

# A FRAMEWORK FOR TRANSPARENCY AUDIT 2020-21

## Organisation and Function

Indian Institute of Rice Research-<https://www.icar-iirr.org>

Last Updated: 28.05.2021

S. No.	Item	Details of disclosure
1.4	<b>Norms for discharge of functions [Section 4(1)(b)(iv)]</b>	<p><b>(i) Nature of functions/ services</b></p> <ul style="list-style-type: none"><li>• Research is the major activity of ICAR-IIRR</li><li>• Materials are evaluated/screened based on the contractual service document</li><li>• Farmers queries are answered through whatsapp, phone call, kisan call center no. Or personal visit. Mobile apps are available to aid farmers in diagnosing pests and diseases of Rice crop</li></ul> <p><b>(ii) Norms/ standards for functions/ service delivery</b> As per ISO 9001:2008 standards</p> <p><b>(iii) Process by which these services can be accessed</b> Through online or can forward the requests to the Director, ICAR-IIRR by hand or by post</p> <p><b>(iv) Time-limit for achieving the targets</b> Since the mandate is research, time limit for achieving targets is as per the targets mentioned in the research project proposals approved in Institute Research Committee for institute</p> <p><b>(v) Process of redress of grievances</b> Grievance Committee has been constituted at the Institute level for addressing grievances of the Staff of ICAR-IIRR</p>