



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

**for**

**ICAR-National Research Centre on Equines**

**(2015-2016)**

Address	: Sirsa Road, Hisar-125001 (Haryana)
Website ID	: <a href="http://www.nrce.gov.in">http://www.nrce.gov.in</a>
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## **Vision and Mission**

### **Vision**

Generation of demand driven technologies for equine health and production management and capacity building for competitive power utilization in agriculture operations to serve the underprivileged under changed environmental and socioeconomic scenario

### **Mission**

- Achieving freedom from dreaded equine diseases through development of modern diagnostics and vaccines
- Technology transfer for superior mule and true-to-breed indigenous horse production in their home tracts using artificial insemination and embryo transfer technology with an aim to establish embryo bank of Marwari and Kathiawari horses to enhance export
- Enhancing performance of working equids especially in arid, semi-arid and mountainous regions
- Income generation through market intelligence activities

### 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.	Testing of equine samples for disease-free status certification	100	Dr. S. K. Khurana, Principal Scientist	nrcequine@nic.in nrcequine@hotmail.com	09416123412 01662-276748	Various diagnostic procedures for different pathogens – Equine Infectious Anemia, Glanders, Equine piroplasmiasis, Dourine, Contagious Equine Metritis, trypanosomiasis, Equine influenza, Equine herpes virus etc.)	Passport information of animals to be tested  ○ Veterinarian Certificate  ○ Request Letter addressed to Director, ICAR-NRCE, Sirsa Road, Hisar, Haryana from concerned authorities	Testing fee	Cheque/ Draft	As per the rate list available on the Centre's website

## Service Standards

S. No.	Service(s) / Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Testing of equine samples for disease-free status certification	100	Testing of samples for EIA, Glanders and other diseases viz., Equine piroplasmiasis, Dourine, Contagious Equine Metritis, trypanosomiasis, Equine influenza, Equine herpes virus etc.) and timely dispatch of results	10	Working days	100	NRCE

## Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. B.R. Gulati, Principal Scientist	01662-276151, Ext. -206	01662-276748, Ext. -206	nrceequine@nic.in nrceequine@hotmail.com
2	Sh. S.P. Kaushik, AAO	01662-278215, Ext.-221	09802239018	aao.nrce@gmail.com

## List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	Race clubs/turf clubs/EFI, Indian Polo Association & similar Organization
2.	Developmental agencies (Govt/Private/NGOs), Biological units
3.	Equine Farmers and Breeders

## Regional Stations / Centres

S. No.	Name of the Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	Equine Production Campus	0151-2232541	09413683866	epcbikaner@gmail.com; nrcequine@nic.in;	P.O. Box 80, Jorbeer, Bikaner- 334 001 (Rajasthan)

## Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Submission of information about samples in proper format as required by NRCE.
2.	Collection, dispatch, transport and submission of samples as per the guidelines of NRCE.
3.	Full correspondence address including phone/mobile numbers, fax and email ID.
4.	Veterinarian certificates, request letter from concerned authorities.