

Section 4(1)(b)(iv) of the RTI Act, 2005,

Norms set by ICAR-CRIJAF for the discharge of its functions.

As a constituent institute of the Indian Council of Agricultural Research (ICAR) under the Ministry of Agriculture and Farmers Welfare, the **ICAR-Central Research Institute for Jute and Allied Fibres (ICAR-CRIJAF)** aligns its core administrative, research, and technical delivery protocols directly with the centralized framework established by ICAR and the Government of India.

The formal proactive disclosure details for this specific sub-clause comprise the following operational norms:

1. Nature of Functions & Services Offered

ICAR-CRIJAF functions primarily as a premier research institute dedicated to the improvement of jute and allied fiber crops. Its primary services include:

- Planning, conducting, and coordinating multi-disciplinary research in jute and allied fibers.
- Disseminating improved crop production, protection, and processing technologies.
- Providing institutional training, stakeholder capacity building, and consultancy services to farming communities, texturing industries, and state departments.

2. Norms and Standards for Service Delivery

The execution of functions is guided strictly by timelines, standards, and checklists established by centralized mandates:

- **Administrative & Financial Compliance:** The discharge of official and commercial work strictly follows the **General Financial Rules (GFR)** and the **Central Secretariat Manual of Office Procedure (CSMOP)** issued by the Government of India.
- **Quality Standards:** Quality benchmarks in tech-transfer, operational administration, and training conform to the **ISO 9001 quality framework guidelines** adapted across ICAR academies.
- **Research & Project Monitoring:** Research timelines and performance targets are monitored systematically via the **PME Cell** and reviewed periodically by the Institute Research Council (IRC).

3. Process to Access Offered Services

Services such as technical consultancies, farmer training programs, and technology transfers are facilitated through a **hybrid ecosystem**:

- **Physical/Offline Mode:** Direct field extensions, farm advisory services at the Nilganj, Barrackpore campus, and dispatching printed technology brochures.
- **Digital Mode:** Stakeholders can access training alerts, research publications, and advisory updates online through the official ICAR-CRIJAF web portal and institutional social networks. Educational and advisory requests are accepted via official email communication.

4. Time-Limits for Decision-Making

- Official file routing, processing, and public query resolutions adhere to the strict timelines dictated under the **ICAR Rules and Bye-Laws** and relevant GoI protocols.
- RTI applications are statutorily answered within the mandated **30-day timeline**.
- Ad-hoc operational and research milestone deadlines are mapped dynamically in consonance with annual ICAR action plans.

5. Grievance Redressal Mechanism

To address performance deficits or complaints concerning the discharge of institutional functions, ICAR-CRIJAF utilizes a multi-tiered redressal framework:

Sl.	Grievance Pathway	Platform / Officer Concerned
1	Centralized Online Grievances	CPGRAMS Portal (Centralised Public Grievance Redress and Monitoring System via pgportal.gov.in)
2	Institutional Disputes	Institute Grievance Cell (IGC)
3	Workplace Harassment	Internal Committee (IC)
4	Staff Relations & Welfare	Welfare Officer / Institute Joint Staff Committee (IJSC)
5	Reservation/Category Redressal	Liaison Officers for SC/ST and OBC