



Citizen's/Client's Charter

for

ICAR - Central Institute for Research on Goats

(2015-2016)

Address : **Makhdoom, P.O. Farah,
Mathura – 281122 (UP)**

Website ID : **www.cirg.res.in**

Date of Issue : **July, 2015**

Next Review : **July, 2016**

Vision and Mission

Vision

Goat as a source of nutritional and livelihood security, poverty alleviation and employment generation for the prosperity in the country.

Mission

Improvement in goat productivity with respect to milk, meat and fibre through research, extension and HRD support.

Main Services / Transactions

S. No.	Services/ Transaction(s)	Weight	Responsible Person along with designation	Email	Mobile & Land line phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1	Training and skill development	100	Dr.Braj Mohan, Head, EE & SE Section and Nodal Officer HRD	brajcirg@yahoo.com brajmohan@cirg.res.in	9897770827 0565-2763380	Organization of training for various stakeholders	Written request to director	Paid	Draft/cash /online transfer	Institutional fee Rs.3000/participants and as per information in institute website www.cirg.res.in Sponsored training fee after enquiry to Director

Service Standards

S. No.	Service(s) / Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Training and skill development	100	Organization of training after receipt of relevant information.	180	Working days	100	CIRG

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	E-mail
1.	Dr. Ashok Kumar, Principal Scientist	0565-2763320	09412826657	ashok@cirg.res.in, akumar@scientist.com

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	Farmers/Livestock workers
2.	Different agencies i.e. Government, NGOs
3.	Industry / Feed Industry
4.	SAUs and SVUs
5.	Commercial entrepreneurs
6.	Research Institutes
7.	KVKs
8.	ATMA
9.	Bank/ Pharmaceutical Company

Regional Stations/Centres - NIL

S. No.	Name of the Regional Stations/Centres	Landline Number	Email	Mobile Number	Address for Correspondence
	NIL				

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Proper information and awareness to stakeholders about institute, farmers facility, training etc
2.	Response of farmers/industry and other agencies for technology development, refinement and commercialization
3.	Adoption of goat farming in commercial scale and medium unit
4.	Providing detail information regarding training requirement & consultancy