



SEVOTTAM CITIZEN'S/ CLIENT'S CHARTER

+

**DEPARTMENT OF ANIMAL HUSBANDRY
GOVERNMENT OF HIMACHAL PRADESH**

Issued by:-

**DIRECTORATE OF ANIMAL HUSBANDRY,
HIMACHAL PRADESH, SHIMLA-5**

CITIZEN'S/ CLIENT'S CHARTER

OF

ANIMAL HUSBANDRY DEPARTMENT, HIMACHAL PRADESH

Vision:-

To achieve sustainable growth of livestock Sector including poultry for attaining nutritional security, employment generation and economic prosperity of the livestock and poultry breeders.

Mission:-

Prevention & Control of animal diseases, Genetic up-gradation of livestock, Enhancement of production, procurement, processing & marketing of livestock products, Conservation & Preservation of indigenous breeds of the state and strengthening of animal husbandry extension services.

We deliver the following services at Joint Director/ Deputy Director/ Sub-Divisional Veterinary Hospital, Veterinary Hospital and Veterinary Dispensary level:-

A. Services included in the Citizen Charter for delivery to Livestock owners/ Citizens at Field level (Veterinary Services):-

1. Attending Outdoor Patients.
2. Artificial Insemination of cows & buffaloes.
3. Prophylactic mass vaccination of animals against various Infectious diseases.
4. Post bite Anti- rabies vaccination.
5. Issue of Health Certificate of Animals.
6. Issue of Post-mortem Report of Animals.
7. Issue of Death Certificate of Animals.
8. Dealing Outbreaks.

CITIZEN'S/ CLIENT'S CHARTER

<u>1</u>																											
Service Standards: Veterinary Service																											
Sr. No.	Service to be delivered	Service performance/ standards	Designated Officers/Officials	Process	Documents required	Fee in Rs.																					
1.	Attending outdoor Patients	First, come first serve basis. However, the emergency cases would be given priority.	Senior Veterinary Officer/Veterinary Officer/ Para vets.	The livestock owner will get the animal registered in the OPD register. The livestock owner will brief the history of the case. Thereafter the animal will be examined and treated.	OPD slip	Purchi Fee Cattle/ other animals Re. 1/- per animal Poultry Re. 1/- per 10 birds Castration fee/ Bull / Buck / Ram Re. 1/- per animal Stallion Rs. 10/- per animal Dog Rs. 5/- per animal																					
2.	Artificial Insemination of cows & buffaloes	In the Veterinary Institution :- On receipt of request for Artificial Insemination the skilled inseminator shall examine the cow/buffalo within two hours and after examination, depending on the stage of oestrus, he will decide the time of conducting the Artificial Insemination. At door step of the livestock owner:- On receipt of request for Artificial Insemination the skilled inseminator shall examine the cow/buffalo at the doorstep of the farmer at the earliest but not later than 12 hours and after examination, depending on stage of oestrus, he will decide the time of conducting the Artificial Insemination Note:- Providing of this service as per time limit specified for this service will depend on availability of skilled Inseminator, and material /inputs required for performing Artificial Insemination.	Senior Veterinary Officer/Veterinary Officer/ Paravets	The livestock owner will get the animal registered in the A.I. register by the incharge of the Veterinary institution. The livestock owner will brief the history of the case. The incharge will then advise about the time of delivery of service and will either perform the A.I. or start the treatment of the case as per the requirement of the case.	A.I. slip	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Breed</th> <th>New Rates (In Rupees)</th> <th>Rates to be charged from beneficiaries</th> </tr> </thead> <tbody> <tr> <td>Exotic (Jersey/HF)</td> <td>45.00</td> <td>25.00</td> </tr> <tr> <td>Indigenous (Sahiwal, Redsindhi, Hilly)</td> <td>30.00</td> <td>15.00</td> </tr> <tr> <td>Cross Breed</td> <td>40.00</td> <td>20.00</td> </tr> <tr> <td>Buffalo</td> <td>45.00</td> <td>25.00</td> </tr> <tr> <td>ET born bulls premium straws</td> <td>50.00</td> <td>50.00</td> </tr> <tr> <td>Imported Semen</td> <td>180.0</td> <td>165.00</td> </tr> </tbody> </table>	Breed	New Rates (In Rupees)	Rates to be charged from beneficiaries	Exotic (Jersey/HF)	45.00	25.00	Indigenous (Sahiwal, Redsindhi, Hilly)	30.00	15.00	Cross Breed	40.00	20.00	Buffalo	45.00	25.00	ET born bulls premium straws	50.00	50.00	Imported Semen	180.0	165.00
Breed	New Rates (In Rupees)	Rates to be charged from beneficiaries																									
Exotic (Jersey/HF)	45.00	25.00																									
Indigenous (Sahiwal, Redsindhi, Hilly)	30.00	15.00																									
Cross Breed	40.00	20.00																									
Buffalo	45.00	25.00																									
ET born bulls premium straws	50.00	50.00																									
Imported Semen	180.0	165.00																									

3.	Prophylactic mass vaccination of animals against various Infectious diseases	As per Vaccination Calendar	Senior Veterinary Officer/Veterinary Officer/ Paravets	It will be the duty of Incharge Veterinary Institution to ensure mass vaccination of livestock under their jurisdiction as per vaccination schedule issued from time to time.	As & when required	Free of cost
4.	Post bite Anti- rabies vaccination	As and when required	Senior Veterinary Officer/Veterinary Officer/ Paravets.	The livestock owner will get the animal registered in the OPD register. He will brief the history of the case to the incharge of the Veterinary Institution. The animal will be then examined and treated/vaccinated as per post- bite vaccination schedule.	OPD slip	Free of cost except Dogs Dogs= Actual cost
5.	Issue of Health Certificate of Animals	On receipt of written request, the designated officer will examine the animal and issue health/ fitness certificate as per following time schedule :- At the Veterinary Institution :- On the same day At door step of the livestock owner: Maximum 7 days	Senior Veterinary Officer/Veterinary Officer.	The livestock owner will make written request to the Senior Veterinary Officer/ Veterinary Officer for issue of Health Certificate. In case the livestock is also required to be insured, then the designated officer will issue health/ fitness certificate within the prescribed time schedule. The animal has to be tagged by the concerned insurance agency for availing this service. (In Veterolegal cases the request will be made by the police or the administration. The animal will then be examined and Health Certificate / Veterolegal certificate issued).	Written request from the owner or police or administration	Free of cost

6.	Issue of Post-mortem Report of Animals	<p>On receipt of written request the designated officer will proceed for conducting post-mortem within following time schedule:-</p> <p>If the site of conducting Post Mortem is connected with motorable road – Max. 12 hours.</p> <p>If the site of conducting Post Mortem is connected with foot path– Max. 24 hours.</p> <p>If the site of conducting Post Mortem falls in inaccessible area- Max. 48 -72 hours.</p> <p>Issuance of Post Mortem Report – Max. 3 days after conducting of Post Mortem</p>	Senior Veterinary Officer/Veterinary Officer.	<p>The livestock owner will make written request to the Senior Veterinary Officer/ Veterinary Officer for issue of Post– mortem Report. In Veterolegal cases the request will be made by the police or the administration. The animal will then be examined for post-mortem findings and Post – mortem Report issued.</p> <p>In cases where laboratory investigations are required to ascertain the cause of the death, the time limit for issue of Post –mortem Report will be 3 days from the receipt of the laboratory report.</p>	Written request from the owner or police or administration	Free of cost
7.	Issue of Death Certificate of Animals	<p>On receipt of written request the designated officer/official will proceed to the site where carcass is lying for verification purpose within following time schedule:-</p> <p>If the site where carcass is lying is connected with motorable road – Max. 12 hours.</p> <p>If the site where carcass is lying, is connected with foot path– Max. 24 hours.</p> <p>If the site where carcass is lying, falls in inaccessible area- Max. 72 hours.</p> <p>Issuance of Death Certificate– Max. 3 days after verification of the carcass.</p>	Senior Veterinary Officer/Veterinary Officer/Paravets	<p>The livestock owner will make written request to the Senior Veterinary Officer/ Veterinary Officer/Paravets for issue of Death Certificate of animals.</p>	Written request from the owner /police/ administration	<p>Free of cost if the death certificate is issued by the Senior Veterinary Officer/ Veterinary Officer.</p> <p>In cases, where the paravets issue the death certificate then prescribed visiting fee will be charged.</p>

8.	Dealing Outbreaks	Maximum 12 hours when the outbreak is reported	Senior Veterinary Officer/Veterinary Officer/Paravets	<p>The livestock owner will intimate the nearest local Veterinary Institution/ Incharge of the Veterinary Institution about the detail of incidence of unusual high morbidity/ mortality of animals. In case the outbreak is reported at Veterinary Dispensary level, then the incharge of the Veterinary Dispensary will intimate about the outbreak to concerned Senior Veterinary Officer/ Veterinary Officer immediately.</p> <p>Action by the local Senior Veterinary Officer/ Veterinary Officer will be initiated for investigating the cause of disease followed by treatment. Status of the outbreak will be reported to the concerned District Head.</p>	The livestock owner will intimate about the outbreak in person or telephonic message	Free of cost
----	-------------------	--	---	--	--	--------------

Note:- Charges permissible for rendering above mentioned services at door-steps:-

Sr. Veterinary Officer:-
Veterinary Officer:-

Free of Cost
Free of Cost

Chief Pharmacist / Animal Husbandry Assistant/ Upto 3 KMs = Rs. 35/-

Above 3 KMs= Rs. 40/-

Veterinary Pharmacist

Upto 3 KMs = Rs. 30/-

Above 3 KMs= Rs. 35/-

II.						
Service standards (Common Service Matters for Internal clients)						
Sr. No.	Service to be delivered	Service performance/ standards	Designated Officers/Officials	Process	Documents required	Fee in Rs.
1.	Earned Leave	Dealing Assistant= 3 days Competent Authority= 7 days	Competent Authority like Director, Deputy Director or Assistant Director as per the case & the Dealing Assistant	The employee will apply for Earned Leave in prescribed proforma. The dealing assistant will ensure that the case is dealt and presented to the authorities within 3 days of receipt of the same. The Competent Authority will then ensure disposal of the matter within 7 days time.	Written request	Free of Cost
2.	NOC for higher study	Dealing Assistant= 3 days Competent Authority= 15 days	Director, AH Dealing Assistant	Dealing Assistant will put up the case to the higher authority who will then ensure that the case is forwarded to the Competent Authority within 15 days time.	Written request complete in all aspects	Free of Cost
3.	LTC	Dealing Assistant= 3 days Competent Authority= 15 days	Director, AH Dealing Assistant	-do-	Written request complete in all aspects	Free of Cost
4.	NOC for applying for another /higher post	Dealing Assistant= 3 days Competent Authority= 15 days	Director, AH Dealing Assistant	Dealing Assistant will put up the case to the higher authority who will then ensure that the case is forwarded to the competent Authority within 15 days time.	Written request complete in all aspects	Free of Cost
5.	General Provident Fund	Dealing Assistant= 3 days Competent Authority= 7 days	Competent Authority like Joint Director or Deputy Director as per the case Dealing Assistant	The employee will apply for GPF on prescribed form. The dealing assistant will ensure that the case is dealt and presented to the authorities within 3 days of receipt of the same. The Competent Authority will then ensure submission of the case to the treasury within 7 days time.	Written request in prescribed proforma complete in all aspects	Free of Cost
6.	NOC for passport	Dealing Assistant= 3 days Competent Authority= 7 days	Director, AH Dealing Assistant	The employee will apply for NOC for Passport. The dealing assistant will ensure that the case is dealt and presented to the authorities within 3 days of receipt of the same. The Competent Authority will then ensure disposal of the matter within 7 days time.	Written request complete in all aspects	Free of Cost

7.	Compassionate appointment	Dealing Assistant= 3 days Competent Authority= 7 days	Director, AH Dealing Assistant	Dealing Assistant will put up the case to the higher authority who will then ensure that the case is forwarded to the Competent Authority within 15 days time.	Written request complete in all aspects	Free of Cost
8.	Processing of Extension of Deputation period	Dealing Assistant= 3 days Competent Authority= 15 days	Director, AH Dealing Assistant	Dealing Assistant will put up the case to the higher authority who will then ensure that the case is forwarded to the Competent Authority within 15 days time.	Written request complete in all aspects	Free of Cost

Availability of information:-

Information on the Service mentioned above can be obtained from the following officers:-

Sr. No.	Name of office	Designation	Telephone Nos.
1.	Deputy Director (AH/B), Bilaspur	Deputy Director (AH/B)	01978-222594
2.	Deputy Director (AH/B), Chamba	Deputy Director (AH/B)	01899-222317
3.	Deputy Director (AH/B), Hamirpur	Deputy Director (AH/B)	01972-222476
4.	Deputy Director (AH/B), Kangra	Deputy Director (AH/B)	01892-222061
5.	Deputy Director (AH/B), Kullu	Deputy Director (AH/B)	01902-222553
6.	Deputy Director (AH/B), Mandi	Deputy Director (AH/B)	01905-223077
7.	Deputy Director (AH/B), Sirmour	Deputy Director (AH/B)	01702-222303
8.	Deputy Director (AH/B), Solan	Deputy Director (AH/B)	01792-223593
9.	Deputy Director (AH/B), Una	Deputy Director (AH/B)	01975-226017
10.	Deputy Director (AH/B), Shimla	Deputy Director (AH/B)	0177-2832156
11.	Deputy Director (AH/B), Lahaul &Spiti	Veterinary Officer	01900-222249
12.	Deputy Director (AH/B), Kinnaur	Deputy Director (AH/B)	01786-222570
13.	Deputy Director (C.P.), Palampur	Deputy Director (C.P.)	01894-230529
14.	Assistant Director (S.D.), Bharmour	Assistant Director (S.D.)	01895-225048
15.	Assistant Director (AH/B), Pangi	Assistant Director (AH/B)	01897-242226
16.	Assistant Director (AH/B), Kaza	S.V.O	01906-222272
17.	Assistant Director (C.P.) Palampur	Assistant Director (C.P.)	01894-238467

Grievance Redressal System:-

Courteous and helpful service will be extended by all the staff. However, if anybody has any complaint/grievance to make with respect to the delivery of the above standards, he /she is welcome to register his/her complaint with the following:-

Sr. No.	Name of office	Designation	Telephone Nos.
1.	Deputy Director (AH/B), Bilaspur	Deputy Director (AH/B)	01978-222594
2.	Deputy Director (AH/B), Chamba	Deputy Director (AH/B)	01899-222317
3.	Deputy Director (AH/B), Hamirpur	Deputy Director (AH/B)	01972-222476
4.	Deputy Director (AH/B), Kangra	Deputy Director (AH/B)	01892-222061
5.	Deputy Director (AH/B), Kullu	Deputy Director (AH/B)	01902-222553
6.	Deputy Director (AH/B), Mandi	Deputy Director (AH/B)	01905-223077
7.	Deputy Director (AH/B), Sirmour	Deputy Director (AH/B)	01702-222303
8.	Deputy Director (AH/B), Solan	Deputy Director (AH/B)	01792-223593
9.	Deputy Director (AH/B), Una	Deputy Director (AH/B)	01975-226017
10.	Deputy Director (AH/B), Shimla	Deputy Director (AH/B)	0177-2832156
11.	Deputy Director (AH/B), Lahaul &Spiti	Veterinary Officer	01900-222249
12.	Deputy Director (AH/B), Kinnaur	Assistant Director (AH/B)	01786-222570
13.	Deputy Director (A.P.), Palampur	Deputy Director (A.P.)	01894-230529
14.	Assistant Director (S.D.), Bharmour	Assistant Director (S.D.)	01895-225048
15.	Assistant Director (AH/B), Pangi	Assistant Director (AH/B)	01897-242226
16.	Assistant Director (AH/B), Kaza	S.V.O	01906-222272
17.	Assistant Director (C.P.) Palampur	Assistant Director (C.P.)	01894-238467

RTI Act,2005:-

Information on the Right to Information Act, 2005 mentioned above can be obtained from the following officers:-:-

Sr. No.	Name of office	Designation	Telephone Nos.
1.	Deputy Director (AH/B), Bilaspur	Deputy Director (AH/B)	01978-222594
2.	Deputy Director (AH/B), Chamba	Deputy Director (AH/B)	01899-222317
3.	Deputy Director (AH/B), Hamirpur	Deputy Director (AH/B)	01972-222476
4.	Deputy Director (AH/B), Kangra	Deputy Director (AH/B)	01892-222061
5.	Deputy Director (AH/B), Kullu	Deputy Director (AH/B)	01902-222553
6.	Deputy Director (AH/B), Mandi	Deputy Director (AH/B)	01905-223077
7.	Deputy Director (AH/B), Sirmour	Deputy Director (AH/B)	01702-222303
8.	Deputy Director (AH/B), Solan	Deputy Director (AH/B)	01792-223593
9.	Deputy Director (AH/B), Una	Deputy Director (AH/B)	01975-226017
10.	Deputy Director (AH/B), Shimla	Deputy Director (AH/B)	0177-2832156
11.	Deputy Director (AH/B), Lahaul &Spiti	Veterinary Officer	01900-222249
12.	Deputy Director (AH/B), Kinnaur	Assistant Director (AH/B)	01786-222570
13.	Deputy Director (A.P.), Palampur	Deputy Director (A.P.)	01894-230529
14.	Assistant Director (S.D.), Bharmour	Assistant Director (S.D.)	01895-225048
15.	Assistant Director (AH/B), Pangi	Assistant Director (AH/B)	01897-242226
16.	Assistant Director (AH/B), Kaza	S.V.O	01906-222272
17.	Assistant Director (C.P.) Palampur	Assistant Director (C.P.)	01894-238467

Escalation of Grievance:-

Incase the grievance is not redressed at district level, then the same can be taken up at the higher Zonal level as detailed below:-

ZONE I

1. Joint Director (AH),Palampur for District Kangra, Hamirpur, Chamba & Una
(Telephone: - 01894-230529)

ZONE II

2. Joint Director (SLBP), Shimla for District Shimla, Solan, Kinnaur & Sirmour
(Telephone: - 0177-2830163)

ZONE III

SHEEP & WOOL

3. Joint Director (S&W) Shimla for District Mandi, Kullu, Kelyong (L&S) & Bilaspur
(Telephone: - 0177-2830163)

Incase the grievance is not redressed at Zonal level, then the same can be taken up at the highest level for redressed as detailed below:-

Director, Animal Husbandry, Shimla-5.
(Telephone:-0177-2830089)

STAKEHOLDERS:- Livestock breeders/ farmers, veterinarians, paravets, ministerial staff, pharmaceutical firms, Liquid Nitrogen suppliers etc.

One can also register one's grievance at <http://admis.hp.nic.in/esamadhan>

Citizen's Charter is a joint effort between you and us. to help us deliver quality services, we solicit your cooperation by submitting all the relevant documents complete in all respect as prescribed for availing any service as per requirement mentioned above.

Visit our website <http://www.hpgrisnet.gov.in> for information pertaining to department activities

We are committed to constantly revise and improve the services being offered under the charter.

LET US JOIN HANDS IN MAKING THIS CHARTER A SUCCESS