



Citizen's/Client's Charter

for

ICAR-Project Directorate

on

Foot and Mouth Disease

(2015-2016)

Address : IVRI Campus, Mukteswar, Kumaon-263138 (Uttarakhand)
Website ID : www.pdfmd.ernet.in
Date of Issue : July, 2015
Next Review : July, 2016

Vision and Mission

Vision

To make India free from Foot and Mouth Disease (FMD).

Mission

Active epidemiological surveillance through regularly monitoring antigenicity and genomic make up of Foot and Mouth Disease (FMD) virus strains responsible for disease outbreaks, to provide training in diagnosis and epidemiology, and to develop technologies for making country free from FMD.

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.	Diagnosis of FMD in biological materials	100	Dr. B. B. Dash In-Charge, PME Cell	bbdash08@gmail.com	09997663133 (05942-286004)	Diagnosis of FMD virus in clinical materials, milk and semen samples and serum antibody testing for vaccinal immunity and virus circulation	Written request to the Project Director, PDFMD.	Free of cost	-	-

Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1.	Diagnosis of FMD in biological materials	100	Diagnosis will be provided within 10 days for each sample after receipt of the materials at PDFMD, Mukteshwar	10	Working Days	100	PDFMD

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. B. B. Dash, In-Charge, PME Cell	05942-286004	09997663133	bbdash08@gmail.com

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	DADF, Govt. of India
2.	Vaccine Manufacturers
3.	State Animal Husbandry Departments
4.	Livestock owners
5.	State Agricultural and Veterinary Universities

Regional Stations/Centres- Nil

S. No.	Name of the Regional Stations/ Centers	Landline Number	Mobile Number	Email	Address
1	NIL				
2					

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Clinical materials to be sent in cold chain preferably through messengers
2	The phone number, e-mail and postal address to be provided by the service recipients
3	Timely submission of requirements by farmers/development agencies
4	Response of development agencies/Industry in technology development, refinement and commercialization