

# **Citizen's / Client's Charter**

*(updated as on 5<sup>th</sup> January 2018)*

**of**

**Department of Animal Husbandry and Animal Welfare,  
Government of Puducherry.**

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## **Citizen's/Client's Charter**

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**Government of Pondicherry  
Department of Animal Husbandry and Animal welfare  
Citizen's / Client's Charter**

**1. Preface**

Rearing of livestock has played key role in the development of rural economy and it has become a way of life. Bulk of the livestock products come from small and non-commercial farmers. These farmers are mostly poor and have limited capacity in knowing the Government programmes. No livestock improvements programme can make headway unless the implementation of strategy developed among all people a sense of active involvement.

An integral aspect of administrative reforms both in the short term and in the longer perspective is related to the speedy and easy access of information to the public on the services and activities of Government. There are considerable delays in redress of grievances and securing access to information, since Government departments with a public service interface do not have a mechanism to provide information to the citizens. Therefore special efforts have to be made in this regard.

Keeping this in view, the Directorate of Animal Husbandry has already initiated action to ensure widespread and easy access of citizens to information at various levels in the Department and its field institutions. As part of the programme to disseminate information on public services to the public, this Department has published a brochure containing the information regarding services, schemes and procedure.

## **2. Vision**

Sustainable growth of livestock and poultry for nutritional security and economic prosperity.

## **3. Mission**

Protect, strengthen and improve livestock and poultry health; increase production and productivity of livestock and poultry and create employment or subsidiary income opportunities.

## **Objective**

1. Prevention and control of livestock and poultry diseases.
2. Genetic up-gradation of livestock.
3. Increase milk, meat and egg production.
4. Promotion of fodder and feed.
5. Protect farmers during livestock loss.
6. To create interest on the farmers to venture into the Livestock sector.

## 4. Index of Service

Objective	Weight	Action	Success indicator	Unit	Weight	Contact Official
1. Prevention & Control of animal diseases	25	Free Health Coverage	No. of animals treated.	Nos.	12	VAS, VD; JD (LH)
		Immunisation against important diseases	No. of animals vaccinated.	Nos.	07	VAS, VD; JD (ADS)
		Health camps	No. of camps conducted.	Nos.	04	VAS, VD; JD (LH)
		Collection of samples for surveillance against important diseases.	No. of samples collected	Nos.	02	VAS, VD; JD (ADS)
2. Genetic Upgradation of livestock	25	A.I. in Cattle / Buffalo	No. of A.I. done	Nos.	15	VAS, VD; JD (LP)
			No. of calves born.	Nos.		VAS, VD; JD (LP)
		A.I. in Goats	No. of A.I. Done.	Nos.	05	VAS, VD; JD (LP)
			No. of kids born by A.I.	Nos.		VAS, VD; JD (LP)
		Fertility camps	No. of camps conducted.	Nos.	05	VAS, VD; JD (LP)
3. Increase in milk, meat & eggs	25	Self-employment / subsidiary income generation schemes in livestock by providing subsidies	No. of livestock units established.	Nos.	50	VAS, VD; JD (CD); JD (CR).
		Backyard Poultry development	No. of birds distributed.	Nos.	08	VAS, VD; JD (P)
			No. of persons assisted.	Nos.		VAS, VD; JD (P)
		Imparting training & skills to farmers	No. of trainings conducted	Nos.	05	VAS, VD; JD (RES)
			No. of persons trained.	Nos.		VAS, VD; JD (RES)
4. Promotion of fodder & feed	15	Fodder development programmes	Area developed under fodder cultivation.	Area in acres	7.5	VAS, VD; JD (CD)
		Distribution of balanced concentrate feed to dairy animals	No. of cattle covered.	Nos.	7.5	VAS, VD; JD (CR)
5. Protect farmers during livestock loss	10	Death / PTD compensation to farmers	No. of persons assisted	Nos.	05	VAS, VD; JD (LP)
		Dairy cattle insurance	No. of livestock covered	Nos.	05	VAS, VD; JD (CR) & (LH)

Telephone contact nos. for all Joint Directors - (0413) 2201328; 2206888; 2203135; 2203216 and Telefax no. 0413-2206890.

Contact nos. for Veterinary Assistant Surgeons as per chapter 7- List of Responsibility centres.

1. Free treatment to ailing animals in nearby dispensaries.
2. Preventive vaccination against contagious diseases is done at free of cost.
3. Mobile Veterinary services are provided to 44 rural villages once in a week with two Mobile Veterinary Dispensaries.
4. To control the spread of anthrax disease incentives were given for scientific disposal of the infected carcass. Cattle – Rs.2,000/-
5. At the event of death of livestock due to vaccination reaction the Government will pay compensation from Rs.1000/- to 5000/- depending upon the value of the animal to the livestock owner.
6. 64 Health camps are being conducted in identified villages of all the communes to improve the health status of livestock every year.
7. Deworming camps are conducted at worm-infested areas/villages.
8. In order to compensate the loss due to death of cattle compensation is paid to the farmer for the death of uninsured cattle to an extent of Rs.6000. Similarly for permanent total disability of cattle Rs.3000/- is paid to the livestock owner.
9. At the Veterinary Dispensary, Pondicherry emergency Veterinary Health service is provided for 24 hours service. A Clinical laboratory is functioning at the department headquarters. The biological samples are tested to provide diagnostic support to the Veterinary Institutions.
10. The Department is doing intensive surveillance for birdflu (Avian Influenza). For which sample are collected from field and farm regularly and referred for examination at higher institution for which public co-operation is requested in collecting the sample. Public are requested to inform suspicious death of birds to the departmental authorities immediately for taking up surveillance and control measures.
11. To increase the milk production free artificial insemination is done for dairy cattle using frozen semen. Artificial insemination facilities with improved variety of goats frozen semen is extended to goats for increasing meat production and for increasing the genetic potential of future generation.

12. Calves born under cross breeding programme are being judged and cash awards distributed accordingly.
13. Under Intensive Poultry Development Programme technical guidance is being given to farmers who are interested to start new poultry farms and vaccination and health coverage to the existing farms.
14. Distribution of dual purpose poultry birds are done from the Poultry Farms at 6 to 8 week age to farmers at the rate of 50% subsidy.
15. Distribution of 6week old Turkey poults to BPL farmers at 50% subsidy.
16. Distribution of 5 nos.of 18 weeks Hybrid layer pullets at free of cost to BPL families.
17. To small commercial Poultry farms power tariff is provided at concessional rate through the Department.
18. Under Animal Husbandry extension 17farmers meet are conducted by commune Veterinary Assistant Surgeon every year to disseminate technical information to live stock owners.
19. As a part of extension work 17 cattle and poultry shows are conducted within the jurisdiction of veterinary dispensary and prizes are distributed to well-maintained animals
20. As a part of extension work 2 dog shows are conducted at Pondicherry and Karaikal prizes are distributed to well-maintained dogs.
21. Film shows are conducted at rural villages for dissemination of latest farming and animal husbandry technics.
22. The Pondicherry State Veterinary Council is a statutory body constituted under the Indian Veterinary Council Act, 1984 (52 of 1984) and charged with the responsibilities of regulation of Veterinary practice, education, preparation and maintenance of Pondicherry State Veterinary Practitioners Register and matters connected thereto and related thereof is functioning in this Department.
23. This Department has developed a website exclusively for Animal Husbandry and Animal Welfare Department farmers can get to know all the programmes/schemes via website(<http://ahd.puducherry.gov.in>). Complete details regarding the activities are available under e-governance. The concept of free information is achieved through adoption of

Information and Communication Technology. Touch screen kiosk are also installed to assist the farmers.

24. The Department has taken up the following CSS scheme for implementation in the union Territory and ACA (Additional Central Assistance)

#	Name of the Scheme	Service provided
<b>UNDER CSS (Centrally Sponsored Schemes)</b>		
<b>I Livestock Health and Disease Control Programme</b>		
1.	Assistance to States for Control of Animal Diseases(ASCAD)	Vaccination and other disease control activities are undertaken
2.	Foot-and-mouth disease Control Programme (FMD-CP)	Food and mouth disease vaccination is done for cattle at free of cost.
3.	National Control programme for Pes-des-petit ruminant disease (NCPDDR).	Vaccination for PPR disease affecting sheep and goat is done at free of cost.
4.	National Animal Disease Reporting System (NADRS).	Disease Reporting system established in Veterinary Institution.
5.	National Project for Rinderpest Eradication(NPRE).	The vaccination part completed. Freedom from rinderpest obtained on 27 <sup>th</sup> May 2004.Freedom from rinderpest infection obtained. At present surveillance work is underway.
6.	Establishment & Strengthening of existing Veterinary Hospitals and Dispensaries (ESVH&D).	Infrastructure of Veterinary Health Institution is being strengthened.
7.	National Control Programme on Brucellosis (NCPB)	Vaccination for Brucellosis disease affecting cattle is done at free of cost.
<b>II Livestock Management Programme</b>		
1.	19 <sup>th</sup> quinquennial Livestock census	Livestock census is undertaken every five years.
2.	Assistance to State Poultry / Duck Farm	Expansion of Poultry Hatchery of Veterinary College (RIVER)
3.	NLM - Risk Management & Insurance Scheme	To insure 5,000 Milch animals at 70% subsidy.
<b>III Under ACA (Additional Central Assistance)</b>		
1.	National Agricultural Development Programme (NADP – RKVY) -	50% subsidy for 20+1 Goat unit establishment.



	Stall-fed Goat Rearing	
2.	Distribution of 1 Milch Cow to SC, BPL, Women Head of the Family at free of cost by integrating RKVY and SCSP	100% for purchase of a Milch Cow to SC, BPL, Women Head of the Family.
3.	Distribution of a unit of 5 female and 1 male goat to SC, BPL farmers at free of cost by integrating RKVY and SCSP	100% subsidy for purchase of a unit of 5+1 goat unit to SC, BPL farmers.

## 5. Grievance Redress Mechanism

In case of non-compliance of the service standards, the service recipients/stakeholders can contact the public grievance officers / Public relation Officers of respective regions nominated by this Department for redress of the grievance.

The livestock owners / poultry farmers can contact these officers for any information / technical guidance and redress all of their grievances.

Name of the Region	Name of the Officer	Contact Address & no.
Pondicherry region	Dr. A.V. Subba Rao, Joint Director (AH)	The Directorate, DAH&AW, MaraimalaiAdigalSalai, Puducherry. (0413) 2203135 & 2203216.
Karaikal region	Dr. G. Lathamangeshkar, Joint Director (Karaikal)	O/o. Joint Director,DAH&AW, N.S.C. Bose Road, Karaikal. (04368) 220447; 222421.
Mahe region	Dr. V. Anantharaman, Veterinary Assistant Surgeon	O/o. Veterinary Assistant Surgeon, Veterinary Dispensary, DAH&AW, Palloor, Mahe. (0490) 2337787.
Yanam region	Dr. R. Kathiresan, Veterinary Assistant Surgeon	O/o. Veterinary Assistant Surgeon, Veterinary Dispensary, DAH&AW, Yanam. (0884) 2324031.

### Escalation of Grievances

In case the grievances are not redressed suitably, the same may be taken up to the following higher level nodal officer

Dr. P. PADMANABAN,  
Director (C/D)  
Directorate of Animal Husbandry and Animal Welfare,  
MaraimalaiAdigalSalai  
Puducherry – 605 001.  
Telephone no. (0413) 2201328; Fax no. (0413) 2206890.  
e-mail: *ahd.pon@nic.in*

## **6. List of Stakeholders**

### **Individuals**

Livestock Farmers and Breeders.  
Livestock and livestock products marketing agents.  
Agricultural Farmers.  
Veterinary Graduates, Students and Researchers.

### **Institutions**

Rajiv Gandhi College of Veterinary Education and Research (RIVER).  
Dairy Development Officer of Registrar of Co-operative Societies (RCS).  
Pondicherry Co-operative Milk Producers Federation Limited (Ponlait).  
Milk Producers Co-operative Society (MPCS).  
District Rural Development Agency (DRDA).  
State Level Bankers Committee (SLBC).  
Department of Agriculture.  
Pondicherry and Karaikal Krishi Vigyan Kendras (KVK).  
Municipalities & Commune Panchayats under Local Administrative Department.  
Department of Forest.  
Department of Science and Technology.

### **Private Agencies**

Livestock Feed and Medicine manufactures and marketing agencies.  
Self Help Groups.  
Non-Governmental Agencies.  
Society for Prevention of Cruelty to Animals (SPCA).

## 7. List of Responsibility Centres

Name of the Institution	Officer	Phone
<b>Pondicherry Region</b>		
Veterinary Dispensary, Ariankuppam	Veterinary Assistant Surgeon	(0413) 2601245
Veterinary Dispensary, Bahoor	Veterinary Assistant Surgeon	(0413) 2633697
Veterinary Dispensary, Kariamanickam	Veterinary Assistant Surgeon	(0413) 2698780
Veterinary Dispensary, Madagadipet	Veterinary Assistant Surgeon	(0413) 2640514
Veterinary Dispensary, Pondicherry	Veterinary Assistant Surgeon	(0413) 2206889
Veterinary Dispensary, Sivaranthagam	Veterinary Assistant Surgeon	(0413) 2644904
Veterinary Dispensary, Thattanchavady (Mettupalayam)	Veterinary Assistant Surgeon	(0413) 2273503
Veterinary Dispensary, Thirukannur	Veterinary Assistant Surgeon	(0413) 2688001
Veterinary Dispensary, Villianur	Veterinary Assistant Surgeon	(0413) 2667022
<b>Karaikal Region</b>		
Veterinary Dispensary, Karaikal	Veterinary Assistant Surgeon	(04368) 222421
Veterinary Dispensary, Kottuchery	Veterinary Assistant Surgeon	(04368) 265290
Veterinary Dispensary, Nedungadu	Veterinary Assistant Surgeon	(04368) 261942
Veterinary Dispensary, Neravy	Veterinary Assistant Surgeon	(04368) 238370
Veterinary Dispensary, Thennankudy	Veterinary Assistant Surgeon	(04368) 236945
Veterinary Dispensary, T.R.Pattinam	Veterinary Assistant Surgeon	(04368) 291670
<b>Mahe Region</b>		
Veterinary Dispensary, Palloor, Mahe.	Veterinary Assistant Surgeon	(0490) 2337787
<b>Yanam Region</b>		
Veterinary Dispensary, Yanam	Veterinary Assistant Surgeon	(0884) 2324031

**Working Hours :**

**Office of the Directorate**

Monday to Friday

Morning 8.45 A.M. to 1.00 P.M.

Evening 2.00 P.M. to 5.45 P.M.

**Veterinary Dispensaries**

Monday to Friday

Morning 8.45 A.M. to 1.00 P.M.

Evening 2.00 P.M. to 5.00 P.M.

Saturday and Sunday

Morning 8.45 A.M. to 12.30 P.M.

Public Holidays

Morning 8.45 A.M. to 10.45 A.M.

**Emergency Clinic at Directorate, Puducherry**

Monday to Friday

Evening 5.00 P.M. to 8.45 A.M. (next day).

Saturday and Sunday

Afternoon 12.30 P.M. to 8.45 A.M. (next day).

Public Holidays

Morning 10.45 A.M. to 8.45 A.M. (next day).

## 8. Indicative Expectations from Service Recipients

Objective	Services	Service Availability	Programme Officer
1. Prevention & Control of animal diseases	1. Free Health Coverage. 2. Immunisation against important diseases. 3. Health camps. 4. Collection of samples for surveillance against important diseases.	Services can be availed directly at respective Veterinary Dispensaries, Minor Veterinary Dispensaries and Key Village Units.	Joint Director (Livestock Health), Joint Director (ADS)
2. Genetic Upgradation of livestock	1. A.I. in Cattle / Buffalo 2. A.I. in Goats 3. Fertility camps	Services can be availed directly at respective Veterinary Dispensaries, Minor Veterinary Dispensaries and Key Village Units.	Joint Director (Livestock Production), Joint Director (Cattle Development)
3. Increase in milk, meat & eggs	1. Self-employment / subsidiary income generation schemes in livestock by providing subsidies	Respective Veterinary Assistant Surgeons can be approached.	Joint Director (Cattle Development)
	2. Backyard Poultry development		Joint Director (Poultry)
	3. Imparting training & skills to farmers		Joint Director (RES)
4. Promotion of fodder & feed	1. Fodder development programmes	Respective Veterinary Assistant Surgeons can be approached.	Joint Director (Cattle Development)
	2. Distribution of balanced concentrate feed to dairy animals		Joint Director (Calf Rearing)
5. Protect farmers during livestock loss	1. Death / PTD compensation to farmers	Respective Veterinary Assistant Surgeons can be approached.	Joint Director (Livestock Production)
	2. Dairy cattle insurance		Joint Director (Cattle Rearing)

Telephone contact nos. for all Joint Directors - (0413) 2201328; 2206888; 2203135; 2203216 and Telefax no. 0413-2206890. **Email address : ahd.pon@nic.in**

Contact nos. for Veterinary Assistant Surgeons as per chapter 7- List of Responsibility centres.

## 9. Month and Year for next Review

As and when need arises or once in a year.

## 10. Conclusion

The Animal Husbandry & Animal Welfare Department and its employees at all levels are dedicated to the development of livestock and the livestock owners shall utilize the services in the best possible way for the human welfare at large. Coming together is a beginning, keeping together is progress and working together is success and this has now been proved while going through the improvement of Animal Husbandry Activities.

## 11. List of Abbreviations

<b>Abbreviations</b>	<b>Expansion</b>
DAH&AW	Department of Animal Husbandry and Animal Welfare
VD	Veterinary Dispensary
MVD	Minor Veterinary Dispensary
KVC	Key Village Centre
JD (AH)	Joint Director (Animal Husbandry)
JD (ADS)	Joint Director (Animal Disease Surveillance)
JD (CD)	Joint Director (Cattle Development)
JD (CR)	Joint Director (Calf Rearing)
JD (LH)	Joint Director (Livestock Health)
JD (LP)	Joint Director (Livestock Production)
JD (P)	Joint Director (Poultry)
JD (RES)	Joint Director (Rinderpest Eradication Scheme)
DDO	Dairy Development Officer
VAS	Veterinary Assistant Surgeon
A.I.	Artificial Insemination
PTD	Permanent Total Disability