

1.4 Norms for discharge of functions [Section 4(1) (b) (iv)]

1.4.1	Nature of functions/ services offered	The institute provides services related to the production of the mandated crops of the institute/ Also provides Analytical / Training/ skill development / transfer of technology / capacity building / field activities and other need based / customised activities / technology assemblage.
1.4.2	Norms/ standards for functions/ service delivery	The institute follows the norms and standards as per the 9001-2015 quality certificate that was awarded to the institute.
1.4.3	Process by which these services can be accessed	Through Website/ interactive meetings with various stakeholders / Annual group meetings / field visits / kisan melas / road shows / Social Media / emails to ICAR institutes and ICAR users and to SAU's /AICRP on oilseeds. Selection criteria shall be made as per the ICAR guidelines issued from time to time.
1.4.4	Time-limit for achieving the targets	In accordance with the time frame set for the respective service / activity with mutual consensus.
1.4.5	Process of redress of grievances	Redressal mechanism can be accessed through the "Contact us" segment provided in the website that includes the details of the concerned officials for the related issue(s). The concerned officials address the issue and resolve the grievances. If not attended to nor satisfied with the explanation, they can contact Head of Office or ICAR.