



Citizen's / Client's Charter ICAR-National Dairy Research Institute (2017-2018)



Main Services/ Transactions

S. No.	Service(s) / Transaction(s)	Weight	Contact Persons	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. Tomar, Academic Coordinator, Dairy Science College	sudhirndri@gmail.com	0184-2259008 (M) 09896431072	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, PS Dairy Technology and Incharge Consultancy Cell	aksndri@gmail.com	0184-2259270 (M) 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) 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) 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) 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)	Success indicator(s)	Service Standards	Unit	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	Advanced theoretical and practical exposure to the graduates and post graduates in dairy sciences	12	Months	NDRI/ICAR
2.	Provide consultancy in dairy production, processing and management	Communicating the tentative programme to the indenting agency	30	Working Days	NDRI/ICAR
3.	Transfer / commercialization of dairy technologies	Assessment and transfer of technology	90	Working Days	NDRI/ICAR
4.	Supply of dairy cultures	Supply of freeze-dried culture ampoules	7	Working Days	NDRI/ICAR
5.	Supply of quality semen of high yielding cattle & buffalo	Supply of semen straws	7	Working Days	NDRI/ICAR

Grievances Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1.	Dr A K Tyagi Head, Dairy Cattle Division	0184-2259050	09416950175	amrishtyagi1963@gmail.com