



Citizen's / Client's Charter

for

National Research Centre on Pig

Rani, Guwahati

(2011- 2012)



Address : **Rani, Guwahati- 781 131, Assam**

Website ID : **<http://www.nrcp.in>**

Vision

To bring in excellence in pig production, health and product processing through innovative research in order to provide technology backstopping for enhanced pork production, employment generation and poverty reduction among socially and economically weaker sections through the medium of pig husbandry.

Mission

Performance appraisal and genetic cataloguing of indigenous pigs, development of improved pig variety together with production, health, product processing and pig based integrated farming system technologies to facilitate the pig rearers of the country achieving household food, nutritional and economic security.

Main Services / Transactions

Sl. No	Service/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile & Land line Phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1.	Production of improved germplasm of piglets and supplying to various stake holders	30	Dr.S.Banik, Senior Scientist	sbanik2000@gmail.com	9435551646 0361 2847195	Identify suitable breed/strain for multiplication	Written requisition			
2.	Improving reproductive efficiency in pigs	35	Dr.M.K.Tamuli, Principal Scientist	mktamuli@yahoo.com	9435045192 0361 2847195	Semen evaluation for quality assessment AND Conducting artificial insemination of pigs in institute farm/farmers' field/other institute farm	Written requisition			
3	Health management for enhancing pig production	10	Dr.Swaraj Rajkhowa, Senior Scientist	swaraj.rajkhowa@gmail.com	9435732488 0361 2847195	Screening of biological samples for disease diagnosis	Written requisition			
4	Processing of value added pork products/ process	10	Dr.R. Thomas Scientist	thomasr12@rediffmail.com	9435341531 0361 2847195	Identification of products and development of processes	MOU with stakeholders			

5	Prompt acknowledgement of receipt of letters from citizen's / client's and grievance redressal	15	Dr. Swaraj Rajkhowa, Senior Scientist	swaraj.rajkhowa@gmail.com	9435732488 0361 2847195	Receipt of grievances acknowledgement on same day				
						Recording information in one day				
						Processing with the concerned quarter in one day				
						Redressal by the concerned quarter in two months (except legal and other issues beyond the department's control)				
						Grievance to be received (electronically, by post or by hand)				

Service Standards

Sl.No.	Services/ Transaction	Weight %	Success Indicator	Service Standard	Unit	Weight	Data Source
1	Production of improved germplasm of piglets and supplying to various stake holders	30.0	Number	900 piglets	Number	30.0	NRCP/ICAR
2	Improving reproductive efficiency in pigs	35.0	Number	400 AI	Number	35.0	NRCP/ICAR
3	Health management for enhancing pig production	10.0	Number	1000 clinical samples	Number	10.0	NRCP/ICAR
4	Processing of value added pork products/ process	10.0	Number	02 products 01 process	Number	10.0	NRCP/ICAR
5	Prompt acknowledgement of receipt of letters from citizen's / client's and grievance redressal	15.0	Receipt of grievances acknowledgement on same day	1	Working days	2.0	NRCP/ICAR
			Recording information in one day	1	Working days	2.0	NRCP/ICAR
			Processing with the concerned quarter in one day	1	Working days	2.0	NRCP/ICAR

			Redressal by the concerned quarter in two months (except legal and other issues beyond the department's control)	1	Working days	2.0	NRCP/ICAR
			Grievance to be received (electronically, by post or by hand)	60	Working days	7.0	NRCP/ICAR

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Dr. Anubrata Das, Director	0361 2847195	nrconpig@rediffmail.com	9435401352
2	Dr. Swaraj Rajkhowa, Senior Scientist	0361 2847195	swaraj.rajkhowa@gmail.com	9435732488

List of Stakeholders/Clients

Sl.No.	Stakeholder/Clients
1.	Pig rearers/ Farmers
2.	NGOs working with ICAR
3	Industry(Dairy/ Meat/ Animal Feed/ Vaccine and Diagnostics)
4	State Agricultural Universities
5	Research institutions
6	DAC and DAHD&F
7	Other Govt. departments that deal with DARE/ICAR

Responsibility Centers and Subordinate Organizations

Sl.No.	Name of the Responsibility Center and Subordinate Organizations	Landline Number	Email	Mobile Number	Address for Correspondence
	NIL				

Indicative Expectations from Service Recipients

Sl.No.	Indicative Expectations from Service Recipients
1.	Timely submission of indents or requirements by line departments
2.	Timely follow up action by the recipients
3	Industry's response and participation in technology development and refinement
4	Timely submission of proposals from ICAR institutions, SAUs and SVUs for knowledge and skill up gradation
5	Adoption of land use plans and soil fertility maps for efficient resource utilization

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