



Citizens' Charter

of

ICMR- National Institute of Cholera and Enteric Diseases (NICED)

Kolkata, West Bengal, India

A declaration of its service and commitment to the society

Date of issue: 30.05. 2022

Date of Next Review:

Our Vision

Serving the Nation to achieve its health goals by aligning and addressing the research needs as a state-of-the-art National Institute of Biomedical and Health Research

Mission

1. To conduct cutting edge Biomedical & Health research in respect to time and needs of people
2. To generate robust data support about human health related issues from Eastern India
3. To serve as a centre of excellence in the research of enteric diseases and gut related pathogens
4. To address the research needs targeted to achieve control on antimicrobial resistance
5. To support pandemic preparedness of the country
6. To contribute effectively in achieving safe use of medications in the country
7. To foster disciplined, efficient and ethical research practice among young scientists
8. To promote knowledge sharing through publication of research data
9. To promote capacity building by goal directed training programmes
10. To utilize the intellectual, physical and financial resources for researches effectively and in a timely manner
11. To encompass the researches from basic, applied and clinical sciences to address the contemporary health issues that the people of the country may require
12. To collaborate with other national and international agencies and scientists who are working for the same vision

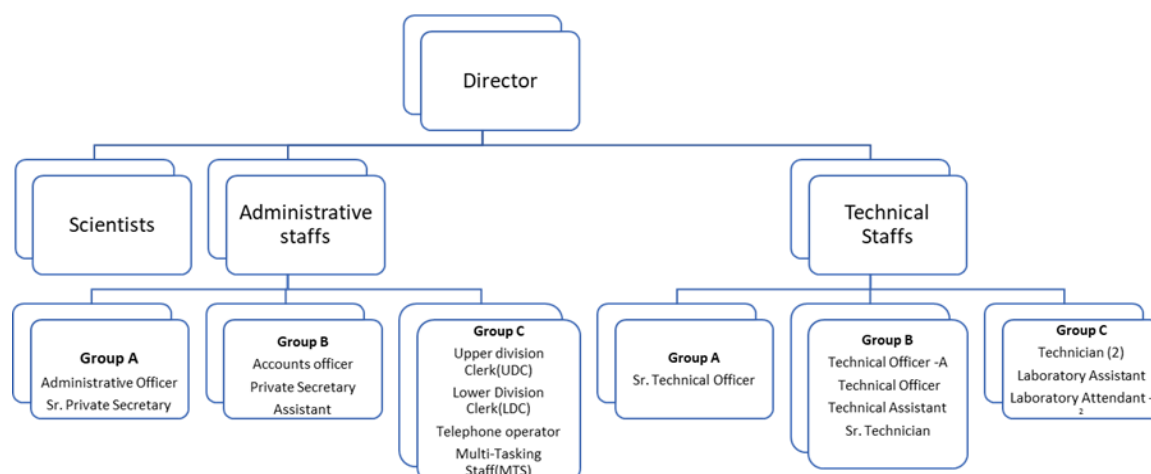
Values

- We are accountable for our actions and will act ethically and honestly in all our interactions.
- We are responsible, individually and collectively, to give of our time, talents, and resources to promote the well-being of each other and the development of our local, regional, and global communities.

Divisions

1. Bacteriology
2. Biochemistry
3. Bioinformatics
4. Clinical Medicine
5. Data Management
6. Electron Microscopy
7. Epidemiology
8. ICMR-NICED Virus Laboratory
9. Immunology
10. Parasitology
11. Pathophysiology
12. Training & Extension
13. Virology

Organogram



Our Services:

S. No	Service	Concerned Person	Email	Turn-around time
1	Outbreak Investigation	Dr. Shanta Dutta Director	drshantadutta@gmail.com	7 days (As and when required)
2	Clinical bacteriology Identification of Serotypes of enteric bacteria like <i>Shigella spp.</i> , <i>Salmonella Spp.</i> , <i>Vibrio cholera</i> , <i>Escherichia coli</i>	Dr. Ashish Mukherjee Scientist-F	mukhopadhyayak.niced@gov.in	1-2 days
	Routine Culture and sensitivity	Dr. Jutang Babat Ain Tiewsoh Scientist-B	tiewsoh.jutang@icmr.gov.in	4 days
	Blood Culture: WIDAL			7 days 1 day
3	Regional VRDL, ICMR-NICED Diagnostics: Incorporating about 30 pathogens of public health importance	Dr. Agniva Majumder Scientist-C	agniva.m@icmr.gov.in	2-5 days
	COVID-19 high throughput testing facility (Roche COBAS 8800):			1 day
	Outbreak Management and Response: Active collaboration with West Bengal State Health and VRDLs /Public Health facilities in Bihar, Jharkhand and Sikkim.			2-5 days (depending on the virus)
	Surveillance activity ILI/SARI for Influenza and COVID-19, Zika, Scrub typhus and Leptospira			30 days
	Conducting EQA Program: ILQC activity and providing PT panel to other labs			15 days
4	Diagnostic kit validation:	1. Dr. Mamta Chawla Sarkar, Scientist F (Virology)	chawlasarkar.m@icmr.gov.in	30 days
		2. Dr. Ashish Mukherjee Scientist-F (Bacteriology)	mukhopadhyayak.niced@gov.in	

5	HIV Laboratory Services	Dr. Agniva Majumder Scientist-C	agniva.m@icmr.gov.in	7 days
	NACO National Reference Laboratory: Technical support and guidance to NACO and SACS in overall planning & implementation:			
	<ul style="list-style-type: none"> • Integrated Biological & Behavioural Surveillance • Behavioural Surveillance & Survey • Case based Surveillance • STI Surveillance • Community based Surveillance • HRG size estimation • District level PLHIV estimation • Incidence and Mortality Surveillance 			
	Facilitating smooth implementation by liaising with the concerned state authorities and addressing specific problems			
	Undertaking special studies and in-depth analyses during the inter-surveillance period to validate or strengthen surveillance findings			
	Early Infant Diagnosis			7 days
	Plasma Viral Load Assay for HIV			14 days
	Integrated Counselling and Testing Centre (ICTC)			1 day
	Consortium of NRLs for Kit quality (HIV, HBV, HCV):			15 days
6	National Repository of Antimicrobial Resistant Bacteria (NRAMRB)	Dr. Jutang Babat Ain Tiewsoh Scientist-B	tiewsoh.jutang@icmr.gov.in	15 days
7	Phage typing of Vibrio cholera strains.	Dr. Alok K. Chakrabarti Scientist-E	Chakrabarti.alok@icmr.gov.in	2 days
8	Monitoring of quality of properly collected drinking water for physical and microbiological parameters.	Dr. Asish K. Mukhopadhyay Scientist F	mukhopadhyayak.niced@gov.in	2 days
9	Summer Training/Project Work/Dissertation Work Programme for Post-graduate Students	Dr. Asish K. Mukhopadhyay Scientist F	mukhopadhyayak.niced@gov.in	7 days

Specialized Central Facilities:

S. No	Facilities	Concerned Person	Email	Turnaround time
1	Gastrointestinal Tract Pathogens Repository (GTPR)	Dr. Asish K. Mukhopadhyay Scientist-F	mukhopadhyay.niced@gov.in	
2	Animal House Facility	Dr. Hemanta Koley Scientist-F	koleyh.niced@gov.in	
3	Virus Research and Diagnostic Laboratory (VRDL)	Dr. Agniva Majumder Scientist C	agniva.m@icmr.gov.in	72 hours
4	Electron Microscopy	Dr. Moumita Dutta Scientist C	moumita.dutta@icmr.gov.in	Under maintenance
5	Ultracentrifuge	Dr. Sulagna Basu Scientist F	basus.niced@gov.in	Immediate (subject to availability of slot)
6	Flow Cytometry Core Facility	Dr. Santasabuj Das Scientist F	santasabujdas@yahoo.com	Under maintenance
7	BSL3	Dr. Mamta Chawla Sarkar Scientist F	chawlasarkar.m@icmr.gov.in	7 days
8	Computational Genome assembly	Dr. Surajit Basak Scientist C	basak.surajit@icmr.gov.in	5 days
9	Automated DNA Sequencer	Dr. Ranjan Nandy Scientist F	nandyrk.niced@gov.in	24 hours
10	Confocal microscope	Dr. Santasabuj Das Scientist F	santasabujdas@yahoo.com	24 hours

Our Stakeholders

1. Government Agencies
2. Scientific and Academic institutions
3. International agencies
4. State Government agencies
5. Industry
6. Industry associates
7. Scientific and Industrial Research Organizations
8. Non Governmental Organizations
9. Consultants and consultancy organizations
10. Students, Research scholars, Independent Innovators

Indicative Expectations from Service Recipients:

1. Cooperation in complying with departmental procedures
2. Sincerity in meeting programme objectives and committed obligation
3. Well-articulated proposals for consideration by the department
4. Submission of applications, complete in all respects as per guidelines and formats
5. Completion of the activity/project within the stipulated period
6. Taking keen interest in enhancing institute's share in national R&D expenditure
7. Constructive participation in policy formulation and identification of new schemes
8. Providing feedback on the efficacy of the schemes

Committees offering different services:

The institutional performance both as a whole and at individual level across the board is evaluated through expert advice and critical review by various committees. The feedback is incorporated to improve research quality. This is essentially achieved through the following committees:

S.No	Committee Name	Concerned Person	Email	Process	Time taken for providing the service/ response (whichever applicable)
1	Scientific Advisory Committee ICMR-NICED	Dr. Shanta Dutta, Director	drshantadutta@gmail.com	The Scientific Advisory Committee has the authority to direct research efforts. It also gives its approval to the Institute's scientific research programmes.	12 weeks (Meeting: once a year)
2	Institutional Animal Ethics Committee (IAEC)	Dr. Hemanta Koley, Scientist-F	koleyh.niced@gov.in	The IAEC grants approval after carefully analysing ethical considerations in research programmes which involves animal use.	4 weeks (Meeting: as and when required)
3	Institutional Ethics Committee	Dr. Sandip Mukhopadhyay	sandip.mukh@icmr.gov.in	Institutional Ethics Committee provides approval by carefully examining ethical issues in research projects involving human subjects undertaken in the Institute.	8 weeks (Meeting: as and when required)
4	Institutional Biosafety Committee (IBSC)	Dr. Asish K. Mukhopadhyay Scientist F	mukhopadhyaya.k.niced@gov.in	IBSC provides approval by carefully examining biosafety issues in handling infectious/ toxic agents and/or recombinant DNA in the research projects undertaken in the Institute.	4 weeks (Meeting: as and when required)
5	Right to Information Act (RTI) Committee	Dr. Amit Pal, Scientist-G	pala.niced@gov.in	The committee ensures delivery of information to the applicants and scrutinizes the information sought for by the applicants.	30 days
6	Internal Complaints Committee on Sexual Harassment of Working Women	Dr. Sulagna Basu, Scientist-F	basus.niced@gov.in	The committee is envisaged with receiving complaints of sexual harassment at work from an aggrieved woman, as well as investigating and recommending to the employer what action should be taken as a result of its investigation.	90 days
7	Anti-ragging Committee	Dr. Sulagna Basu, Scientist-F	basus.niced@gov.in	Anti-Ragging Committee ensures compliance with the provisions of any law for the time being in force concerning ragging in the institution. It also sensitizes the students joining the institute for PhD program.	60 days
8	Official Language Implementation Committee	Dr. Mamta Chawla Sarkar, Scientist-F	chawlasarkar.m@icmr.gov.in	The committee monitors proper progress and implementation of the official language in day to day work of the Institute.	7 days
9	Vigilance Officer	Dr. Amit Pal, Scientist-G	pala.niced@gov.in	The vigilance officer reviews the current Organization method and recommends actions to prevent or minimise elements that could lead	30 days

				to corruption or malpractice. Plan for routine inspections as well as unexpected visits.	
10	Grievance Cell	Dr. Mamta Chawla Sarkar, Scientist-F	chawlasarkar.m@icmr.gov.in	Grievance cell looks into the complaints lodged by any student/staff, and judge its merit.	Response time:3 days Redressal time: 3 months
11	Library Committee	1. Dr. Sandipan Ganguly, Scientist-F 2. Mr. TS Gopakumar, Administrative Officer	gangulys.niced@gov.in aoniced@gmail.com	The committee To prepares budget and suggestions for the Library's development. Readers' opinion on Library functions is also sought by the committee.	Meeting: every one month
12	Building Advisory Committee	Dr. Amit Pal, Scientist-G	pala.niced@gov.in	Building Advisory Committee provides guidance on construction of building/new structure.	As and when required
13	Technical Committee	1. Dr. Ranjan Kumar Nandy, Scientist F 2. Mr. TS Gopakumar, Administrative Officer	nandyrk.niced@gov.in aoniced@gmail.com	The committee aids the Board in carrying out its oversight responsibilities on certain technical matters that are beyond the area of non-technical Board members' knowledge.	As and when required
14	Legal Cell	Dr. Amit Pal, Scientist-G	pala.niced@gov.in	The Legal Cell provides effective legal assistance in the preparation of legal opinions, reports, and correspondence, as well as the drafting of affidavits/responses, review, and drafting of legal documents, as needed from time to time in consultation with the relevant office and with the approval of the competent authority.	Case to case basis
15	Purchase Committee	Dr. Amit Pal, Scientist-G	pala.niced@gov.in	The committee independently reviews and evaluates purchasing documentation and recommends the most appropriate supplier or service provider based on price, quality, stock availability, references etc.	7 days
16	Local Purchase Committee	Dr. Amit Pal, Scientist-G	pala.niced@gov.in	The local purchase committee is in charge of the entire procurement process, from identifying potential suppliers to comparing and evaluating answers in order to provide recommendations.	7 days
17	Training and Extension	Dr. Sandip Mukhopadhyay Scientist-E	sandip.mukh@icmr.gov.in	To support the training and academic progress conducted by the institute. Organizing seminars/celebration of events/ occasions.	7 days
18	Swachh Bharat activity	Dr. Alok Kumar Deb, Scientist F	debak.niced@gov.in	Promoting cleanliness and spreading awareness about clean and hygienic habits in the premises and in the community	7 days

Other Services:

18	Medical Reimbursement	Dr. Alok Kr. Deb, Scientist F	debak.niced@gov.in	To provide medical reimbursement against claim received from in-service officials and pensioners and to their dependents	30 days (subject to availability of fund)
19	Travelling Allowance (TA)	AO, dealing official	aoniced@gmail.com	To reimburse TA claim	30 days
20	Pension related issues	AO, dealing official	aoniced@gmail.com	Pension related issues	30 days
21	Open tendering (25,000-2.5 lakhs)	Store-in-charge	storeniced1@gmail.com		30 days
22	Open tendering (Above 2.5 lakhs)	Store-in-charge	storeniced1@gmail.com		30-90 days
23	Returning back the EMD	Store-in-charge	storeniced1@gmail.com		30 days after completion of tendering

Notes:

These timelines are indicative and exclude the date of submission of the application and are subject to the application being complete in all respects.

If the departments/ divisions are likely to exceed the timeline, they will revert to the applicant.

In case an applicant does not get a response within the indicated timeline, they can approach the head of the concerned department/ division/ facility. The department head/ concerned person will respond with the status of the application, the reason for delay, request for additional information, if any, as well as the likely time for disposal of the application.

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