



**Citizen's/Client's Charter**  
**for**  
**ICAR-National Research Centre on Meat**  
**(2015-2016)**

**Address: Chengicherla, P.B.No.19, Boduppall P.O.**

**Hyderabad-500092, Telangana**

Website ID : [nrcmeat.org.in](http://nrcmeat.org.in)

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## **Vision and Mission**

### **Vision**

NRC on Meat as a premier institution of meat research to solve the problems and face challenges of meat and allied sectors development

### **Mission**

Development of modern organized meat sector through meat production, processing and utilization technologies to serve the cause of meat animal producers, processors and consumers

## Main Services / Transactions

S. No.	Service(s)/Transaction(s)	Weight	Responsible person along with designation	Email	Mobile & Landline phone	Process	Document(s) required	Fees		
								Category	Mode	Amount
1.	Training	50	Dr. M. Muthukumar, Senior Scientist	muthukumar55@rediffmail.com	09392414740 040 - 29801674 (110)	Impart training to stakeholders	Written request submitted to Director, NRC on Meat, Hyderabad, Telangana	Paid	Cash / DD	Variable , the rates as displayed on the website
2	Species and sex identification in animals	50	Dr.S.Vaithyanathan, Principal Scientist	svaith@gmail.com	09573761364 040 - 29801674 (102)	Test the sample for species and sex differentiation	Written request along with sample	Paid	Cash / DD	Rs.6000 + 14 % ST per sample

## Service standards

S. No.	Service(s) / Transaction(s)	Weight	Success indicator(s)	Service Standards	Unit	Weight	Data source
1	Training	50	Organize training	30	Working Days	50	NRC on Meat
2	Species and sex identification in animals	50	Test sample	30	Working Days	50	NRC on Meat

### Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Dr. C. Ramakrishna, Senior Scientist	040 – 29801674-112 (Extn.112)	drcramakrishna@gmail.com	09247285278

### List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	Consumers
2.	Entrepreneurs
3.	Farmers
4.	Butchers
5.	Line departments
6.	NGO's working in meat sector and animal welfare

**Regional Stations/Centres: NIL**

<b>S.No.</b>	<b>Name of the Regional Stations/Centres</b>	<b>Landline Number</b>	<b>Mobile Number</b>	<b>Email</b>	<b>Address</b>
1.	NIL				

**Indicative Expectations from Service Recipients**

<b>S. No.</b>	<b>Indicative Expectations from Service Recipients</b>
1.	Timely submission of indents for training from entrepreneurs
2.	Timely follow up by recipients
3.	Industry's response and participation in technology development and refinement