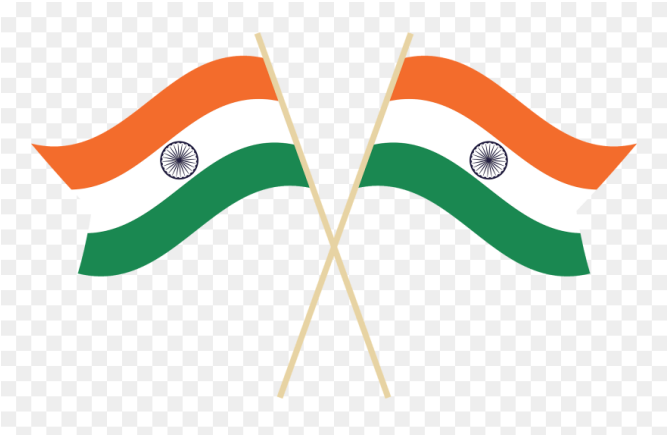
CITIZENS' CHARTER



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A PERMANENT INSTITUTE OF
INDIAN COUNCIL OF MEDICAL RESEARCH
DEPARTMENT OF HEALTH RESEARCH
MINISTRY OF HEALTH & FAMILY WELFARE
GOVT. OF INDIA

PREAMBLE

The Purpose of Citizen Charter is to enhance transparency and improve the service delivery mechanism effectively for the larger public health care system and stake holders' centric. It is a step towards pro-active voluntary disclosure of the activities / services rendered by the Institute as a part of National Health Care Mission.

ABOUT THE INSTITUTE

ICMR-National Institute of Virology works under the domain of Indian Council of Medical Research, an autonomous organization under Ministry of Health & Family Welfare, Govt. of India. The emphasis of this Institute is to work on viruses of public health importance. It has two campuses; the Primary & oldest campus is situated at Dr. Ambedkar Road, Camp, Pune and the other is Microbial Containment Complex in Pashan, Pune, 10 kms away from the main campus. This Institute has national as well as International recognition, serves as the World Health Organization, Regional Collaborating Centre for Reference and Research on Arboviruses, and National Reference Centre for Measles, Hepatitis and Influenza.

Besides these, this Institute also works as part of international network for the surveillance of diseases like Human Influenza, Bird Influenza, Measles and many Arboviral diseases. Institute is also centre of excellence for several endemic diseases like Japanese Encephalitis, Chandipura, various Hepatitis causing viruses, oncogenic viruses. Other world-class national facilities with the Institute include Electron Microscopy, Tissue Culture, Animal House, and Bioinformatics & Data Management systems.

The Institute also has National Virus Repository, which includes more than 600 isolates of viruses, which were isolated from various patients, animals, birds and various arthropods during last five decades. Several viruses are highly pathogenic and research is being done on many of them, which will be useful in future for developing reagents and vaccines. A highly specialized high containment laboratory has been built at the Microbial Containment Complex, Pashan, Pune for safe handling of these viruses as well as providing secured place for their storage for bio security point of view so that they should be out of reach of wrong hands.

As a part of the national and global network, the Institute is to provide the state and central government better and quick diagnosis of viruses in the events of natural calamities, epidemics of disease. The Institute works in coordination with the directive from the Ministry for preparedness of defense of bioterrorism and to provide expertise on developing national strategies for bio-defense including the development of diagnostic procedures for high risk agents so that during any such event the biological agent can be identified and strategies can be put in place for it control.

NIV has been maintaining some field units from time to time in different parts of the country, to study regional viral diseases. A field station functioned at the Christian Medical College, Vellore, Tamil Nadu from 1955 to 1970, and this unit was intended to study t he epidemiology and ecology of J13 and DEN viruses in the region. This unit was subsequently shifted to Bangalore in 1971 to study DEN and JE in the region. Another field unit functioned at Sagar, Shimoga District, and Karnataka from 1956 to 1976 to study exclusively KFD. With the outbreaks of JE in Kolar area, Karnataka State, a field unit was set up there in 1980 which continued there up to 1992, and was later shifted to Mysore to study Arboviral problem in Mysore and Mandya Districts. A unit was also set up in Gorakhpur, Uttar Pradesh (1988-2000) to study ecology of JE vectors in the region and now it has been declared as a full-fledged RMRC. Presently NIV has its Unit at Bangalore (Karnataka) – since 1917, and Allapuza (Kerala) – since Feb 2008 and the then ICMR Institute, EVRC was merged in NIV and since then it has become Mumbai Unit (since 2017) of NIV. NIV's are also being set-up at Chandigarh, Dibrugarh, Jabalpur and Satellite Centre

of One Health (SCOH) is underway at Nagpur. These projects are supported under the PM-ABHIM programm & the construction activities have been initiated at these places and are planned to be completed within two years.

VISION STATEMENT

High quality applied and basic research in the areas of epidemiology, molecular biology, immunology, diagnostics, vaccinology, prevention and control strategies for viruses of public health importance, by creating a center of excellence, safe workplace and risk-free environment, through the establishment of state-of-the-art laboratories and development of appropriate human resources

MISSION STATEMENT

To alleviate suffering from viral diseases, by providing knowledge data-base, reliable diagnosis, effective vaccines and proper management strategies for prevention and control of the diseases of public health importance.

ORGANOGRAM

ORGANISATIONAL CHART OF ICMR-NIV, PUNE

DG, ICMR & Secretary, DHR

Director

Different Cadres

Scientific

Scientist-G
Scientist-F
Scientist-E
Scientist-D
Scientist-C
Scientist-B

Technical (Lab. & Eng.)

Technical Officer-C (Eng.)
Technical Officer-B
Technical Assistant
Technician-I
Lab Attendant-I

Administration

Sr. Administrative Officer
Administrative Officer
Accounts Officer
Sr. Private Secretary
Section Officer
Accounts Officer (Jr. Grade)
Private Secretary
Assistant
Personal Assistant
Stenographer
Upper Divisional Clerk
Lower Division Clerk

Supporting Staff

Staff Car Driver
MTS

NIV Units

- Existing Mumbai
- Existing Bangalore
- Existing Kerala
- Upcoming Chandigarh
- Upcoming Dibrugarh
- Upcoming Jabalpur
- Satellite Centre for One Health, Nagpur

INFRASTRUCTURE

- Facility for the upkeep and production of high quality laboratory animals including nonhuman primates.
- Good reference collection of Indian ticks, sand flies, fleas, sucking lice, trombiculid mites, birds and mammals in its museum.
- Maintains sophisticated equipments and cryo preservation facilities; cold rooms, freezer rooms, deep freezers, liquid nitrogen, RT PCRs, Bio safety cabinets etc.
- A state-of-art advanced electron microscopy facility for virology and infectious diseases as a national reference center.
- Bio Safety Level-2, Level-3 & Level-4 labs fully functional.
- Institute's library is considered to be one of the very good scientific libraries in the country.
- Skilled and Trained manpower.

CUSTOMERS/CLIENTS

- Careful and diligent search, a close searching, studious inquiry or examination of viral diseases benefits the seeker of the knowledge.
- Development of professional scientists by offering the course in Medical Virology, professional National training courses etc. Two years Master Degree Virology course (M. Sc. Virology) being run with affiliation from SPPU.
- Store house of unbiased and reliable information require to develop the health strategies by planners to reduce prevalence of diseases.
- Prevent incidences of diseases amongst masses by developing the methods for forecasting the disease prone situation.
- Having gained the knowledge of risk factors of the diseases, doctors can do their job better in helping the patients.
- Health departments can plan strategies for prevention and treatment of the diseases.
- Companies can make various diagnostics and therapeutics based on the research.
- Ultimately public is benefited in terms of having better health and education.

SERVICES PROVIDED

- High quality applied and basic research in the areas of epidemiology, molecular biology immunology, diagnostic, vaccinology, prevention and control strategies for viruses of public health importance.
- Basic and applied research.
- Diagnostics and kit supply.
- Manpower Development (M.Sc. Virology and PhD), VRDL Training Programme.
- Outbreak Response.
- Supply of laboratory animals.
- Surveillance-Human Mosquito birds and poultry.
- Field visits during Outbreaks.

NATIONAL / INTERNATIONAL RECOGNITIONS

- National Monitoring Center for Influenza, Japanese encephalitis, Rota, Measles and Hepatitis.
- WHO Collaborating Centre for Arboviruses and Hemorrhagic Fever Reference and Research.
- W H O certified Regional and Referral Laboratory for Influenza Viruses.
- NIV Unit Bangalore is a WHO certified Reference Lab for Polio Virus.

MAJOR ACHIEVEMENTS

Diagnostics

- Arboviruses (MAC-ELISA test kits supplied all over the country for Japanese Encephalitis, Dengue and Chikungunya through NVBDCP).
- Hepatitis A virus (ELISA transferred to Industry).
- Hepatitis E virus (ELISA developed).
- Rotavirus (ELISA – patent obtained).
- Indigenous IgG kits for SARS-CoV-2
- Real Time RT-PCR tests developed for Hepatitis B, Dengue and Chikungunya.
- Real-time RT-PCR developed for SARS-CoV-2, Indfluenza A and B, Respiratory Syncytial virus A and B, and other respiratory viruses
- Real-time RT-PCR developed for Kyasanur Forest Disease virus

Vaccine development

- Kyasanur Forest Disease vaccine developed and handed over to Govt. of Karnataka.
- Hepatitis A virus strain transferred to Industry.
- Japanese Encephalitis virus strain transferred to Industry.
- Chimeric Th/B cell peptide for JE vaccine patented.
- Hepatitis E recombinant vaccine developed with Industry – preclinical trial in monkeys completed.
- Hepatitis E Swine virus Genotype 4 – recombinant protein for vaccine – patent filed.
- Rotavirus – Immune goat colostrum – patent filed.
- Chandipura virus - Recombinant protein vaccine developed with Industry.
- Avian Influenza virus – recombinant virus using reverse genetics developed with CDC – identified as prospective vaccine candidate by WHO.
- COVID-19 Vaccine: A virus strain transferred to Bharat Biotech for the preparation of first indigenous vaccine Covaxin.

Others

- C6/36 cell line developed and used worldwide for isolation of arbo virus.
- Insect repellent device – patent obtained.
- Discovery of Chandipura virus as etiologic agent for human encephalitis.
- Discovery of human hepatitis E virus.
- Molecular epidemiology study of different viruses
- Pandemic preparedness
- Detection of Influenza A H1N1pdm09, SARS-COV-2, Nipah and Zika viruses in the country for the first time
- Studies on the antibody response to the variants of SARS-CoV-2 in vaccinated subjects

Awards/Recognitions

More than 60 Awards and Recognitions have been received by ICMR-NIV, NIV Scientific and Technical Staff since inception to 2021.

QUALITY STANDARS

The Institute follows different Standard Operating Procedures (SOP) for testing of varied viral samples, as approved by National and International Agencies. Test performed by National Influenza Centre, Polio virus group and BSL-4 group have been certified with ISO 17025 by NABL

WORKING HOURS

Working Hours 09.00 to 17.30 hrs five days a week with holidays on Saturdays, Sundays and Public Holidays declared by Government of India

TIME SCHEDULE FOR SERVICES

Samples shall be collected during working hours if brought under specific packed conditions. In exigencies, samples shall be collected round the clock. Normal time line for testing is atleast 24 hours. It may vary depending upon the samples to be processed for different tests.

REVIEW MECHANISMS

Institutional

The review process for both Institutional performance as a whole and at individual level across the board is a seriously evaluated through expert advise and critical review at a national level and the feedback incorporated to continue to improve research capacity and quality with relevance to national priorities, goals and institute mandate. This is essentially achieved through following processes:

- Annual Audits
- Inspections
- Annual Review by Scientific Advisory Committee
- Continuous monitoring by ICMR.

Scientific Advisory Committee Meetings (SAC)

The SAC of the Institute is an annual scientific evaluation of the work done by a group of national experts in diverse areas related to virology. Individual scientists and research group leaders present their work that is evaluated critically and a streamlining of the research flow and directional approach to strategy developed. All new programs are also reviewed by the same committee.

Scientific Advisory Group Meetings (SAG)

The SAG meeting is a high level meeting at the headquarters of the ICMR New Delhi where individual institutes research performance and directions are evaluated and guidelines set.

WHO Review for Maintaining Referral Center Status

This is a crucial periodic meeting that evaluates the performance of NIV through structured evaluation processes and updates the continuation of the status of the Institute to maintain its key role in the WHO-global network of reference laboratories.

Staff – appraisal

There are 2 existing mechanisms. The scientists of the Institute holding the rank of Scientist-B and above are evaluated critically on individual performance through fixed yearly assessment protocol of the ICMR, New Delhi. The rest of the staffs are evaluated through a departmental promotional committee by using unbiased performance based criterion.

- Performance appraisal through APAR, which are being disclosed to the employees for further improvements.
- Publications
- Research Projects

GRIEVANCE REDRESSAL MECHANISM

Efforts are ensured for hassle-free services to the stakeholders. Still there may be a situation that the user felt shortcomings in the services rendered. Please do not hesitate to file your complaint or suggestion with any one of the following Officers, in person during working hours or by post. Your valuable suggestions will be entertained and attended to at the earliest

1) Dr. Mallika Lavania — Public Grievance Officer

2) **Right to Information (RTI) Cell:-**

Prof. Priya Abraham, Director	- Director
Dr. Deepti Parashar, Scientist-E	- Central Public Information Officer
Dr. Sumit Dutt Bhardwaj , Scientist – C	- CPIO Link Officer

3) Dr. Rajlakshmi Vishwanathan, Scientist-E — - Vigilance Officer

Address: 20-A, Dr. Ambedkar Road, Camp, Pune – 411001, Maharashtra, India
Telephone: 020–26006290, 26006390, 26127301, Fax: 2612 2669.
For further information and feedback log on to www.niv.icmr.org.in

EXPECTATIONS FROM CLIENTS/CITIZENS

The Institute functions under various constraints with the increased work load. Support of the stakeholders is essential for the successful implementation of this Charter.

This is a National Facility, hence please:

- Help us to keep the premises neat and clean.
- Cooperate with the Security and other Staff.
- Avoid crowding, unwarranted quarrel and argument.
- Do not damage the property of the Institute.
- Help us in eradicating the corrupt practices.
- Provide useful feedback and suggestions.
- Entire campus is declared as NO SMOKING ZONE.