



Citizen's/Client's Charter

for

ICAR - Directorate of Poultry Research

(2015-2016)

Address : Rajendranagar, Hyderabad-500 030 (Telangana)
Website ID : www.pdonpoultry.org
Date of Issue : July, 2015
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Vision and Mission

Vision

To enhance productivity of chicken for household nutritional security, income and employment generation

Mission

To develop and propagate improved varieties of chicken for sustainable production under intensive and extensive systems

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 (Rs)
1	Supply of improved germplasm for rural poultry production	65	Dr. S.V. Rama Rao, Principal Scientist & I/c TOT section	svramaraol@gmail.com	09849966022 40-24015652/ 24015651/ 24017000 Ext. 106	Production of improved germplasm of Vanaraja, Gramapriya, Krishibro, Krishilayer etc.	Written request with advance payment	Paid	Cash/DD -do- -do-	10/fertile eggs 16/day old chick 43/bird of 6 weeks age
2	Technical guidance to various stakeholders on poultry farming	20	Dr. U. Rajkumar, Principal Scientist	ullengala@yahoo.com	09849561708 40-24015651/ 24017000 Ext. 128	Service	MOU with institutions and for individual farmers prior appointment/written request	Free of cost	N.A.	N.A.
3	Technical advice on poultry health and biosecurity	15	Dr. M.R. Reddy, Principal Scientist	rrmaddula@yahoo.com	09949573506 40-24015655/ 24015651/ 24017000 Ext. 109	Service	do	Free of cost	N.A.	N.A.

Service Standards

S.No.	Service(s)/Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Source
1	Supply of improved germplasm for rural poultry production	65	Time taken for supply of hatching eggs/ chicks	120	Working days	65	DPR records
2	Technical guidance to various stake holders on poultry farming	20	Time taken for extending required information	15	Working days	20	DPR records
3	Technical advice on poultry health and biosecurity	15	Time taken for extending required information	15	Working days	15	DPR records

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1	Dr. U. Rajkumar, Principal Scientist	40-24015651/24017000	09849561708	ullengala@yahoo.com

List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Poultry farmers/Govt. Departments/NGOs etc.
2.	Poultry industry/farmers

Regional Stations/Centres-NIL

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

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Timely supply of germplasm for rural poultry production
2.	Efficient technical guidance on modern aspects of backyard and intensive poultry farming
3.	Efficient technical advice on disease control in poultry
4.	Efficient technical advice on poultry feeding