# Citizens' /Clients' Charter

ICAR-Directorate of Mushroom Research
Chambaghat, Solan – 173213 (Himachal Pradesh)
dmrsolan.icar.res.in

**2025-26**

***Our commitments to you***

| S.No. | Service(s)/Transaction(s) | How to measure our performance in this area | Our Service Standards |
|---|---|---|---|
| 1. | Quality spawn production of different mushrooms | Identify suitable strains of different mushrooms, their multiplication & supply to the growers | 45 days |
| 2. | Supply of cultures of edible mushrooms to private spawn producers/Government agencies | Collection, characterization, maintenance of cultures, supply to the stakeholders | 10 days |
| 3. | Training for Entrepreneurs, Farmers, KVK staff, NGOs and other Government agencies | Preparing training calendar and course contents, loading on website, application receiving & processing | 5 days |
| 4. | Awareness generation on mushroom cultivation & consumption | Organize mushroom mela, exhibition, visit to mushroom cultivation facility & museum, etc. | 2 days |
| 5. | Literature on mushroom cultivation & consumption | Sale of literature on different aspects of mushroom cultivation | 7 days |
| 6. | Consultancy/Advisory Services | Provide technical support & preparation of TEFR | 30 days |
| 7. | Prompt acknowledgement of receipt of letters from citizens/clients and grievance redressal | Addressal of grievances of citizens/clients | 60 days |

For more details on the procedure, documents required and contact person, please visit our website at: dmrsolan.res.in

What you should do if we do not meet the promised standards of service?

Inform our Public Grievance Officers:

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