



CITIZENS' CHARTER
OF DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRYING,
MINISTRY OF AGRICULTURE & FARMERS WELFARE
2019-20

Department's website: <https://www.dahd.nic.in>

Farmer' Portal: <http://www.farmer.gov.in>

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Citizen's Charter Report of Department of Animal Husbandry & Dairying for 2019-20

1. Introduction:

The Department is responsible for matters relating to livestock production, preservation, and protection from disease and improvement of stocks and dairy development, and also for matters relating to the Delhi Milk Scheme and the National Dairy Development Board.

2. Vision

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

3. Mission

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

4. Services / Transactions

Sl. No.	Services/Transactions	Responsible Officers/ Designation	Email-Id	Telephone No.
i.	Approval of Annual workplan	Dr. R.G. Bambal, DC (Cattle)	dclh-dadf@nic.in	011-23384960
		Shri R.K Gupta, DC (Dairy)	dcdd-dadf@nic.in	011-23389206
		Dr.S.K. Dutta, DC (NLM)	sk.dutta@nic.in	011-23389206
		Dr. P. Blahwar, JC (LH)	jcpoul@nic.in	011-23386035
		Shri Ajith Kumar, Dir (Statistics)	livestockcensus2017@gmail.com	011-25873775
ii.	Approval of Projects/ Proposals	Dr. R.G. Bambal, DC (Cattle)	dclh-dadf@nic.in	011-23384960
		Shri R.K Gupta, DC (Dairy)	dcdd-dadf@nic.in	011-23389206
		Dr.S.K. Dutta, DC (NLM)	sk.dutta@nic.in	011-23389206
		Dr. P. Blahwar, JC (LH)	jcpoul@nic.in	011-23386035
		Shri Ajith Kumar, Dir (Statistics)	livestockcensus2017@gmail.com	011-25873775
iii.	Release of budget	Dr. R.G. Bambal, DC (Cattle)	dclh-dadf@nic.in	011-23384960

		Shri R.K Gupta, DC (Dairy)	dcdd-dadf@nic.in	011-23389206
		Dr.S.K. Dutta, DC (NLM)	sk.dutta@nic.in	011-23389206
		Dr. P. Blahwar, JC (LH)	jcpoul@nic.in	011-23386035
		Shri Ajith Kumar, Dir (Statistics)	livestockcensus2017@gmail.com	011-25873775
iv.	Issue of sanitary import permit	Shri KP J Gerald, DS (Trade)	kpjgeral.edu@nic.in	011-23383340
v.	Information Dissemination regarding Schemes of the Department including Livestock Statistics	Dr. R.G. Bambal, DC (Cattle)	dclh-dadf@nic.in	011-23384960
		Shri R.K Gupta, DC (Dairy)	dcdd-dadf@nic.in	011-23389206
		Dr.S.K. Dutta, DC (NLM)	sk.dutta@nic.in	011-23389206
		Dr. P. Blahwar, JC (LH)	jcpoul@nic.in	011-23386035
		Shri Ajith Kumar, Dir (Statistics)	livestockcensus2017@gmail.com	011-25873775
vi.	Redress of Grievances/ Updation of Citizen's Carter	Shri Sarbeswar Majhi, DS (PC/GC)	sarbeswar.majhi@gov.in	011-23388534

Abbreviations used:

DC: Deputy Commissioner, JC: Joint Commissioner, Dir: Director, DS: Deputy Secretary

NLM: National Livestock Mission, LH: Livestock Health, PC/GC: Plan Coordination/General Coordination

5. Service Standards

Sl.No.	Service/Transaction	Success Indicator	Service Standard	Unit	Data Source
i.	Approval of Annual work plan	Average time taken from the date of receipt of the fully completed proposal in all respects.	60	days	Ministry Records
ii.	Approval of Projects/ Proposals	Average time taken from the date of receipt of the fully completed proposal in all respects.	60	Days	Ministry Records
iii.	Release of budget	Average time taken to release the budget after receipt of Utilization Certificate	60	Days	Ministry Records
iv.	Issue of sanitary import permit	Average time taken to issue of the permit after receipt of the application complete in all respects	45	Days	Ministry Records

v.	Information Dissemination regarding Schemes of the Department including Livestock Statistics	Average time taken to disseminate the information	7	Days	Ministry Records
vi.	Redress of Grievances	Average time taken to redress the grievance after receipt of clarifications, if required.	60	Days	Ministry Records

6. Stakeholders / Clients

Sl.No.	Stakeholder/Clients
1	State/ UT Governments
2	Subordinate/attached 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)

7. Responsibility Centers and Subordinate/Attached Organizations

S.No	Responsibility Centers and Subordinate/ Attached Organizations Description	Landline Number	Email	Mobile Number	Address
1	Central Cattle Breeding Farm, Gujarat	02646276109	ccbfdhamrod68@yahoo.in	09486414838	Dhamrod, District Surat, (Gujarat)
2	Central Cattle Breeding Farm, UP	05872252835	ccbfanagar@gmail.com	08009698869	Andesh Nagar, District Lakhimpur, (UP)
3	Central Cattle Breeding Farm, Odisha	06853223390	ccbf.sunabeda@rediffmail.com	08280040838	Similiguda Coordination, Sunabada, Koraput (Orissa)
4	Central Cattle Breeding Farm, Rajasthan	01509268091	ccbfso@gmail.com	09413553781	Suratgarh (Rajasthan)
5	Central Cattle Breeding Farm, Odisha	06632570722-23	ccbfchiplima@yahoo.co.in	08895781517	Chiplima, Basantpur, District Sambalpur (Orissa)
6	Central Cattle Breeding Farm, Tamil Nadu	04426310122	ccbf.alamadhi1973@gmail.com	09445212792	Avadi, Alamadhi, Chennai, (Tamil Nadu)

7	Central Cattle Breeding Farm, Karnataka	08028466295	ccbfsrg-dadf@gov.in	09425243293	Hessarghatta, Bangaluru North, (Karnataka)
8	Central Frozen Semen Production and Training Institute, Karnataka	08028466107 08028466106 08028466227	directorcfspiti@gmail.com	09449801370	Hessarghatta, Bangaluru North (Karnataka)
9	Central Herd Registration Unit, Haryana	01262282246	chrs-rtk@nic.in, drchrsrohtak@gmail.com	09868932339	Rohtak, Haryana.
10	Central Herd Registration Unit, Rajasthan	01452427113	chrs-ajm@nic.in	09461594568	Ajmer, Rajasthan
11	Central Herd Registration Unit, Gujarat	07929702909	ishu_teggi@hotmail.com	09429524204	Ahmedabad, Gujarat.
12	Central Herd Registration Unit, Andhra Pradesh	08592232049	chrs-ong@nic.in, gopalisal@gmail.com	07893915205	Santhapat, Ongole, District Prakasam, Andhra Pradesh.
13	Regional Fodder Station, West Bengal	03325898425	rsfpd.kalyani@gmail.com rfs.kal-dadf@gov.in	09086003194	Kalyani, District Nadia, West Bengal.
14	Regional Fodder Station, Jammu & Kashmir	01912457698 01912433180	rfsjammu@gmail.com	09622928606	Srinagar, Jammu & Kashmir.
15	Regional Fodder Station, Rajasthan	01509-268047	rsfpdstg@gmail.com	09413553781	Suratgarh, Rajasthan.
16	Regional Fodder Station, Haryana	01162259184	ppsingha@gmail.com	09416300997	Textile Mill, Hissar, Haryana.
17	Regional Fodder Station, Gujarat	079-29289194, 079-23262206	rfsgujarat@gmail.com	09486414838	Gandhinagar, Gujarat.
18	Regional Fodder Station, Tamil Nadu	044-26310884	rsfpdchennai@gmail.com, rfs.chennai@gov.in	09445210582	Avadi, Alamadhi, Chennai, Tamil Nadu.
19	Regional Fodder Station, Andhra Pradesh		rsfphyd@rediffmail.com, director-rfshyd@gov.in	08099801610 08309220532	Mamidipally, Via Keshavagiri, Hyderabad, Andhra Pradesh.
20	National Institute of Animal Health, Uttar Pradesh	01212227471	drsandeep77@yahoo.co.in	09675434000	Baghpat, Uttar Pradesh.

21	Animal Quarantine & Certification Service Station, New Delhi	25063272	aqcsnr-dadf@nic.in	09958199310	Kapashera Village, New Delhi, Delhi.
22	Animal Quarantine & Certification Service Station, Tamil Nadu	044-22460659	aqcs_sr@yahoo.com, aqcscr.chennai@gov.in	09015183711	Pallikarni Village, Chennai, (Tamil Nadu).
23	Animal Quarantine & Certification Service Station, West Bengal	033-25196777	aqcs_cal@yahoo.in	9916133405	Gopalpur, District 24 Parganas, West Bengal.
24	Animal Quarantine & Certification Service Station, Maharashtra	02227630021	aqcs_wr@yahoo.com	09958199310	Mumbai, Maharashtra.
25	Animal Quarantine & Certification Service Station, Andhra Pradesh	040-24008243	aqcs-hyd@nic.in, aqcs_hyd@yahoo.in	7330910391	Hyderabad, Andhra Pradesh.
26	Animal Quarantine & Certification Service Station, Karnataka	08022001351	aqcsbng@yahoo.in aqcsbng-ka@nic.in		Bangalore, Karnataka.
27	Central Sheep Breeding Farm, Haryana	01662264263	hisar_csbf@yahoo.com	9416091931	Hissar, Haryana.
28	Central Poultry Development Organization, Southern Region, Karnataka	080-28466236, 284466444	cpdoti@gmail.com	09845616268	Hessarghatta, Bangaluru, Karnataka.
29	Central Poultry Development Organization, Orissa	0674-2420175, 2420635 (F)	cpdo_er@rediffmail.com		Eastern Region, Bhubaneshwar, Orissa.
30	Central Poultry Development Organization, Maharashtra	022-29272497, 29272488 (F)	cpdo_mum@yahoo.com	9702043996	Western Region, Aarey Milk Colony, Mumbai, (Maharashtra).
31	Central Poultry Development Organization, Chandigarh	0172-2655391, 2655460 (F)	cpdonrhd@gmail.com	09864012070	Northern Region, Industrial Area, Chandigarh.

32	Central Poultry Performance Testing Centre, Haryana	0124-2215194	cpptcggn@gmail.com	9540174105	Gurgaon, Haryana.
33	Delhi Milk Scheme, New Delhi	011-25872455	gm.dms@nic.in		West Patel Nagar, New Delhi,
34	Veterinary Council of India, New Delhi	011-26184149/ 26184354/ 26182434	Website- www.aipvt.vci.nic.in	9873623082	August Kranti Bhawan, Bhikaji Kama Place, New Delhi

8. 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

9. Note on service standards

The Department of Animal Husbandry & Dairying is responsible for matters relating to livestock production, preservation, protection and improvement of stocks, dairy development, etc. The Department advises the State Governments / Union Territories in the formulation of policies and programmes in the field of animal husbandry & dairy development.

The Department has a Statistics Division which conducts periodic livestock census and also disseminates information regarding all parameters related to livestock sector through publications.

The 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.

10. Note on Stakeholders / Clients

Funds are also released to autonomous bodies, non-government organizations, cooperatives etc. for carrying out their activities related to animal husbandry and dairying sectors. Hence, these organizations also are included in the list of stakeholders.

A large number of schemes per training 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 Informatics Center (NIC) has the overall responsibility of maintaining the website 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/attached offices all of which are stakeholders in the activities of the Department.

11. Public Grievances

Any grievance or complaint arising out of any non-compliance of service standards, failure in delivery of service may be logged online at Central Public Grievances Redress and monitoring System(CPGRAMS) <pgportal.gov.in>.

12. Feedback/Suggestions

Feedback and suggestions can be given by writing to Deputy Secretary(GC/PC), Room No. 398, 3rd Floor, Krishi Bhawan, Department of Animal Husbandry and Dairying , Ministry of Agriculture & Farmers Welfare, New Delhi 110001, Tel No. 011-23388534, e-mail:- sarbeswar.majhi@gov.in.

13. Month/Year for the Next Review of the Charter:

This Charter is issued in April, 2019. It is intended to review the Charter in April, 2020.
