for ameliorating poverty through self-employment and to ensure socio-economic as well as nutritional security

Main Services/Transactions

S No.	Service(s)/ Transaction(s)	Weight %	Responsible person with Designation	Email	Mobile & Land phone	Process	Document(s) required	Fee		
								Category	Mode	Amount (Rs.)
1.	Quality spawn production of different mushrooms	35	Dr. Manoj Nath, Scientist	Manoj.nath@icar.gov.in	07983563592 01792-230767	Identify suitable strains of different mushrooms, their multiplication & supply of spawn to the growers	Confirmed booking alongwith 50% advance	NA	Online transfer/ DD	Spawn @ Rs. 100/kg Master spawn @ Rs. 500/- bottle of 250g.
2.	Supply of cultures of edible mushrooms to private spawn producers/Government agencies	25	Dr. Shwet Kamal, Principal Scientist	Shewet.kamal@icar.gov.in	09857399248, 01792-230767	Collection, maintenance of cultures, supply to the stakeholders	Written request with required amount	NA	Online transfer/ DD	@ Rs. 2500/ one culture of two tubes for Govt. & private agency
3.	Training for Entrepreneurs, Farmers, KVK staff, NGOs and other Government agencies	20	Dr.Satish Kumar, Principal Scientist	satish.kumar@icar.gov.in	09418666220, 01792-230767	Preparing training calendar and course contents, loading calendar on website	Request from different stakeholders along with required fee	NA	Online transfer/ DD	Rs.15,000/ head for Entrepreneurs training & Rs.7500/ per head for Farmers' Training
4.	Awareness generation on mushroom cultivation & consumption	10	Dr.B.L. Attri, Principal Scientist	BL.Attri@icar.gov.in	9456553718, 01792-230767	Organize mushroom mela, exhibition, visit to mushroom cultivation facility & museum, etc.	Request from stakeholders in advance	NA	NA	NA
5.	Literature on mushroom cultivation & consumption	5	Smt.Reeta, Chief Technical Officer (Lib.)	reeta30@gmail.com	09418649097 01792-230767	Sale of literature on different aspects of mushroom cultivation	Request with requisite amount	NA	Online transfer/ DD	List & price is available on website: http://dmrsolan.res.in
6.	Consultancy/ Advisory Services	5	Dr.Satish Kumar, Principal Scientist	satish132@gmail.com	09418666220 01792-230767	Provide technical support, preparation of TEFR	Written request with requisite fee	NA	Online transfer/ DD	Available with PME Cell in ICAR-DMR and on website: http://dmrsolan.res.in

*Information can be furnished from <http://dmrsolan.res.in>

Service Standards

S. No.	Service(s)/Transaction(s)	Weight %	Success Indicator(s)	Service standards	Unit	Weight	Data Source
1.	Quality spawn production for different mushrooms	35	*Supply of master culture of requested mushroom	30	Days	25	ICAR-DMR
			**Supply of commercial spawn of requested mushrooms	45	Days	10	ICAR-DMR
2.	Supply of cultures of edible mushrooms to private spawn producers/Government agencies	25	Culture tubes of different mushroom strains supplied	10	Days	25	ICAR-DMR
3.	Training for Entrepreneurs, Farmers, KVK staff, NGOs and other Government agencies	20	Number of persons trained	200	Number	20	ICAR-DMR
4.	Awareness generation on mushroom cultivation & consumption	10	Number of Mushroom melas and exhibitions	2	Number	10	ICAR-DMR
5.	Literature on mushroom cultivation & consumption	5	Supply of literature requested on different aspects of mushroom cultivation	7	Days	5	ICAR-DMR
6.	Consultancy/ Advisory Services	5	Technical support, preparation of requested TEFR	30	Days	5	ICAR-DMR

* Master culture bottles are examined weekly by Scientist Incharge during its preparation and also examined for the presence of any contamination before delivery

** Commercial spawn bags are examined weekly by Scientist Incharge during its preparation and also examined for the presence of any contamination before delivery

Grievance Redress Mechanism

S.No.	Name of the Public Information Officer	Helpline Number	Mobile Number	E.mail
1.	Dr. B.L. Attri, Principal Scientist/PIO	01792-230767, Ext. 222, 230541 Ext 222	9456553718 01792-230767	BL.Attri@icar.gov.in

List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Mushroom growers/spawn producers
2.	Developmental agencies (Govt./Private/NGOs)
3.	Industry/Canning/Value addition/IQF, etc.
4.	State Agricultural Universities, APEDA, NHB, State Hort. Departments

Regional Stations/Centres – Nil

Responsibility Sub-Centres i.e. Institutes

S.No.	Name of the Regional Station/Centres	Landline Number	Mobile Number	Email	Address
Not applicable.					

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely submission of requirements by farmers/development agencies
2	Response of development agencies/Industry in technology development, refinement and commercialization