



# Citizen's/Client's Charter

## ICAR-Central Agroforestry Research Institute

Gwalior Road, Jhansi 284 003 (U.P.)



### Our Commitments to You

S. No.	Our Service(s) and Transaction(s)	How we measure our performance in this area	Our Service Standard
1	Providing location - specific agroforestry techniques	Guidance/Technology provided	3 Months
2.	Providing quality planting materials	Quality planting materials of tree species supplied	As per advance indent
3.	Capacity building of stakeholders	Skill trainings organized	3 Months
4.	Providing consultancy services	Assessment, monitoring and evaluation services	As required
5.	Guiding students	Curriculum developed; research guidance through dissertation and internship	As per agreement

For more details on the procedure, document required and contact persons, please visit our website at <http://cafri.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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**Register your grievance on the following portal:**<http://pgportal.gov.in>

**Send an email to Performance Management Division, Cabinet Secretariat:** [ccc.grievance@nic.in](mailto:ccc.grievance@nic.in)