

National Animal Disease Reporting System (NADRS)

Disease Reporting through SMS, e-mail and web based interface

In order to enhance reporting of animal diseases and to reduce the time lag, provision has been made in the National Animal Disease Reporting System (NADRS) for any user to report animal disease by using various channels - SMS, e-mail and web based interface

User who is reporting a disease for the first time has to register with the NADRS system. User can register with the system by sending SMS or using interface provided on NADRS portal.

Disease Reporting – Through SMS

NADRS Mobile no. : +919246280027

For Registration

To register send SMS to +919246280027 in exact format as given below -

NADRS reg,<Name>,<State name>,<District Name>,<Block Name>,<Village Name>

Example

NADRS reg, Srinivas Rao, Andhra pradesh, Srikakulam, Ponduru, Banam

After successful registration, user gets the reply "You have been successfully registered with NADRS" from TD-NADRSM

For reporting disease

Send SMS to +919246280027 in the following format

NADRS <Message Text>

Example

NADRS My cow has high fever and blisters in mouth and on feet

User gets the message "Your case has been registered with NADRS. Your case id is <Case ID>"

Disease Reporting – Through e-mail

NADRS e-mail: dr-nadrs@nic.in

For Registration

Click "New User Registration" link of NADRS portal home page
<http://nadrs.gov.in/>

For reporting disease

Send e-mail to dr-nadrs@nic.in

Disease Reporting – Through web based interface

For Registration

Click "New User Registration" link of NADRS portal home page-

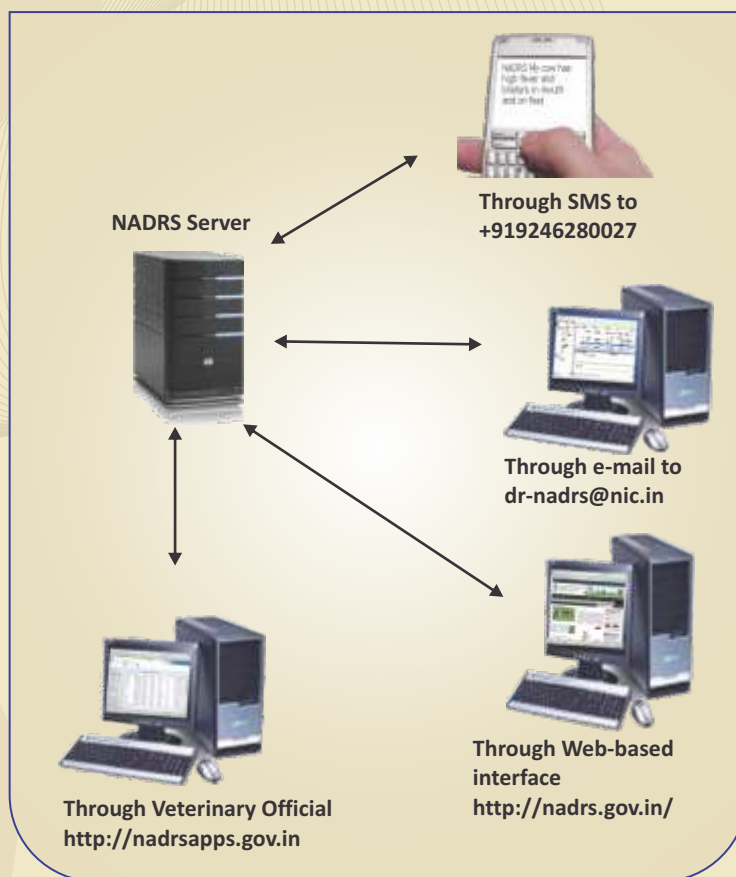
<http://nadrs.gov.in/>

For reporting disease

- Log in on NADRS portal
- Click "Report Disease" tab on web portal. Type the disease report in the text box and click submit button.

To know the status of disease reported

- Log in on NADRS portal
- Click on "Trace your request"



For Further Details

NADRS Helpline : 1800-11-4004 (Toll Free Number)

Email: helpdesk-nadrs@nic.in

Sponsored by
Department of Animal Husbandry, Dairying and Fisheries
Ministry of Agriculture
Government of India
New Delhi

Implementing Agency
Animal Production and Health Informatics Division
National Informatics Centre
New Delhi

National Animal Disease Reporting System (NADRS) Helpline

National Animal Disease Reporting System (NADRS) Project is being implemented by the Department of Animal Husbandry, Dairying and Fisheries (DADF), Ministry of Agriculture through the National Informatics Centre (NIC).

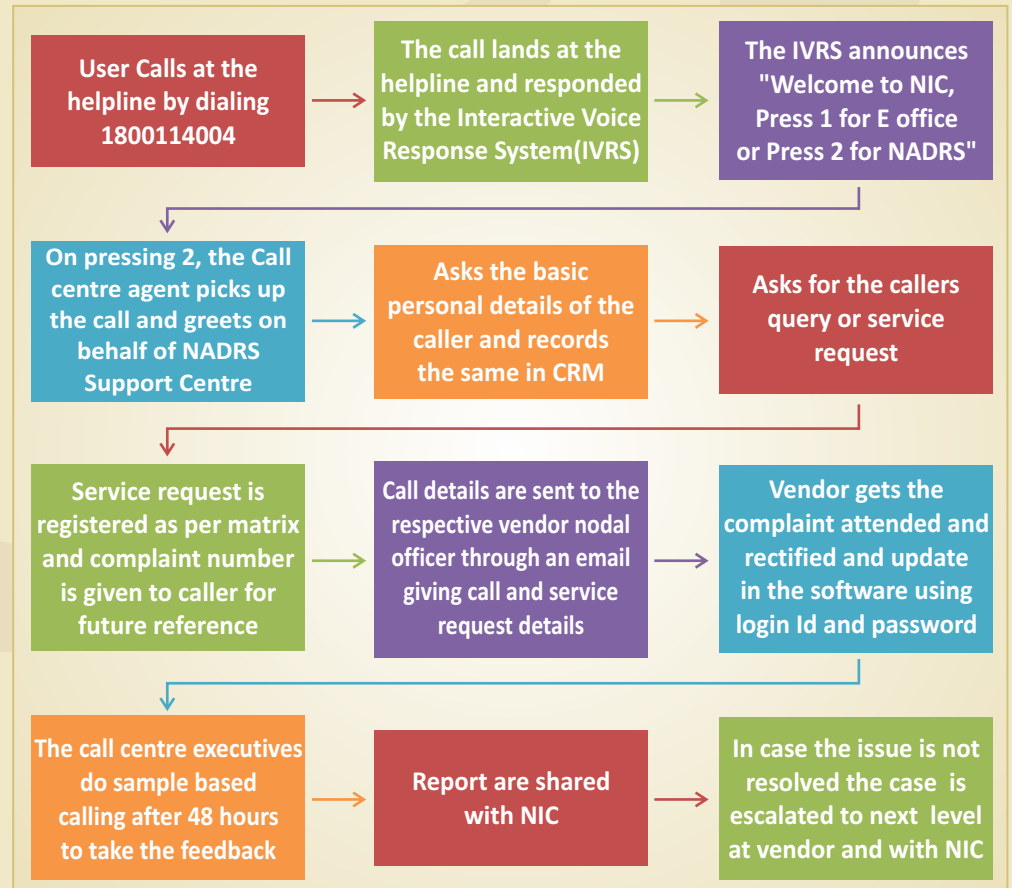
The NADRS involves creation of ICT infrastructure and establishment of computerized network, linking of each Block, District and State Headquarters (total of 7032 project sites) to the Central Project Monitoring Unit (CPMU) in New Delhi to record and monitor livestock disease situation in the country with a view to enabling preventive and curative action in a timely and speedy manner. The infrastructure includes Servers at Centre & State level, Desktop clients at Block, District and State level along with Virtual Private Network Over Broadband (VPN over BB) connectivity.

The occurrence of all 143 animal diseases scheduled in 'The Prevention and Control of Infectious and Contagious Diseases in Animals Act, 2009' are being monitored through NADRS project.

NADRS helpline has been established in New Delhi to provide support to the users for smooth operation of Hardware through different Vendors, Network connectivity through BSNL and Application Software Developed by NIC, in case of any failure/ problem, by lodging service requests.

The helpline is accessible by dialing **Toll Free Number 1800114004** from any part of the country.

The helpline functions in the following manner :



The system has been designed in line with functionality and uses Next Generation IP Based Call Center Solution with Interactive Voice Response System(IVRS), Automatic Call Distribution (ACD) and Call Logging System.

A CRM solution has been developed for application software for helpline services. The CRM application has two modules:

1. **Agent Module:** The Agent Module would maintain complete call history record of all calls received in the Helpline Services for process since the first day of its coming into being. The application would allow agents to capture and display caller information, problem descriptions, vendor selection, product selection, complaint registration, problem categorization, and complete status tracking with open and closed dates and times.
2. **MIS Reporting Module:** The MIS Module will provide different kind of reports based on the type of service request received, Geographical classification of requests, Vendor wise service request and Vendor Performance Monitoring.