

# Citizen's/Client's Charter

1<sup>st</sup> January 2015



National Innovation Foundation - India

Department of Science and Technology

Satellite Complex

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## **Vision**

To make India innovative and to add value to India's outstanding traditional knowledge base

## **Mission**

To help India become an inventive and creative society and a global leader in sustainable technologies without social and economic handicaps affecting evolution and diffusion of green grassroots innovations.

S. No.	Activity	Service Transaction	Weight	Service standard	Success Indicators	Unit	Weight	Data Source
1.	Scouting and Documentation projects	Providing financial support for scouting and documentation of grassroots innovations and traditional knowledge practices	15	Technical and Administrative approval - 3 months	% achieved	%	15	Office records
2.	Value addition, research and development projects	Providing financial support for validation of and value addition in selected grassroots innovations and traditional knowledge practices	25	Technical and Administrative approval - 3 months	% achieved	%	25	Office records
3.	Business Development Projects	Providing financial grant for business development activities for scaling up grassroots innovations and traditional knowledge practices	10	Technical and Administrative approval - 3 months	% achieved	%	10	Office records
4.	Micro Venture Innovation Fund support	Providing financial support to innovators to take forward their innovations and commercialise them	5	Technical and Administrative approval - 3 months	% achieved	%	5	Office records
5.	Dissemination/Social diffusion support	For social diffusion/dissemination of grassroots innovations and traditional knowledge practices at low cost or no cost	10	Technical and Administrative approval - 3 months	% achieved	%	10	Office records
6.	Training & Capacity Building	For scouts, innovators, entrepreneurs, volunteers and others involved in the value chain	5	Technical and Administrative approval - 2 months	% achieved	%	5	Office records
7.	Intellectual Property Protection	For protecting IP of grassroots innovators through appropriate means	10	Technical and Administrative approval - 3 months	% achieved	%	10	Office records
8.	Communications (entries for biennial competition)	For replying communications received from innovators with regards to their ideas/innovations/tk or from Collaborators/Scouts	10	<u>Individual Innovators</u> Acknowledgement – 3 working days Reply with status- 2 months <u>Collaborator/Scouts in case of bulk entries</u> Acknowledgement – 3 working days to scout/collaborator Reply with status to	% achieved	%	10	Office records

				innovators- 6 months				
9.	Communications (other)	For replying other communications/ queries	5	Acknowledgement - 3 working days Reply - 1 month	% achieved	%	5	Office records

	Public Grievance	Coordination/Settling the grievances received from Public/Stakeholders/ Staff of the Organisation/ Others if any	5	Acknowledgement - 3 working days Grievance Redressal - 2 months	% achieved	%	5	Office records
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S. No.	Activity	Service Transaction	Weight	Responsible Person, Designation, Phone Email	Process	Documents required	Fees
1.	Scouting and Documentation projects	Providing financial support for scouting and documentation of grassroots innovations and traditional knowledge practices	15	Dr. Vivek Kumar Senior Innovation Officer – S&D Phone: 02764261131/ 32/ 38/ 39 Fax: 0792673 1903 Email: vivekkumar@nifindia.org Mobile: 98250 21992	Through Project Review Committee (PRC)		NA
2.	Value addition, research and development (VARD) projects	Providing financial support for validation of and value addition in selected grassroots innovations and traditional knowledge practices	25	Shri Mahesh Patel National Innovation Coordinator (Prototype and Product Development) Email: mahesh@nifindia.org, Mobile: 98253 04421  Dr. Pawan Kumar Singh Innovation Officer for VARD (Human Health) Email: pawan@nifindia.org Mobile: 9825316993 Phone: 07926732095/2456 Fax: 0792673 1903  Er. Rakesh Maheshwari Innovation Officer for VARD (Engineering) Email: rakesh@nifindia.org Mobile: 98253 16992  Dr. RK Ravikumar Senior Innovation Officer for VARD (Veterinary) Email: ravikumar@nifindia.org Mobile: 9825071992  Shri Hardev Choudhary Innovation Officer for VARD (Agriculture) Email: hardev@nifindia.org Mobile: 9925040386  Phone: 02764261131/ 32/ 38/ 39 Fax: 079 2673 1903	Through Project Review Committee (PRC)		NA

3.	Business Development Projects	Providing financial grant for business development activities for scaling up grassroots innovations and traditional knowledge practices	10	Dr. Vipin Kumar Director and Chief Innovation Officer Phone: 07926732095/2456 Fax: 0792673 1903 Email: vipin@nifindia.org Mobile: 98253 16994	Through Project Review Committee (PRC)		NA
4.	Micro Venture Innovation Fund support	Providing financial support to innovators to take forward their innovations and commercialise them	5	Dr. Vipin Kumar Director and Chief Innovation Officer Phone: 07926732095/2456 Fax: 079 2673 1903 Email: vipin@nifindia.org Mobile: 98253 16994	Through Project Review Committee (PRC)		NA
5.	Dissemination/ Social diffusion support	For social diffusion/ dissemination of grassroots innovations and traditional knowledge practices at low cost or no cost	10	Dr. Nitin Maurya Innovation Officer - Dissemination and Social Diffusion Phone: 07926732095/2456 Fax: 0792673 1903 Email: nitin@nifindia.org Mobile: 9662 150 140	Through Project Review Committee (PRC)		NA
6.	Training & Capacity Building	For scouts, innovators, entrepreneurs, volunteers and others involved in the value chain	5	Dr. Vipin Kumar Director and Chief Innovation Officer Phone: 07926732095/2456 Fax: 0792673 1903 Email: vipin@nifindia.org Mobile: 98253 16994	Internal processing		NA
7.	Intellectual Property Protection	For protecting IP of grassroots innovators through appropriate means	10	Herbal Dr. RK Ravikumar Senior Innovation Officer Email: ravikumar@nifindia.org Mobile: 9825071992  Engineering Er. Rakesh Maheshwari Innovation Officer Email: rakesh@nifindia.org Mobile: 98253 16992  Phone: 02764261131/ 32/ 38/ 39 Fax: 0792673 1903	Through Law firms		NA
8.	Communications	For replying	10	Dr. Vivek Kumar	Internal		NA

	(entries for biennial competition)	communications received from innovators with regards to their ideas/innovations/ tk or from Collaborators/Scouts		Senior Innovation Officer – Scouting and Documentation) Phone: 02764261131/ 32/ 38/ 39 Fax: 0792673 1903 Email: vivekkumar@nifindia.org Mobile: 98250 21992	processing		
9.	Communications (other)	For replying other communications/ queries	5	Dr. Vipin Kumar Director and Chief Innovation Officer Phone: 07926732095/2456 Fax: 0792673 1903 Email: vipin@nifindia.org Mobile: 98253 16994	Internal processing		NA
	Public Grievance	Coordination/Settling the grievances received from Public/Stakeholders/ Staff of the Organisation/ Others if any	5	Dr. Vivek Kumar Public Grievance Officer Phone: 02764261131/ 32/ 38/ 39 Fax: 0792673 1903 Email: vivekkumar@nifindia.org Mobile: 98250 21992	Forwarding/ transferring grievance to the concerned. Monitoring	As per requirement	NA

## Grievance Redress Mechanism

<b>Name and Contact of Public Grievance Officer</b>
Dr. Vivek Kumar SIO/Scientist D - Public Grievance Officer Phone: 02764261131/ 32/ 38/ 39 Fax: 0792673 1903 Email: vivekkumar@nifindia.org, grievance@nifindia.org Mobile: 98250 21992
<b>Help line/Website URL to lodge grievance</b>
Administration Department National Innovation Foundation - India Satellite Complex, Prem Chand Nagar Road, Near Maansi Cross roads Ahmedabad 380015 Phone: 079-26732095/2456 Fax: 079 - 2673 1903 Email: info@nifindia.org
<b>Expectations from complainant</b>
<ol style="list-style-type: none"><li>1. The complainant should provide clear statement of grievance indicating the background and officials/channels previously approached for redress along with copies of correspondence</li><li>2. The complainant should provide complete mailing address including pin code no, contact numbers and email address for correspondence</li><li>3. The complainant should provide prompt response to queries</li></ol>
<b>Grievance Lodging Process</b>
By hand, post, fax, email or through CPGRAM ( <a href="http://pgportal.gov.in/">http://pgportal.gov.in/</a> )
<b>Timeline for response</b>
Acknowledgement : 3 working days Redressal of grievance : 2 months