

Citizen's Charter Report of Department of Animal Husbandry, Dairying & Fisheries For 2014-15

Vision Mission

Vision

Sustainable growth of livestock, poultry and fisheries for nutritional security, economic prosperity and livelihood support and promotion of Disease Free Zone concept for specific animal disease.

Mission

Preserve animal genetic resources, conserve indigenous breeds, protect, strengthen and improve livestock and fish health, create employment opportunities and livelihood support for women and other marginalised groups, increase production, productivity and value addition of livestock, fish and poultry products.

Services / Transactions

Sl.No	Services/Transactions	Weight(%)	Responsible Person(Designation)	Email	Mobile (Phone)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval of Annual work plan	20	Shri P.S. Chakarabarty, Deputy Secretary	pschakarabarty@rediffmail.com	9818773710 23389212	Submit the work plan within the prescribed time	The annual work plan must be submitted within the stipulated time.			NA
2	Approval of Projects/ Proposals	20	Shri P.S. Chakarabarty, Deputy Secretary	pschakarabarty@rediffmail.com	9818773710 23389212	Submit the project proposal	The project complete in all respects			NA

						within the prescribed time	must be submitted within the prescribed time.			
3	Release of budget	20	Shri P.S. Chakarabarty, Deputy Secretary	pschakarabarty@rediffmail.com	9818773710 23389212	After examination of the project, the sanction order releasing the budget would be issued.	The Utilization certificate for earlier releases should be submitted before issue of fresh sanctions.			NA
4	Issue of sanitary import permit	10	Shri P.S. Chakarabarty, Deputy Secretary	pschakarabarty@rediffmail.com	9818773710 23389212	The recommendation regarding the issue of sanitary import permit is sent to DGFT.	The proposal for import / export / manufacturing / marketing of livestock and livestock related commodities including vaccines, drugs and biological should be submitted.			NA
5	Information Dissemination	20	Shri P.S. Chakarabarty, Deputy Secretary	pschakarabarty@rediffmail.com	9818773710 23389212	Providing the necessary	The request for supply of			NA

	regarding Schemes of the Department including Livestock Statistics					information	information specifically mentioning the time period, geographical coverage etc. should be submitted.			
6	Redress of grievances	10	Shri P.S. Chakarabarty, Deputy Secretary	pschakarabarty@rediffmail.com	9818773710 23389212	Grievance should be specific and pertain to the domain of the ministry. Service recipients can lodge grievances through mails/ fax/ web site(CPGRAMS)/ in person/ post	The specific grievance in clear and unambiguous terms should be mentioned.			NA

Service Standards

Sl.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
1	Approval of Annual work plan	20	Average time taken from the date of receipt of the fully completed proposal in all respects.	60	days	20.00	Ministry Records
2	Approval of Projects/ Proposals	20	Average time taken from the date of receipt of the fully completed proposal in all respects.	60	Days	20.00	Ministry Records
3	Release of budget	20	Average time taken to release the budget after receipt of Utilization Certificate	60	Days	20.00	Ministry Records
4	Issue of sanitary import permit	10	Average time taken to issue of the permit after receipt of the application complete in all respects	45	Days	10.00	Ministry Records
5	Information Dissemination regarding Schemes of the Department including Livestock Statistics	20	Average time taken to disseminate the information	7	Days	20.00	Ministry Records
6	Redress of grievances	10	Average time taken to redress the grievance after receipt of clarifications, if required.	60	Days	10.00	Ministry Records

Grievance Redress Mechanism

S.No	Name Of The Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri P.S. Chakaraborty, Deputy Secretary	23389212	pschakaraborty@rediffmail.com	9818773710

Stakeholders / Clients

Sl.No.	Stakeholder/Clients
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1	State/ UT Governments
2	Subordinate offices under the Department
3	Autonomous bodies
4	Cooperatives
5	Non-Governmental Organizations (NGOs)
6	National Bank for Agriculture and Rural Development (NABARD)
7	National Informatics Centre (NIC)
8	Central Inland Fisheries Research Institute (CIFRI)
9	Central Marine Fisheries Research Institute (CMFRI)

Responsibility Centers and Subordinate Organizations

S.No	Responsibility Centers and Subordinate Organizations Description	Landline Number	Email	Mobile Number	Address
1	Central Cattle Breeding Farm	02646276109	ccbfdhamrodb@yahoo.in	09725135847	Dhamrod, District Surat, (Gujarat)
2	Central Cattle Breeding Farm	05872252835	ccbfanagar@gmail.com	08009698869	Andesh Nagar, District Lakhimpur, (UP)
3	Central Cattle Breeding Farm	06853223390	ccbf.sunabeda@rediffmail.com	08280040838	Similiguda, Sunabada, Koraput (Orissa)
4	Central Cattle Breeding Farm	01509268091	ccbfso@gmail.com	09414092091	Suratgarh (Rajasthan).
5	Central Cattle Breeding Farm	06632570722	ccbfchiplima@yahoo.co.in	09445816227 08895181517	Chiplima, Basantpur, District Sambalpur, (Orissa)

6	Central Cattle Breeding Farm	04426418157	Ccbfdhamrod 68 @yahoo.in	09445212792	Avadi, Alamadhi, Chennai, (Tamil Nadu)
7	Central Cattle Breeding Farm	08028466295	ccbfbangalore@gmail.com	09445180868	Hessarghatta, Bangaluru North, (Karnataka)
8	Central Frozen Semen Production and Training Institute	08028466107 08028466106 08028466227	cfspiti@yahoo.com	09449801370	Hessarghatta, Bangaluru North (Karnataka)
9	Central Herd Registration Unit	01262274246	chrs-rtk@nic.in	09868932339	Rohtak, Haryana.
10	Central Herd Registration Unit	01452427113	chrs-ajm@nic.in	09414167921	Ajmer, Rajasthan
11	Central Herd Registration Unit	07922682436	ishu_teggi@hotmail.com	09429524204	Ahmedabad, Gujarat.
12	Central Herd Registration Unit	08592232049	balbeer1975@gmail.com	09494296508	Santhapat, Ongole, District Prakasam, Andhra Pradesh.
13	Regional Station for Forage Production & Demonstration	03325898425	rsfpd.kalyani@gmail.com	09674929141	Kalyani, District Nadia, West Bengal.
14	Regional Station for Forage Production & Demonstration	01509268047, 01123389876	terindervaid@gmail.com	09868092427	Srinagar, Jammu & Kashmir.
15	Regional Station for Forage Production & Demonstration	01509-268047	rsfd_stg@yahoo.com,dir.rsfpdstg@gmail.com		Suratgarh, Rajasthan.
16	Regional Station for Forage Production & Demonstration	01162259184	m.jagat@ymail.com	09466500541	Textile Mill, Hissar, Haryana.
17	Regional Station for Forage Production & Demonstration	079-22682436	chrs-ahm@nic.in,hteggi@outlook.com	09429524204	Gandhinagar, Gujarat.
18	Regional Station for Forage Production & Demonstration	044-26310884	rsfpdchennai@gmail.com	09445210582	Avadi, Alamadhi, Chennai, Tamil Nadu.

19	Regional Station for Forage Production & Demonstration	08415-201034	rsfpdhyd@rediffmail.com, directorrspfhyd@gmail.com	08099801610	Mamidipally, Via Keshavagiri, Hyderabad, Andhra Pradesh.
20	Central Fodder Seed Production Farm	080-28466279	directcfspf@yahoo.com	08861623053	Hessarghatta, Bangaluru North, Karnataka.
21	National Institute of Animal Health	01212222471	Drsandeep 77@yahoo.co.in	0941012060	Baghpat, Uttar Pradesh.
22	Animal Quarantine & Certification Service Station	25063272	aqcsnr.dadf@nic.in	09958199310	Kapashera Village, New Delhi, Delhi.
23	Animal Quarantine & Certification Service Station	22450659	aqcs_sr@yahoo.com	09340042412	Pallikarni Village, Chennai, (Tamil Nadu).
24	Animal Quarantine & Certification Service Station	03325119418	aqcs_cal@yahoo.in	09748660436	Gopalpur, District 24 Parganas, West Bengal.
25	Animal Quarantine & Certification Service Station	02227630021	aqcs_wr@yahoo.com	09869626518	Mumbai, Maharashtra.
26	Animal Quarantine & Certification Service Station	08022001351	aqcs-hyd@nic.in	08179648920	Hyderabad, Andhra Pradesh.
27	Animal Quarantine & Certification Service Station	04024008243	aqcsbng@yahoo.in	09916133405	Bangalore, Karnataka.
28	Central Sheep Breeding Farm	01662264263			Hissar, Haryana.
29	Central Poultry Development Organisation, Southern Region	080-28466226, 284466444	Cpdoti@gmail.com	09243442366	Hessarghatta, Bangaluru, Karnataka.
30	Central Poultry Development Organisation	0674-2420175, 2420635 (F)	cpdo_er@rediffmail.com	09438656600	Eastern Region, Bhubaneshwar, Orissa.

31	Central Poultry Development Organisation	022-29272497, 29272488 (F)	cpdo_mum@yahoo.com	08652702351	Western Region, Aarey Milk Colony, Mumbai, (Maharashtra).
32	Central Poultry Development Organisation	0172-2655391, 2655460 (F)	drravicpdo@yahoo.com cpdonr-chd@nic.in	09779362881	Northern Region, Industrial Area, Chandigarh.
33	Central Poultry Performance Testing Centre	0124-2215194	cpptcggn@gmail.com		Gurgaon, Haryana.
34	Delhi Milk Scheme	25872455	gm.dms@nic.in	9968064484	West Patel Nagar, New Delhi, Delhi.
35	Central Institute of Coastal Engineering For Fishery	08028385466	cicef@dataone.in, director@cicef.gov.in	09449009965	Bangalore, Karnataka
36	Central Institute of Fisheries Nautical and Engineering Training	0484-2351107	cifnet@nic.in	09400174979	Cochin, (Kerala).
37	National Institute of Fisheries Post Harvest, Technology & Training	04842361317	niffatkochi@yahoo.in	09447742397	Cochin, (Kerala)
38	Fishery Survey of India, .	02222617101	dg_fsi-mah@nic.in	09987001330	Mumbai, Maharashtra
39	National Fishery Development Board	040-2401553	mvraoforindia@gmail.com	09703440004	Hyderabad, Andhra Pradesh
40	Coastal Aquaculture Authority	044-28234683	aquaauth@vsnl.net	09445006775	Chennai, Tamil Nadu

Indicative Expectations from Service recipients

Sl.No.	Indicative Expectations from Service recipients
1	Must submit the annual work plan in prescribed format (if any) giving full details.
2	Project/Proposal must accompany all relevant documents.
3	Proper and timely utilization of budget
4	Application complete in all respects

Note on service standards

The Department of Animal Husbandry, Dairying & Fisheries is responsible for matters relating to livestock production, preservation, protection and improvement of stocks, dairy development, all matters pertaining to fisheries etc. The Department advises the State Governments / Union Territories in the formulation of policies and programmes in the field of animal husbandry, dairy development and fisheries. The major objective of the department is achieved through approval of Annual Work Plans of the State Governments, Approval of Projects and release of budget. Due to the importance of all the three activities, they have been given a weightage of 20 each.

The department has a livestock statistics unit which conducts periodic livestock census and also disseminate information regarding all parameters related to livestock sector through publications. This being an important activity of the department, a weightage of 20 is given to information dissemination.

This department also processes the proposals for import / export / manufacturing / marketing of livestock & livestock related commodities including vaccines, drugs and biological received from various state governments / firms / organizations. The views of the department on these proposals are communicated to the Directorate General of Foreign Trade for issuance of necessary import licence. Keeping in view the fact that the Department is only recommending the issuance of licence, whereas the authority for issuing the license is DGFT, a weightage of 10 is given to this activity.

Redress of grievances is very important for the satisfactory functioning of any organization. However, since Sevottam compliant Citizen Charter has been prepared for the first time in Government Departments, a weightage of 10 has been assigned to this activity. Based on the experience of redress of grievances, its weightage could be revised upwards later.

Note on Stakeholders / Clients

The Department of Animal Husbandry, Dairying & Fisheries is responsible for matters relating to livestock production, preservation, protection and improvement of stocks, dairy development, all matters pertaining to fisheries etc. The Department advises the State Governments / Union Territories in the formulation of policies and programmes in the field of animal husbandry, dairy development and fisheries. The major objective of the department is achieved through approval of Annual Work Plans of the State Governments, Approval of Projects and release of budget. Hence, the most important stakeholders of the department is state governments.

Funds are also released to autonomous bodies, non-governmental organization, cooperatives etc. for carrying out their activities. Hence, these organizations also are included in the list of stakeholders.

A large number of schemes pertaining to piggery, poultry, dairy etc. are implemented through National Bank for Agriculture & Rural Development (NABARD). So, NABARD is an important stakeholder in the activities of the department.

The National InformaticCenter (NIC) has the overall responsibility of maintaining the web site of the department. It also shares the burden of electronically transmitting important data like the report of the livestock census etc. Hence, NIC is a major stakeholder in the activities of the department.

The Department has a large number of subordinate offices all of which are stakeholders in the activities of the department.