

Citizens Charter of CIL



# Citizen's / Client's Charter

(2016-2017)

Of

**Central Insecticides Laboratory**

**Faridabad**

**Address:**

**Central Insecticides Laboratory  
Government of India  
Ministry of Agriculture and Farmers Welfare  
Department of Agriculture, Cooperation and Farmers Welfare  
Directorate of Plant Protection, Quarantine & Storage  
N.H.IV, Faridabad-121001 (Haryana)**

**Tel/Fax : 0129- 2413014**

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# Citizens Charter of CIL

## **VISION**

- To become a model Pesticide Quality control referral Laboratory for effective implementation of the Insecticides Act 1968 and rules framed there under.
- To be the benchmark in providing Pesticides Quality control services for testing competence, global acceptance and recognitions for quality output.
- To deliver expeditious and reliable analysis reports to the stakeholders to serve and strengthen Indian Farmers for greater public satisfaction.

## **MISSION**

In order to achieve the vision, the following operational aspects shall be ensured in the journey to organizational excellence, in terms of product/service, customer and technological aspects.

1. To provide the highest quality analysis services for our stakeholders /customers, achieved through accurate and thorough analyses utilizing state of the art technology. This mission will be accomplished by innovative, highly skilled, unbiased professionals with vision and integrity.
2. To provide high standard analytical services using validated and internationally /nationally recognized test methods for competence and global equivalence.
3. To serve the nation, Farmers & our valued customers with state-of-the-art testing activities to enable them meet the requirements of the judicial system thus ensuring its excellent functioning.
4. To provide adequate training and education to all staff to enable them release their full potential.
5. Foster an organizational culture focused on the quality and integrity of Pesticides analysis.

## **REVIEW OF THE CHARTER**

The charter will be reviewed every year to examine feedback and suggestions, if any, as received from various stakeholders.

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### Nodal Officers:

#### **1. Plant Protection Adviser**

Government of India

Ministry of Agriculture and Farmers Welfare

(Department of Agriculture, Cooperation and Farmers Welfare)

Directorate of Plant Protection, Quarantine & Storage

N.H.IV, Faridabad-121001 (Haryana)

#### **2. Additional Plant Protection Adviser**

Central Insecticides Laboratory

Government of India

Ministry of Agriculture and Farmers Welfare

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