

CITIZEN CHARTER

Mission of the Department :

(1) We sincerely commit ourselves to provide Veterinary health care and to take preventive measures against diseases effecting the livestock and poultry. We also commit ourselves to upgrade the local stock of livestock and birds by infusing superior germplasm in the local stock of animals and birds with the active support and co-operation of the farming community and to provide basic training in scientific husbandry practices as well as educating the farmers through extension activities.

(II)Objective set for the Department :

1. To provide effective health care to the livestock and poultry through the Veterinary institutions.
2. To upgrade the genetic stock of the animals by indicting superior germplasm for higher productivity.
3. To provide improved variety of poultry birds and veterinary health care and vaccination etc. for higher care production.
4. To impart training to the farmers on Animal Husbandry practices on scientific lines.
5. To disseminate the information regarding the activities of the department through extension activities.
6. To augment the fodder resources.
7. To take up Piggery and Goat development activities through breed improvement and providing inputs.

(III) Programmes being run by the department :

1. Expansion of Animal Health Programme.
2. Expansion of Livestock development programme.
3. Expansion of poultry development programme.
4. Strengthening of department of Animal Husbandry and Veterinary Serivices.
5. Strengthening of Pig demonstration-cum-training frams.
6. Strengthening of Goat demonstration-cum-training farms.
7. Strengthening of Animal Husbandry Extension-cum-training programme.
8. Establishment of modern Abattoir at Port Blair.
9. Expansion of fodder development programme.

(IV) Interface the ordinary citizen have with the department.

1. For treatment of animals and birds.
2. For performance of Artificial Insemination.
3. For supply of improved varieties of poultry birds, vaccination and veterinary services for the private poultry farms.
4. For the supply of improved variety of Piggery units, Goatery units and ducks.
5. For training on Dairy,poultry-keeping, Piggery, goatery husbandry.
6. For fodder development in the villages.

(V) The rights of the citizens pertaining to the area looked after by the department :

1. To get all the sick animals and birds brought to the VD,VH,VSD attended to the by the departmental staff, Seriously itt animals and animals that can not move will be attended to by the departmental staff at the farmers house.
2. To get the Cows/Buffaloes Artificially Inseminated through the veterinary institutions wherever these facilities are available.

(VI) List of Services provided by the department for the perple :

1. To establish new veterinary dispensaries, veterinary hospitals as well as to upgrade the existing ones for providing better health coverage to the livestock and poultry and to take preventive measures against the diseases.
2. To establish new Artificial Insemination Centres as well as maintain the existing ones for providing A.I. facilities to the entire breedable population of cattle and buffalos for improving the genetic makeup.
3. To provide diagnostic services and other veterinary services for the poultry farmers as well as to provide vaccination for the poultry diseases and to provide good quality chicks to the poultry farmers and improved varieties of backyard poultry units to the interested farmers.
4. To provide the schemes for setting up Poultry, Dairy, Piggery and Goat farms by the interested farmers and to provide all technical assistance and supply of exotic variety of piglets and goats to the farmers and tribals.
5. To provide training on Poultry, Goatery and Piggery to the interested farmers and to provide extension services for dissemination of information on modern livestock practices.
6. To establish grazing/fodder land in all the Panchayats and to assist in the development of fodder land by the farmers through supply of inputs.
7. To provide good quality of calf/piglets and kids of Goat to the farmers as per availability.
8. Reply to correspondence and delay in taking action.

Correspondence addressed to the department will be replied within 15 days. The reason for delay in action/implementation will be communicated to the individual as the case may be. The tentative date of action will be communicated.

9. Any harassment of the public/farmers by the departmental staff for getting the services from the department may be brought to the notice of the Director of Animal Husbandry and Veterinary Services. The complaint will be looked in to and if found correct, appropriate action will be initiated against the erring official/staff within a month and the complaint will be informed accordingly.
10. Any instance of corruption by the departmental official may be brought to the notice through a simple letter with proper address to the Director of Animal Husbandry & Veterinary Services. The matter will be enquired in to within one month and if found correct, suitable disciplinary action will be initiated against the erring official.
11. If the quality of public services extended by the department through any of the institutions is not found to be satisfactory, the same may be intimated to the Director of Animal Husbandry & Veterinary Services. Any suggestion from the public/PRI members to improve the quality of the public

service, if found appropriate will be accepted and shall be implemented for improving the quality of service.

- (VII) Statement attached as Annexure-I.
- (VIII) Format of application enclosed as Annexure-II so that the user can copy the form. Cost of animals/birds age-wise provided separately.

This department is conducting various training for equipping the entrepreneurs and farmers in the scientific Animal Husbandry practices such as poultry keeping training., A.I. and Castration training, Duckery, Goatery, Piggery etc. The format of application prepared and supplied by the department is enclosed as Annexure -III to VI.

Rates of all commodities/price list as on date, subject to change as fixed by the administration from time to time is enclosed.

- (IX) Some statistics for use by the Research scholars/Research departments on past performance of the department. The status papers of the department is enclosed as Annexure-II.
- (X) If the department is engaged in creation of infrastructure, then it may provide details of infrastructure created in different Islands.

A list of total institutions, island wise, such a poultry farm, hatcheries, goat demonstration farms, pig demonstration farms, Cattle Holding farms, vety. Polyclinic, A.I. Sub-centre, A.I Centre, new institutions to be created is enclosed.

Annexure -I

**TIME FRAME FOR DISPOSAL OF VARIOUS APPLICATIONS
FILED BY THE PEOPLE AS WELL AS FOR PROVIDING OTHER
SERVICES**

Sl. No.	Services	Whom to apply	Time frame for providing service materials	Place material is made available	Remarks
1.	2.	3.	4.	5.	6.
1.	Treatment of sick animals	Nearest veterinary institution	Timing: Week days- 8.am to 12noon. 2-4p.m. Sunday and holidays: 8a.m. to 11 a.m.	Veterinary institution	All the animals brought to the institution will be attended immediately during working hours. The seriously ill and immovable animals will be attended at the farmers doors beyond duty hours.
2.	A.I for Cattle and Buffalo	Nearest Vety. Institution	Immediately on reaching the institution	Veterinary institution	
3.	Supply of commercial layer/broiler day old chicks	Veterinary Assistant Surgeon central Hatchery Dollygunj	Chicks will be supplied as per advance booking and availability . Hatch day- Friday	Nearest poultry/Piggery farm in the jurisdiction or the VH/VD in the jurisdiction on payment.	
4.	Supply of backyard Poultry units/Piglets /Kids/Ducklings.	Veterinary Assistant Surgeon of the area.	15 days as per availability	Nearest Govt. Poultry farm/Goat /Piggery farm or where the farm is not there, the nearest institute.	
5.	Heifers and calves	Veterinary Assistant Surgeon, CHF, Dollygunj	15 to 20 days as per availability	CHF Dollygunj.	