



Sub:- Updation of Citizen Charter of the department.

Please refer to the subject cited above. A copy of the said citizen charter is enclosed herewith for its updation the facts of your related branch.

You are directed to go through the same and make necessary updation (addition or deletion) as the case may be and return to this branch by 17-02-2020 (11.00 AM) positively for further action in the matter.


Deputy Director (VET)
Directorate. 

To

1. Vety Surgeon(MS), Planning Branch
2. Vety. Surgeon (MC), Extension Branch
- ✓ 3. Dy.Supdt. , Animal Health Branch.

U.O. No. 14

DD(St.)

Dated: 13.02.2020

HH 7/2 

CITIZEN CHARTER OF ANIMAL HUSBANDRY & DAIRYING DEPARTMENT, HARYANA

Citizen Services provided by the Animal Husbandry & Dairying Department, Haryana

Since long, Animal Husbandry & Dairying Department Haryana has been implementing different programmes and schemes for the benefit of people engaged in livestock rearing occupation. In addition to the major tool of socio-economic development of the society and nation, livestock is also a major tool of human health development. Today per capita milk availability in Haryana is 1085 gms per day as compare to 375 gms at national level, which is second highest in the country.

The main objectives of the department are as under:-

- To provide veterinary healthcare and diagnostic facilities to the livestock.
- To provide prophylactic measures including vaccination and vaccine production.
- To provide quality breeding services for genetic improvement of the livestock.
- Conservation and upgradation of indigenous breeds.
- Quality control of feed, milk and milk products.
- Veterinary Extension and in-service training.
- Promotion of Dairying for self-employment.
- Special livestock production programmes for social upliftment.
- Quality fodder seeds production.
- Improvement of farm practices for enhancing animal health and productivity through extension.
- Other livestock and poultry development activities

To facilitate the animal breeders different programmes are being implemented by the department for the development of world famous livestock of the State which are summarized as under:-

There are 1020 Government Vety. Hospitals, 1820 Government Vety. Dispensaries and 6 Polyclinics and one Pet Animal Medical-cum-Training Centre i.e. 2884 Veterinary Institutions providing veterinary and breeding services for all type of small and large animal/ species of livestock. There by every 3 villages are being covered by one Veterinary Institution in which facilities of health and breeding services are being provided by Veterinary Surgeons / VLDA's as per timings given below.

From 16 April to 15 October (7.30 A.M. to 2.00 P.M.)

From 16 October to 15 April (8.30 A.M. to 3.00 P.M.)

Note:-

- (i) Institutions will be remain closed on sundays and gazetted holidays.
- (ii) Emergency cases are attended 24X7 hours free of cost.
- (iii) If diseased animal cannot be brought to hospital, then emergency services are provided at farmers' doorstep but to and fro arrangements to carry the Vety. Surgeon have to be made available by the owner of the animal.

Veterinary Services:-

To keep the state's livestock healthy, two types of services are being provided.

(A) Vaccination for Prevention of Diseases.

✓ Healthy animals are vaccinated against various infectious & non infectious diseases. The department is manufacturing/purchasing different vaccines. Vaccination facility is being given free of cost to the farmers.

Sr.No.	Name
1.	Heamorrhagic Septicaemia Vaccine. (H.S.)
2.	Black Quarter Vaccine. (B.Q.)
3.	Sheep Pox Vaccine (S.P.)
4.	Enterotoxaemia Vaccine (E.T.V.)
5.	P.P.R. Vaccine (in Sheep)
6.	Foot & Mouth Disease Vaccine (F.M.D.)
7.	Swine Fever Vaccine (S.F.)

Livestock owners can get their animal vaccinated at the nearest Veterinary Hospital/Dispensary.

(B) Treatment of the Sick Animals:-

In addition to veterinary services provided in hospitals and Dispensaries, the department organizes infertility-cum-health management camps in different villages.

Farmers can have the benefit of these camps and can get their sick animal treated. The medicine are given free of cost in these camps.

Livestock Breeding Services

Artificial Insemination services are being provided using frozen semen of high quality pedigree bulls at all Veterinary Institution and even at farmers doorstep at subsidized rate of Rs.30 and Rs. 70 respectively. This facility is available 24X7 days in every Veterinary Institution.

1. Scheme for Integrated Murrah Development

The State has the repository of the best genetic resources of Murrah buffaloes not only in the Country but also in the world. Other than the trading in milk and its products, Haryana has since long been the prime source of Murrah buffaloes for the rest of India and abroad. This thriving trade in animals has not only been the source of livelihood to many, but also provides the driving force behind the traditional breeding and development of these animals in Haryana. The owners of such buffaloes will be provided incentive money as under:

Yield (Kgs)	Incentive (Rs.)
18-22	15,000
>22-25	20,000
> 25 Kgs. & Above	30,000

2. Scheme for the conservation and development of indigenous cattle (Gosamvardhan)

This scheme is being implemented in the State with an objective of conservation and development of the indigenous cows. The potential to enhance the productivity of the Indigenous breeds of cattle through professional management and superior nutrition is immense. For this it is essential to promote conservation and development of indigenous breeds. Livestock Sector has an important role in the integrated farming system particularly for the small as well as land less farmers in the State of Haryana. It has great potential for further growth of national economy provided it gets much needed policy support including emphasis on genetic resource conservation, improvement of valuable indigenous breeds, their health and nutrition etc. For encouraging the farmers to

rear the indigenous breeds of cows this scheme has been included in the State Plan through which incentive money will be paid to the owners of the high milk yielding 'Hariana, Sahiwal & Belahi 'breed of cows on the following rates:-

<u>Peak Milk Yield</u>	<u>Incentive Money</u>
Hariana Cows	
8-10	Rs.10,000/-
> 10-12	Rs.15,000/-
> 12 & above	Rs.20,000/-
Sahiwal Cows	
10-12 Kg	Rs.10,000/-
>12-15 Kg	Rs.15,000/-
>15 Kg	Rs.20,000/-
Belahi Cows	
5-8 Kg	Rs. 5,000/-
>8-10 Kg	Rs.10,000/-
>10 Kg	Rs.15,000/-

3. Scheme for the establishment of Hi-Tech and mini Dairy Units

The main objectives of the scheme are as under:-

- (i) To provide self employment to unemployed rural/rural youths.
- (ii) To enhance the production of milk to cope up with the increasing demand of consumers in general and milk plants of the state in particular.
- (iii) To help to provide additional income to the families of the young entrepreneurs.
- (iv) Creation of pool of quality germ plasma of Murrah Buffaloes.

Under the scheme a primary objective of providing self-employment opportunities, the unemployed persons would be assisted by way of establishing 3-5, 6-10, 11-20 and 21-50 milch animals dairy units. The pattern of assistance would be in the form of interest subvention (interest subsidy in popular terms) on loan availed by the beneficiary from banks/financial institutions (of loan amount not more than 75% of the unit cost). The

applicant should be of 18 to 55 years of age, a resident of Haryana and must be unemployed. There would be no mandatory educational qualifications or training requirements for availing assistance under the Scheme. Interest subsidy on loan availed purchase of milch animals by beneficiary for establishment of dairy unit cost would be provided for five years. In case of 3-5, 6-10, 11-20 and 21-50 milch animals dairy units of indigenous breeds of cows i.e. Hariana, Sahiwal, Belahi, Red Sindhi, Tharparkar and Gir etc. no margin money would be required to be arranged by the beneficiary and total cost (100%) of purchase of indigenous cows would be arranged as loan from banks/financial institutions. The beneficiaries would be provided assistance in the form of interest subvention on loan raised by them for the establishment of dairy unit.

4. Scheme for Special Livestock Insurance for Scheduled Castes (SCSP)

This scheme has been formulated as a SCSP scheme for the benefit and welfare of the scheduled caste families engaged in the rearing of livestock. The free insurance coverage is being provided to all the heifer, Dairy units of two milch animals, piggery units and sheep units owned by the Scheduled castes beneficiaries. The entire cost of insurance premium and expenditure on publicity is being borne by the State Govt. under the scheme. A

5. Scheme for Employment opportunities to Scheduled Castes by establishing Livestock Units for Scheduled Castes (SCSP)

The scheme is being implemented in the State with the objective of providing employment opportunities to the Scheduled Castes in the State by establishing 3 milch animals, Piggery and Sheep & Goat units. Under the scheme, financial assistance to the tune of 50% of the unit cost is being provided by the Govt. whereas the remaining part will be the contribution of the beneficiaries either as loan from the financial institutions or self.

6. Scheme for providing Grant-in-aid to the Societies for Prevention of Cruelty to Animals (SPCAs)

It is a new scheme being included in the Annual Plan of the department to provide Grant-in-aid to the societies for prevention of cruelty to animals. The Government of Haryana under the provisions of the Prevention of Cruelty to Animals Act, 1960 (59 of 1960) have declared 45 Veterinary Institutions/Government veterinary hospitals of the State

Government to be infirmaries under the provisions of the said Act for the treatment and care of animals in respect of which offences against this Act have been committed, and may authorize the detention therein of any animal pending its production before the magistrate. Thus, such institutions are basically set up to provide shelter and other basic facilities to the Infirm & helpless animals. Since the issuance of this notification, no provision has been made for creation of required infrastructure and other basic facilities in these Govt. Vety. Hospitals designated as Infirmaries. In order to make the Infirmaries functional, apart from the infrastructure to be provided, additional manpower needs to be deployed at these Govt. Vety. Hospitals.

7. “The Haryana Gauvansh Sanrakshan & Gausamvardhan Act, 2015”

For effective and complete ban on cow slaughter in the State, “The Haryana Gauvansh Sanrakshan & Gausamvardhan Act, 2015” has been enacted and is in force w.e.f. 19-11-2015. Under the Act, stringent provisions have been made for prevention of cow slaughter and illegal transport. Provision of imprisonment upto ten years and fine upto Rs. One lac has been made for the offence of cow slaughter and for illegal trafficking of cows for slaughter purposes, provision of imprisonment upto seven years and fine upto Rs. 70,000/- has been made in addition to confiscation of vehicle used for illegal transport. In case of default in payment of fine, additional imprisonment, which may be extend upto one year, may also be imposed in lieu of the fine.

8. “Scheme for Establishment of backyard poultry units”

It is a continued State Plan scheme. Under the scheme low input technology birds of Chabbro breed will be supplied to the beneficiary families. There is a target to setup 1000 backyard poultry units in the State preferably in Mewat and Shiwalik area and each family will be provided 50 chicks free of cost reared for 8-10 days. The Department owns its Poultry Hatchery at Hisar which will be further strengthened to produce quality chicks of low input technology that are highly suitable for backyard poultry farming in the State.

9. Pandit Deen Upadhyay Samoohik Pashudhan Beema Yojna:-

To provide socio economic security to the livestock owners of the State, a Risk Management scheme of “Pandit Deen Upadhyay Samoohik Pashudhan Beema Yojna” has been launched in the State in a Mission Mode on the payment of lowest rates of insurance

premium @ Rs. 100/- for each large animal and Rs. 25/- for each small animal for one year. In case of scheduled caste beneficiaries, the insurance premium of their livestock is 100% free and will be paid by the Govt.

10. Sex sorted semen

In order to tackle the menace of stray bulls in the state especially of exotic and crossbred cattle, a proposal to supply good quality sexed sorted semen in the veterinary institutions for artificial insemination of crossbred & indigenous cattle wherein 85-90% calves born will be female. Further, the process of establishing the production of sexed sorted semen in the state has also been initiated by the State Government.

10-A HS+FMD (Dual Vaccine)

The department has been successfully engaged in making the State free of any foot-and-mouth and HS disease among cattle and buffaloes in the State by using a combined vaccine. As a result, no case of the disease has been reported for the last one year.

11. Milk and Milk Product Order 1992

Under MMPO 1992, the Milk Plant handling the milk and milk products more than 10,000 liter per day are required to be registered. The milk plant / chilling centre handling upto 2 Lac liters per day or 10,000 M.T. solid milk per day are to be registered with State registering Authority and units handling more than 10,000 M.T. milk / milk products per day are to be registered with Central registering authority at the Government of India level. There is provision of issue of registration certificate within 45 days after the receipt of complete set of documents containing all relevant information. No milk unit in the State can deal in milk and milk product without the registration and it is mandatory for each unit to follow the provisions of MMPO 1992.

12. Cattle Feed Ordinance 1999

The Cattle feed ordinance have come into force. Since 4th November 1999 in the state . Under this act no manufacturer/ dealer is allowed to manufacture, sell and supply the concentrate Cattle feed supplement or mineral mixture without registration license. The firm engaged in manufacture/ distribution/ selling are to be registered with the State Government, by depositing the required fees (in the Head Dairying 0404) along with the application form to be submitted through the Deputy Director Animal Husbandry of the

concerned district to the registration authority. The detail of registration / renewal fee for three years is given below.

S.No	Fees for Registration	Renewal Fees	Fees for Providing Duplicate Copy of the Registration Certificate
1.	For Manufacturing Unit. Rs. 1000/-	Rs.500/-	Rs.50/-
2.	For Selling / Distribution units. Rs. 500/-	Rs.250/-	Rs.50/-

The dealing firm should apply for renewal of registration license one month prior to the expiry of the registration along with forms and fees to the registering authority. The forms and application related to dairy development scheme are available at department website.

(a) Officers At Headquater and their Telephone Numbers

SN	Officer Name	Office Address	Tel. No.
1.	Director General, Animal Husbandry - Dairying, Haryana	Bays No. 9-12 Pashudhan Bhawan, Sector-2, Panchkula	0172-2574662
2.	Joint Director (Administration)/ CCFST	-do-	0172-2574664
3.	Joint Director (Animal Breeding)	-do-	0172-2574664
4.	Joint Director (Planning)	-do-	0172-2574664
5.	Credit Development Officer	-do-	0172-2574664
6.	Poultry Development Officer	-do-	0172-2574664
7.	Gaushala Development Officer	-do-	0172-2574664

8.	Deputy Director (Animal welfare)	-do-	0172-2574664
9.	Deputy Director (Veterinary Education - Training)	-do-	0172-2574664
10.	Gaushala Development Officer	-do-	0172-2574664

(b) State Level Officers other than Directorate

S.No.	Post of Officer
1.	Chief Supdt., Govt. Livestock Farm, Hisar
2.	Principal, Haryana Veterinary Training Institute, Hisar
3.	Institute Director, Haryana Veterinary Vaccine Institute, Hisar
4.	Deputy Director, Sheep Breeding Farm, Hisar
5.	Deputy Director, Wool Grading-cum-Marketing Centre, Hisar/Loharu
6.	Sector Superintendent-I, State Cattle Breeding Project, Hisar
7.	Sector Superintendent-II, State Cattle Breeding Project, Hisar
8.	Sector Superintendent-III, State Cattle Breeding Project, Hisar

(c) Field Officers Address & Phone Number

SN	Officer Name	Office Address	Tel. No.
1.	Chief superintendent	Govt. Livestock Farm, Hisar	01662-225728
2.	Project Director	Equine Production Centre, Hisar	01662-270580
3.	Deputy Director	Animal Husbandry & Dairying, Hisar	01662-225819

4.	Deputy Director	Haryana Veterinary Vaccine Institute, Hisar	01662-237093
5.	Sector Superintendent-2	State Cattle Breeding Project, Hisar	01662-275865
6.	Deputy Director	Intensive Cattle Development Project, Ambala	0171-2530613
7.	Deputy Director	Intensive Cattle Development Project, Karnal	0184-2267644
8.	Deputy Director	Intensive Cattle Development Project, Kurukshetra	01744-220216
9.	Deputy Director	Intensive Cattle Development Project, Jind	01681-245229
10.	Deputy Director	Intensive Cattle Development Project, Bhiwani	01664-242593
11.	Deputy Director	Intensive Cattle Development Project, Gurgaon	0124-2202115
12.	Deputy Director	Intensive Cattle Development Project, Sirsa	01666-245007
13.	Deputy Director	Animal Husbandry & Dairying, Kaithal	01746-225075
14.	Deputy Director	Animal Husbandry & Dairying, Panchkula	0172-2572916
15.	Deputy Director	Animal Husbandry & Dairying, Panipat	0180-2638524
16.	Deputy Director	Animal Husbandry & Dairying, Jhajjar	01251-257067
17.	Deputy Director	Animal Husbandry & Dairying, Faridabad	0129-2421558
18.	Deputy Director	Animal Husbandry & Dairying, Narnaul	01282-250221
19.	Deputy Director	Animal Husbandry & Dairying, Rewari	01274-225936
20.	Deputy Director	Animal Husbandry & Dairying, Yamunanagar	01732-242891

21.	Deputy Director	Animal Husbandry & Dairying, Fatehabad	01667-224642
22.	Deputy Director	Animal Husbandry & Dairying, Rohtak	01262-276439, 276869
23.	Deputy Director	Animal Husbandry & Dairying, Palwal	01275-245632
24.	Deputy Director	Animal Husbandry & Dairying, Mewat	01267 244277
25.	Deputy Director	Animal Husbandry & Dairying, Sonipat	0130 2220170