



Citizen's / Client's Charter

for

ICAR-National Research Centre on Mithun

(2015-2016)

Address: Jharnapani, Medziphema – 797106, Nagaland, India

Website: www.nrcmithun.res.in

Date of issue: July, 2015

Next Review: July, 2016

Vision and Mission

Vision

Profitable and productive Mithun based livestock production system for North Eastern hilly tribes.

Mission

To develop and facilitate dissemination of technologies relevant to efficient and profitable production of quality meat, milk and other products for improving the economic status of poor Mithun rearers of North Eastern region of our country.

Main Services / Transactions

Sl. No.	Service(s) / Transaction(s)	Weights	Responsible person along with designation	Email	Mobile and landline phone	Process	Document (s) Required	Fees		
								Category	Mod e	Amount
1.	Organization of health camps for vaccination and treatment of mithuns	100	Dr. Vidya Singh (Scientist)	vidyasingh100@gmail.com	09402830057 (03862-247341)	Organization of animal health cum vaccination camp	Request letter from Village Council Chairman	Free of cost	-	-

Service Standards

Sl. No.	Service(s) / Transaction(s)	Weight	Success Indicator(s)	Service Standard	Unit	Weight	Data source
1.	Organization of health camps for vaccination and treatment of mithuns	100	Organization of animal health cum vaccination camp	10	Working days	100	ICAR-NRCM

Grievance Redress Mechanism

Sl. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	E mail
1.	Dr. Nazrul Haque, Principal Scientist	03862-247341	09436831367	nhaque@email.com

List of Stakeholders/Clients

Sl. No.	Stakeholders / Clients
1	Mithun owners and rearers
2.	NGOs working with ICAR
3.	State Veterinary and A.H. Departments
4.	SAUs
5.	Other Govt. Organization like DBT, DST, CCMB

Regional Stations/Centres

Sl. No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1	Regional Station of NRC for Mithun	03865 -281346	09436262169	prakashrd@rediffmail.com	Porba, P.O. Pfutsero Phek – 797107, Nagaland

Indicative Expectations from Service Recipients

Sl. No.	Indicative Expectations from Service Recipients
1.	Timely follow up action by the recipients

