



Citizen's / Client's Charter

for

ICAR-National Research Centre on Pig

(2015-2016)

Address : Rani, Guwahati- 781 131, Assam
Website ID : <http://www.nrcp.in>
Date of Issue : July, 2015
Next Review : July, 2016

Vision and Mission

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

S. No.	Service (s)/ Transaction(s)	Weight	Responsible Person along with designation	Email	Mobile & Land line Phone	Process	Document (s) Required	Fees		
								Category	Mode	Amount (Rs)
1.	Production of improved germplasm of piglets and supplying to various stake holders	30	Dr.S. Banik, Senior Scientist & Scientist i/c farm	sbanik2000@gmail.com	09435551646 0361-2847195	To produce improved germplasm of pure and crossbred pigs (Ghungroo, Hampshire, Large white Yorkshire, Ghungroo x Hampshire)	Written requisition from the indenter addressed to The Director, ICAR-NRC on Pig, Rani, Guwahati-781131, Assam	Paid	Demand draft/ Cash	<u>For farmers</u> Purebred (2-3m) : Rs. 2200/piglet Crossbred (2-3m): Rs. 2000/piglet <u>For Govt. organizations</u> Purebred (2-3m): Rs. 4700/piglet Crossbred (2-3m): Rs. 4700/piglet
2.	Artificial insemination of pigs in field condition	35	Dr.M.K.Tamuli, Principal Scientist	mktamuli@yahoo.com	09435045192 0361-2847195	Semen evaluation for quality assessment and conducting artificial insemination of pigs in Institute farm/farmers' field/other Institute farm	Written requisition from the indenter addressed to The Director, ICAR-NRC on Pig, Rani, Guwahati-781131, Assam	Paid	Demand draft/ cash	Rs.50/- per dose of liquid semen w.e.f. 01-04-2015

3	Health management for enhancing pig production	20	Dr. Swaraj Rajkhowa, Senior Scientist	swaraj.rajkhowa@gmail.com	09435732488 0361-2847195	Disease diagnosis through screening biological samples of	Written requisition along with the biological sample from the indenter addressed to The Director, ICAR-NRC on Pig, Rani, Guwahati-781131, Assam	Free of cost	NA	NA
4	Imparting training in scientific pig production aspects and value addition of pork	15	Dr. S. Rajkhowa, Senior Scientist & i/c Training cell	swaraj.rajkhowa@gmail.com	09435732488 0361-2847195	Receiving requests from the stakeholders	Written requisition from the stakeholders addressed to The Director, ICAR-NRC on Pig, Rani, Guwahati-781131, Assam	Paid	Demand draft/cash	<u>Registration charges</u> Farmer training: Rs. 1000/person Specialized training Rs. 5000/person

Service Standards

S.No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1	Production of improved germplasm of piglets and supplying to various stakeholders	30	Supply of improved piglets to stakeholders within 90 days after receipt of indent	90	Working days	30	NRCP
2	Artificial insemination of pigs in field condition	35	Conducting artificial insemination of pigs in the nearby farmers' field within 02 days after receipt of service request	02	Working days	35	NRCP
3	Health management for enhancing pig production	20	Disease diagnosis and sending of the report to the indented within 10 working days	10	Working days	20	NRCP
4	Imparting training in scientific pig production aspects and value addition of pork	15	Conduct of training programme for skill up gradation within 45 days of receipt of indent	45	Working days	15	NRCP

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. Dilip Kumar Sarma, Director	0361- 2847195	09864077412	nrconpig@rediffmail.com dksarma1956@gmail.com
2	Dr. P. Chakravarty, Principal Scientist and I/c Grievance Cell, ICAR-NRCP	0361- 2847195	09435149049	nrconpig@rediffmail.com

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1.	Pig rearers / Farmers / Entrepreneurs
2.	NGOs / Registered Societies
3	Industry(Meat/ Animal Feed/ Vaccine and Diagnostics)
4	State Agricultural Universities
5	Research institutions
6	Department of Animal Husbandry, Dairying and Fisheries, Ministry of Agriculture, Govt. of India
7	Other Govt. departments that deal with DARE/ICAR
8	State Animal Husbandry and Veterinary Departments

Regional Stations/Centres - NIL

S.No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
	NIL				

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely submission of indents or requirements by line departments
2.	Improved pig rearing practice requirement form the beneficiaries
3	Industry's response and participation in technology development and refinement
4	Improved number of proposals from CAU/SAU for knowledge and skill up gradation