

भारत सरकार
मत्स्यपालन] पशुपालन और डेयरी मंत्रालय
पशुपालन और डेयरी विभाग
चौधरी चरण सिंह राष्ट्रीय पशु स्वास्थ्य संस्थान
बागपत – २५० ६०९ (उत्तर प्रदेश)



Government of India
Ministry of Fisheries, Animal Husbandry and Dairying
Department of Animal Husbandry and Dairying
C.C.S. National Institute of Animal Health
Baghpat-250609, Uttar Pradesh

Central Drug Laboratory (Veterinary Biologicals)
Approved by Ministry of Health and Family Welfare, Govt. of India
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An ISO 9001:2015 certified organization

Citizen's/ Client's Charter

for

CCS National Institute of Animal Health

(2019-2020)

Vision, Mission and Mandate

Vision

- Healthy and productive livestock in Indian subcontinent using standard, efficient and safe veterinary biological.

Mission

- Achieve excellence in quality control and assurance of standard, efficient and safe veterinary biologicals in India.
- Harmonize the quality of veterinary vaccines and diagnostics in India as per global standards.

Mandate

- To act as a nodal institute to recommend licensing of veterinary vaccines in the country.
- To make available facilities for quality control of veterinary vaccines and diagnostics.
- To make available standards for veterinary biologicals and diagnostics.

Main Services

S. No.	Services	Weight	Responsible person along with designation	Email	Contact Numbers	Process	Documents required
1.	Testing of veterinary vaccines and recommendation for licensing	100	Dr. Sandeep Kumar Singh Vaccine testing coordinator	sandeep.niah@gov.in	09568470266 0121-2222472	Quality control testing of various veterinary vaccines - Haemorrhagic Septicemia, and Ranikhet Disease	<ol style="list-style-type: none">1. Quality control request form addressed to the concerned authority.2. Consent from the institute3. Vaccine receiving form

Service standards

Sl. No.	Services	Weight	Success indicator(s)	Service standards	Unit (working days)	Weight	Data Source
1.	Quality control testing of veterinary vaccines for licensing	100	Testing of veterinary vaccines for sterility, safety, potency and timely	Haemorrhagic Septicemia	35	Equal weightage to all testings /as per demand	CCS NIAH
				Haemorrhagic Septicemia	21		
				Ranikhet Disease vaccine,	35		
				Ranikhet Disease vaccine,	42		
				Ranikhet Disease vaccine,	42		

Grievance Redress Mechanism

Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
Dr. Atulya M.	0121-2222472	07060813060	atulya.niah@gov.in

List of Stakeholders/Clients

Sl. No.	Stake holders / clients
1.	State biological product divisions
2.	Private vaccine manufacturers
3.	Vaccine distributors and retailers
4.	State veterinary services

Indicative Expectations from Service Recipients

Sl. No.	Indicative Expectations from Service Recipients
1.	Submission of quality control request in proper format
2.	Submission of vaccine receiving form in proper format
3.	Submission of samples as per the guidelines of CCS NIAH