Citizen's /Client's Charter

for

ICAR-Directorate of Mushroom Research

(2025-2026)

Address: **Chambaghat, Solan-173213 (H.P.)**
Website ID: dmrsolan.res.in

Date of Issue: **April, 2025**
Next Review: **Arpil, 2026**

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 conduct mission-oriented and innovative research on all aspects of mushrooms.
- To act as Centre of academic excellence and repository of mushroom germplasm and know how
- To coordinate network research on location specific problems to achieve higher production and increased productivity
- To promote human resource development and transfer of technology to provide technical support to mushroom industry as well as rural masses for poverty alleviation through trainings
- To provide technical guidance in mushroom research and development

Main Services/Transactions

S No.	Service(s)/ Transaction(s)	Weight %	Responsible person with Designation	Email	Mobile & Land line phone	Process	Document(s) required	Fee		
								Category	Mode	Amount (Rs.)
1.	Quality spawn production of different mushrooms	35	Dr. Anil Kumar, Senior Scientist	Anil.Kumar14@icar.org.in	9568233711	Identify suitable strains of different mushrooms, their multiplicaton & 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/Governm ent agencies	25	Dr. Pramesh D., Senior Scientist	pramesh.d@icar.org.in	08073933101, 01792-230767, 230541	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. Shweta Bijla, Scientist	shweta.bijla@icar.org.in	6230127378, 01792-230767 230541 Extn.236	Preparing training calender 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	10	Dr.B.L. Attri, Principal Scientist	BL.Attri@icar.org.in	9456553718, 01792-230767	Organize mushroom mela, exhibition, visit to	Request from stakeholders	NA	NA	NA

	cultivation & consumption					mushroom cultivation facility & museum, etc.	in advance			
5.	Literature on mushroom cultivation & consumption	5	Smt.Reeta, Chief Technical Officer (Lib.)	Reeta.Bhatia@icar.org.in	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:https:// dmrsolan.res.in
6.	Consultancy/ Advisory Services	5	Dr.Shwet Kamal, Principal Scientist	Shwet.Kamal@icar.org.in	9857399248 01792-230767, 01792-230541 Extn.211	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: https://dmrsolan.res.in

*Information can be furnished from https://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 Spawn 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. Shwet Kamal, Principal Scientist/PIO	01792-230767, Extn. 211, 230541 Extn. 211	9857399248	shwet.Kamal@icar.org.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