



## **Citizen's/Client's Charter**

**For**

**ICAR-Central Institute for Research on Buffaloes**

**(2015-2016)**

Address : Sirsa Road, Hisar -125001, Haryana  
Website ID : [www.cirb.res.in](http://www.cirb.res.in)  
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## **Vision and Mission**

### **Vision**

To develop and propagate high yielding elite buffalo germplasm for quality milk and meat production while retaining inherent draughtability across different regions of the country

### **Mission**

To improve buffalo through identification, conservation and propagation of elite germplasm having high efficiency of reproduction and nutrient utilization for sustainable production and commercialization

## 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.	Trainings on buffalo husbandry, balanced nutrition and related aspects	45	Dr VB Dixit (Pr. Scientist & i/c TOTE Unit)  Dr Ghanshyam Singh (Pr. Scientist & OIC, Sub-campus Nabha)	Vishwa.Bharati@icar.gov.in, vbdixit@scientist.com  Ghansham.Singh@icar.gov.in, cirbnabha@gmail.com	01662-276431 09896312313  01765-263167 01765-263164 09417074975	Timely organization of training programmes	Written request to i/c TOTE/OIC sub-campus in the prescribed format	Paid	Cash	As per the information available on institute website
2.	Quality semen dissemination	40	Dr RK Sharma (Pr. Scientist & i/c Semen lab)  Dr. Pradeep Kumar, Scientist  Dr Ghanshyam Singh (Pr. Scientist & OIC, Sub-campus Nabha)	Rakesh.Sharma@icar.gov.in, rksharma@scientist.com  Pradeep.Kumar@icar.gov.in, drpradeepkrvet@gmail.com  Ghansham.Singh@icar.gov.in, cirbnabha@gmail.com	01662-281660 09466559363  01662-281661 09671378182  01765-263167 01765-263164 09417074975	Supply of requisite doses of frozen semen to the indenter on payment, and to be collected in person, from the list of frozen semen availability	Written requisition to in-charge semen lab/OIC sub-campus in the prescribed format	Paid	Cash	As per the list available on institute website
3.	Area specific mineral mixture (ASMM)	15	Dr Vishal Mudgal (Sr. Scientist & i/c Mineral Nutrition lab)  Dr Ghanshyam Singh (Pr. Scientist & OIC, Sub-campus Nabha)	Vishal.Mudgal@icar.gov.in, vishalmudgal1@rediffmail.com,  Ghansham.Singh@icar.gov.in, cirbnabha@gmail.com,	01662-281639 09416574862  01765-263167 01765-263164 09417074975	Provisioning of ASMM to the indenter after written request and payment. (maximum 5 kg/ person) to be collected in person	Written requisition to Head, AN&FT Div./OIC sub-campus in the prescribed format	Paid	Cash	As per the information on institute website

### Service Standards

S. No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Trainings on buffalo husbandry, balanced nutrition and related aspects	45	Organization of training programmes as per the training calendar	12	Month	45	ICAR-CIRB
2.	Quality buffalo semen dissemination	40	Provisioning of requisite doses of frozen semen to the indenter	01	Working day	40	ICAR-CIRB
3.	Area specific mineral mixture (ASMM)	15	Provisioning of area specific mineral mixture after written request and payment.	03	Month	15	ICAR-CIRB

### Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr KP Singh, Principal Scientist	01662-281633	09468327843	Kanwar.Singh@icar.gov.in, rishikps@yahoo.com

### List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	Livestock rearers/ Farmers
2.	Developmental agencies
3.	Industry (Animal Feed/ buffalo meat/dairy)
4.	State Agricultural Universities
5.	NGOs working with ICAR
6.	Other Govt. departments that deal with DARE/ICAR/Animal husbandry/Rural development
7.	ICAR scientists and other employees

### Regional Stations/Centres

S. No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1	ICAR-CIRB Sub-Campus	01765-263167 01765-263164	09417074975	Ghansham.Singh@icar.gov.in, cirbnabha@gmail.com	Bir Dosanjh, Nabha, Dist.-Patiala - 147201, Punjab

### Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Timely submission of requirements in prescribed format(s)
2.	Response of developmental agencies/Industry in technology development, refinement and commercialization