



Citizen's / Client's Charter for

ICAR-National Research Centre on Yak (2015 - 2016)

Address: Dirang – 790101, West Kameng District, Arunachal Pradesh

Website ID: <http://www.nrcy.org.in>

Date of Issue: July, 2015

Next Review: July, 2016

Vision and Mission

Vision

Conservation and improvement of yak for higher productivity and profitability through innovative research

Mission

Conservation and propagation of novel yak genetic resource and improvement of yak husbandry in India through scientific interventions

Main Services / Transactions

S. No.	Service(s) / Transaction(s)	Weight	Responsible person along with designation	Email	Mobile and Landline phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1.	Artificial Insemination (AI) in yak	45	Dr. G. Krishnan, Scientist	vet.krish@gmail.com	09402451967 (M) 03780-242389 (Extn. 247)	AI using yak semen	Written request to The Director, ICAR-NRC on Yak, Dirang -790 101, West Kameng District, Arunachal Pradesh	Revenue	Cash or DD in favour of ICAR-NRC on Yak, Dirang -790 101, West Kameng District, Arunachal Pradesh	Rs. 15/- per 0.5 ml straw
2.	Training on value added product preparation	30	Dr. Juwar Doley, Scientist	juwarvet_dol@yahoo.co.uk	09401669951 (M) 03780-242389 (Extn. 224)	Preparation of milk products (functional paneer, churpi, dahi and ghee) and yak hair products (gloves, mat, carpet, cap, <i>chawar</i>)	Written request to The Director, ICAR-NRC on Yak, Dirang -790 101, West Kameng District, Arunachal Pradesh	Free of cost	Free of cost	Free of cost
3.	Diagnosis of disease of yak and its parallel species	25	Dr. D. Bhattacharya, Pr. Scientist	debasis63@rediffmail.com	09432015701 (M) 03780-242389 (Extn. 204)	Processing of clinical and morbid materials for diagnosis of diseases	Written request to The Director, ICAR-NRC on Yak, Dirang -790 101, West Kameng District, Arunachal Pradesh	Free of cost	Free of cost	Free of cost

Service Standards

S.No.	Service(s) / Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Artificial Insemination (AI) in yak	45	Successful conception	7	Working days	45	NRC-YAK
2.	Training on value added product preparation	30	Successful training of indenter within 15 days after receipt of request	15	Working days	30	NRC-YAK
3.	Diagnosis of disease of yak and its parallel species	25	Diagnosis will be provided within 7 days after receipt of sample	7	Working days	25	NRC-YAK

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1.	Dr. Mokhtar Hussain, Senior Technical Officer	03780-242389 (Extn. 261)	09401906054, 08415011168	hussainmokhtar61@gmail.com

List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Yak farmers
2.	Development agencies (Govt/NGOs)
3.	State Agricultural University

Regional Stations/ Centres - NIL

S. No.	Name of the Regional Stations/ Centres	Landline Number	Mobile Number	E-mail	Address
	NIL				

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely submission of indents or requirements by farmers/ Development agencies/ State Agricultural University
2.	Clinical and morbid materials to be sent in cold chain preferably through messengers
3.	The phone number, e-mail id and postal address to be provided by the service recipients