



Citizen's/Client's Charter

for

ICAR-National Research Centre on Camel

(2015-2016)

Address : Post Bag No.07, Jorbeer, Bikaner – 334001, Rajasthan
Website ID : <http://www.nrccamel.res.in>
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Vision and Mission

Vision

Improvement of economic status of the camel keepers through technological interventions

Mission

Improvement of camel production system, conservation of elite indigenous camel germplasm and exploring avenues for profitable camel husbandry by undertaking basic and applied research for improvement of camel, providing leadership and co-ordinate camel research and training nationally and act as a national repository of information and collaborating with national and international agencies for camel research and development

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
1.	Camel disease diagnosis and health management	35	Dr. S. K. Ghorui, Principal Scientist	nrccamel@nic.in, ghorui_sk@scientist.com	9414603683, 0151-2230183	Identification of agent, control and treatment at site	Written request from individuals, government or NGOs to Director, NRCC	Free of Cost	Free of Cost	Free of Cost
2.	Providing superior breeding inputs to the camel farmers	25	Dr. Sumant Vyas Principal Scientist	nrccamel@nic.in, sumantv@scientist.com	9351354543, 0151-2230183	Breeding she camels of farmers at farm	Oral/written requisition to Director, NRCC	Free of Cost	Free of Cost	Free of Cost
3.	Providing area specific mineral mixture and transfer of technology	20	Dr. R.K. Sawal Principal Scientist	nrccamel@nic.in, sawalrk@yahoo.com	9828261373, 0151-2230183	Distribution of area specific mineral mixture and transfer of newer technologies	Written request from group of individuals, to Director, NRCC	Free of Cost	Free of Cost	Free of Cost
4.	Training of veterinary officers and farmers for camel husbandry practices and camel milk products	20	Dr. Raghvendra Singh Principal Scientist	nrccamel@nic.in, raghvendar@gmail.com	8769921599, 0151-2230183	Organisation of training for milk products development and participation	Written request from farmers, entrepreneurs, NGOs or Govt. Depts, to Director,	On Cost based on training requirement. Cash or	On Cost based on training requirement.	On Cost based on training requirement. Cash or

	development					in extension activities	NRCC	DD in favour of ICAR unit - NRCC, Bikaner Free for farmers	Cash or DD in favour of ICAR unit - NRCC, Bikaner . Free for farmers	DD in favour of ICAR unit- NRCC, Bikaner . Free for farmers.
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Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Camel disease diagnosis and health management	35	Diagnosis will be provided for each sample after receipt of the materials at the Centre	30	Working days	35	NRCC
2.	Providing superior breeding inputs to the camel farmers	25	Providing breeding services to she camels after receipt of breeding requirements from farmers	100	Working days	25	NRCC
3.	Providing area specific mineral mixture and transfer of technology	20	Time taken for distribution of area specific mineral	30	Working days	20	NRCC

			mixture and transfer of newer technologies after written request from group of individuals				
4.	Training of veterinary officers and farmers for camel husbandry practices and camel milk products development	20	Time taken for organisation of training for milk products development and participation in extension activities for camel farmers/ veterinary officers	3	Working days	20	NRCC

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Sh. V. K. Pandey	0151- 2230858	9414019514	vkpciah@rediffmail.com
2	Sh. Ram Kumar	0151- 2230187	9461159387	nrccamel@nic.in

List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Camel farmers
2.	State Animal Husbandry Departments
3.	State Agricultural/ Veterinary Universities
4.	NGO working with NRCC/ ICAR
5.	Entrepreneurs
6.	Research institutions
7.	Other Govt. 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 receipt of information from the farmers, Govt. departments and NGOs
2.	Interest of the camel owners for the improvement of germ-plasm
3.	Response of consumers and private agencies to take up processing of camel milk as an enterprise
4.	Interest of entrepreneurs and camel farmers for trainings