**Information for revising the Citizen’s/Client’s Charter of DARE/ICAR for the year 2016-2017**

**Name of the Division: Animal Science Division**

**Name of the Nodal Officer: Dr. Ashok Kumar, Assistant Director General (Animal Health)**

**Service (s)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Name of the services** | **Responsible person along with designation** | **E. mail** | **Mobile and land line phone** | **Process** | **Documents required** | **Category** | **Fee**  **Amount per sample** | **Mode** |
| 1 | Diagnosis of brucellosis in livestock. | Director, ICAR-NIVEDI | director.  nivedi  @icar.gov.in | Mobile: +91 9448000246  Tel: +91 8023093100  Fax: +91 80 23093222 | 1. Diagnosis of brucellosis in milk / blood / serum/ clinical samples. | Written request by service seekers giving detailed history of the samples addressed to the Director, ICAR-NIVEDI, Yelahanka, Bengaluru -560064 | 1. MRT | 30/- | RTGS\*/  DD in favours of ICAR Unit NIVEDI, Payable at Bengaluru |
| 1. RBPT | 30/- |
| 1. iELISA | 100/- |
| 1. PCR | 300/- |
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| **\* Particulars of Bank Account** | | |
| i) | Bank name | **State Bank of India** |
| ii) | Branch Name | Attur Layout Branch, Bangalore |
| iii) | Complete Postal Address | No. 1/1, Eshwar Complex, Mother Dairy Road,  Yelahanka Satellite Town, Bangalore – 560 106 |
| iv) | Telephone No  Fax No | 080-25943389  080-25943390 |
| v) | Email ID | Sbi.13282@sbi.co.in |
| vi) | Branch’s IFSC Code | Yes  **SBIN0013282** |
| vii) | Is the Branch also NEFT enabled | **Yes** |
| viii) | Type of Bank Account | Current Account |
| ix) | Bank Account Number | **“10476393073”** |

**Service Standards**

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| **Sl. No.** | **Name of the Service (s)** | **Success Indicator (s)** | **Service Standards** | **Unit** | **Data Source** |
|  | Diagnosis of brucellosis in livestock species. | Diagnosis will be provided for each sample after receipt of the materials in good condition at ICAR-NIVEDI | 10 | 1. Within 7 Working days for less than 100 samples. 2. Within 15 working days for 100- 250 samples. 3. Within 30 working days for 251-500 samples. 4. Within 45 working days for more than 1000 samples. | Director, ICAR-NIVEID, Yelahanka, Bengaluru560064 (Karnataka) |

**List of Stakeholders/Clients**

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| **Sl. No.** | **Stakeholders / Clients** |
| 1. | Department of Animal Husbandry, Dairying & Fisheries, Govt. of India |
| 2. | Vaccine Manufacturers |
| 3. | State Animal Husbandry Departments |
| 4. | Veterinary hospitals / state livestock farms |
| 5. | District / State Milk cooperatives |
| 6. | State Agricultural and Veterinary Universities, Research Institutes including ICAR institutes / Veterinary Colleges. |
| 7. | Livestock owners / Progressive farmers / Private Livestock entrepreneurs |

**Responsibility Centers (RCs) i.e. SMDs**

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| --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Name of the Responsibility Center (RCs) i.e., SMDs** | **Landline Number of the DDG (AS)** | **Email of the DDG (AS)** | **Mobile Number of the DDG (AS)** | **Address for Correspondence** |
| 1. | Animal Science Division | 011-23381119 | [ddgas.icar@nic.in](mailto:ddgas.icar@nic.in)  [hricar@gmail.com](mailto:hricar@gmail.com) | 09483527849 | Deputy Director General (AS), Indian Council of Agricultural Research (ICAR), Krishi Bhavan, Dr. Rajendra Prasad Road, New Delhi – 11- 001 |

**Indicative Expectations from Service Recipients**

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| **Sl. No.** | **Essential requirements for testing of samples** |
| 1. | Clinical specimens/materials to be sent in cold chain preferably through messengers / quick air courier services.   1. Four quarter pooled fresh milk sample from cattle or buffaloes (3 ml in plastic sterile tube) should be sent within 3hrs of milking. 2. Clinical samples in sterile plastic screw cap tubes (spill proof package) without any preservative within 24hrs.   3. 2ml Blood with EDTA  4. 2ml serum sample. |
| 2. | Dully filled related data sheet (downloadable @ [www.nivedi.res.in](http://www.nivedi.res.in) in downloads section) along with the phone number, e-mail and postal address to be provided by the service recipients. Additional information including detailed history beyond the scope data sheet would be appreciated. |