



## **Citizen's / Client's Charter**

**for**

## **ICAR-National Dairy Research Institute**

**(2015-2016)**

|                       |  |
|-----------------------|--|
| <b>Address:</b>       | <b>Karnal- 132001 (Haryana) India</b>                              |
| <b>Website ID:</b>    | <b><a href="http://www.ndri.res.in">http://www.ndri.res.in</a></b> |
| <b>Date of Issue:</b> | <b>July, 2015</b>  |
| <b>Next Review:</b>   | <b>June, 2016</b>  |

## **Vision and Mission**

### **Vision:**

To see NDRI as an Institution of excellence in tropical dairying and human resource management

### **Mission:**

To serve the cause of dairying by developing quality manpower and generating and disseminating technological knowhow relating to production, processing and marketing of milk and milk products, for the benefit of farming community, milk processing industry, consumers and the Nation as a whole.

### Main Services/ Transactions

| S. No. | Service(s) / Transaction(s)  | Weight | Responsible Person along with designation   | Email                     | Mobile & landline phone         | Process   | Document(s) required   | Fees     |         |   |
|--------|--|--------|---|---------------------------|---------------------------------|---|--|----------|---------|---|
|        |  |        |   |                           |                                 |   |  | Category | Mode    | Amount  |
| 1.     | Impart higher education for the award of B.Tech (DT) and post graduate and doctoral degrees in different disciplines of dairy sciences | 30     | Dr S.K. Kanawjia, Academic Coordinator, Dairy Science College   | skkanawjia@rediffmail.com | 0184-2259008 (M)<br>09896782850 | Apply, qualify entrance examination, meet basic academic qualifications prescribed for the degree | Application forms, academic qualification certificates           | Paid     | Cash/DD | As per admission prospectus available in the office of Dairy Science College before admission |
| 2.     | Provide consultancy and training in dairy production, processing and management  | 20     | Mr A.K. Singh Sr. Scientist Dairy Technology and Incharge Consultancy Cell                            | aksndri@gmail.com         | 0184-2259270 (M)<br>09416292406 | Requisitions of services, Correspondence, Signing of MOU (If required)                            | Requisition  | Paid     | Cash/DD | As per training/ consultancy rates available in consultancy cell                              |
| 3.     | Transfer / commercialization of dairy technologies   | 20     | Dr Rajan Sharma, Dairy Chemistry Division Chairman, ITM Committee                                     | Rajansharma21@gmail.com   | 0184-2259163 (M)<br>09896138416 | NDRI-Industry interaction, bidding, assessment and intimation                                     | Expression of interest proforma                                  | Paid     | Cash/DD | As per amount decided through competitive bidding   |
| 4.     | Supply of dairy cultures   | 15     | Dr. Sudhir Kumar Tomar PS, Dairy Microbiology Divison, Incharge National Collection of Dairy Cultures | sudhirndri@gmail.com      | 0184-2259198 (M)<br>09896431072 | Receipt of requisition and supply   | Written requisition from dairy industry/ researcher              | Paid     | Cash/DD | Rs 300 per culture/ ampoule (0.2 gm)  |
| 5.     | Supply of quality semen of high yielding cattle & buffalo  | 15     | Dr. T.K. Mohanty, Incharge, ABRC  | mohanty.tushar@gmail.com  | 0184-2259331 (M)<br>09215508002 | Receipt of requisition and supply   | Written requisition from Farmer/ State development agencies/ NGO | Paid     | Cash/DD | Rs 20 per straw (0.25 ml)   |

### Service Standards

| S. No. | Service(s) / Transaction(s)  | Weight | Success indicator(s)  | Service Standards | Unit         | Weight | Data Source |
|--------|--|--------|---|-------------------|--------------|--------|-------------|
| 1.     | Impart higher education for the award of B.Tech (DT) and post graduate and doctoral degrees in different disciplines of dairy sciences | 30     | Advanced theoretical and practical exposure to the graduates and post graduates in dairy sciences | 12                | Months       | 30     | NDRI/ICAR   |
| 2.     | Provide consultancy in dairy production, processing and management   | 20     | Communicating the tentative programme to the indenting agency                                     | 30                | Working Days | 20     | NDRI/ICAR   |
| 3.     | Transfer / commercialization of dairy technologies   | 20     | Assessment and transfer of technology   | 90                | Working Days | 20     | NDRI/ICAR   |
| 4.     | Supply of dairy cultures   | 15     | Supply of freeze-dried culture ampoules   | 7                 | Working Days | 15     | NDRI/ICAR   |
| 5.     | Supply of quality semen of high yielding cattle & buffalo  | 15     | Supply of semen straws  | 7                 | Working Days | 15     | NDRI/ICAR   |

### Grievances Redress Mechanism

| S. No. | Name of the Public Grievance Officer                                       | Helpline Number | Mobile Number | Email             |
|--------|--|-----------------|---------------|-------------------|
| 1.     | Dr R.K. Malik<br>Joint Director (Research) and<br>Chairman, Grievance Cell | 0184-2252637    | 09413041980   | Jdr.rkm@gmail.com |

### List of Stakeholders/Clients

| S. No. | Stakeholders/Clients                          |
|--------|---|
| 1.     | Livestock rearers/ dairy farmers              |
| 2.     | Development agencies (Govt./private/ NGOs)    |
| 3.     | Dairy industry                                |
| 4.     | Research organizations (SAUs& others related) |
| 5.     | General public                                |

**Regional Stations/Centers**

| S. No. | Name of the Regional Stations/Centres | Landline Number | Mobile Number | Email                                    | Address                                    |
|--------|---------------------------------------|-----------------|---------------|--|--|
| 1.     | SRS of NDRI                           | 080-25711119    | 09449028628   | bsn_ndri@yahoo.com<br>ndribng@kar.nic.in | Adugodi, Bangaluru – 560<br>030, Karnataka |
| 2.     | ERS of NDRI                           | 033-25821548    | 07890296158   | tkdcirg@gmail.com<br>head-ers@live.com   | Kalyani-741235, Nadia (WB)                 |

**Indicative Expectations from Service Recipients**

| S. No. | Indicative Expectations from Service Recipients   |
|--------|---|
| 1.     | Timely submission of requirements by farmers/development agencies                                   |
| 2.     | Response of development agencies/Industry in technology development, refinement & commercialization |