



ICAR - National Bureau of Agricultural Insect Resources Bengaluru



Citizen's/Client's Charter (2015-2016)

Vision

Harnessing the biodiversity of beneficial insects, insect derived organisms and other bioagents for sustainable agriculture.

Mission

To act as a nodal agency for collection, characterization, documentation, conservation, exchange and utilization of agriculturally important insect resources * (including mites and spiders) and bioagents for sustainable agriculture.

Main Services/Transactions

S.No	Service(s)/ Transaction(s)	Weight	Responsible person along with designation	Email	Mobile & Land line phone	Process	Document (s) Required	Fees		
								Category	Mode	Amount
	Identification of processed insect samples, aphids and coccids	50	Dr.Abraham Verghese Director NBAIR	directornbaii@gmail.com	080-23511982 09844167020	Morphological and molecular identification as per SOP	Indent for identification	*	--	As per ICAR norms
1.	Supply of insects/ insect derived resources	50	-----do--	-----do--	-----do--	Mass production of insects/ insect derived organisms	Indent for supply, Baseline data of the organism	*	By DD	As per ICAR norms

*As per norms/guidelines/rules

Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success indicators	Service Standards	Unit	Weight	Data Source
1	Identification of processed insect samples aphids and coccids	50	Insect specimens identified	45	Working days	50	KVKs, SAUs, private entrepreneurs and farmers
2	Supply of insects/ insect derived resources	50	Insect specimens / derived resources supplied	10 (for insect cultures) 20 (for pathogens)	Working days	50	SAUs, KVKs, private entrepreneurs and farmers

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. Abraham Verghese, Director	080-23414220 080-23511982 Ext. 321	09844167020	directornbaii@gmail.com
2	Mrs. N. Rama, Administrative officer	080-2351 1983 080-23511982 Ext. 328	09739326835	aonbaii11@gmail.com

S.No.	Name of the RSC	Date of uploading of approved CCC 2015-16 on the institute website (bilingual/trilingual)	Date of display of approved CCC 2015-16 at the reception and prominent locations
1	ICAR – National Bureau of Agricultural Insect Resources	25-08-2015	