



CITIZENS' CHARTER
DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRYING
MINISTRY OF FISHERIES, ANIMAL HUSBANDRY AND DAIRYING
2023-24

Department's website: <https://www.dahd.nic.in>
Farmer' Portal: <http://www.farmer.gov.in> 
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Citizen's Charter for Department of Animal Husbandry and Dairying for 2023-24

1. Introduction:

The Department is responsible for matters relating to Poultry Development, Goat and Sheep development, Piggery development, Cattle and dairy development, Livestock Health & Disease Control, Animal Welfare and matters relating to functioning of 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 diseases.

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 work plan	Dr. Bhusan Tyagi, JC (Cattle)	acsheep@nic.in	011-23383699
		Shri C. Sen, DC (Dairy)	chinmoyjit.sen@nic.in	011-23389206
		Dr. Sujit Nayak, JC (NADCP)	sujit.nayak@nic.in	011-23386318
		Dr. H.R. Khanna, JC (NLM)	hansraj.khanna@nic.in	011-21401458
		Sh. V.P. Singh, Director (Statistics)	vpsingh.iss@gov.in	011-21401460
		Dr. Aruna Sharma, DC (LH)	sharma.aruna@gov.in	011-23311042
ii.	Approval of Projects/ Proposals	Dr. Bhusan Tyagi, JC (Cattle)	acsheep@nic.in	011-23383699
		Shri C. Sen, DC (Dairy)	chinmoyjit.sen@nic.in	011-23389206
		Dr. Sujit Nayak, JC (NADCP)	sujit.nayak@nic.in	011-23386318
		Dr. H.R. Khanna, JC (NLM)	hansraj.khanna@nic.in	011-21401458
		Sh. V.P. Singh, Director (Statistics)	vpsingh.iss@gov.in	011-21401460
		Dr. Aruna Sharma, DC (LH)	sharma.aruna@gov.in	011-23311042
iii.	Release of budget	Dr. Bhusan Tyagi, JC (Cattle)	acsheep@nic.in	011-23383699

		Shri C. Sen, DC (Dairy)	chinmoyjit.sen@nic.in	011-23389206
		Dr.Sujit Nayak, JC (NADCP)	sujit.nayak@nic.in	011-23386318
		Dr. H.R. Khanna, JC (NLM)	hansraj.khanna@nic.in	011-21401458
		Sh. V.P. Singh, Director (Statistics)	vpsingh.iss@gov.in	011-21401460
		Dr. Aruna Sharma, DC (LH)	sharma.aruna@gov.in	011-23311042
iv.	Issue of sanitary import permit	Dr. Gagan Garg, DC (Trade)	gagan.garg@nic.in	011-21401459
v.	Information Dissemination regarding Schemes of the Department including Livestock Statistics	Dr.S.K. Dutta, JC (NLM)	sk.dutta@nic.in	011-21411454
		Shri C. Sen, DC (Dairy)	chinmoyjit.sen@nic.in	011-23389206
		Dr. Bhusan Tyagi, DC (Cattle)	acsheep@nic.in	011-23383699
		Sh. V.P. Singh, Director (Statistics)	vpsingh.iss@gov.in	011-21401460
		Dr. Aruna Sharma, DC (LH)	sharma.aruna@gov.in	011-23311042
vi.	Redress of Grievances/ Updation of Citizen's Charter	Shri Sharad Chandra Srivastav, Director (GC/Admn.)	sharad.srivastav@gov.in	011-23389606

Abbreviations used:

DC: Deputy Commissioner, JC: Joint Commissioner, Dir: Director, DS: Deputy Secretary
 NLM: National Livestock Mission, LH: Livestock Health, PC/GC/IT: Plan Coordination/
 General Coordination/Information Technology

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	45	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	3-4	Week	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.	30	Days	Ministry Records

6. Stakeholders / Clients

Sl.No.	Stakeholders/Clients
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	Individual Importer/Private unit importing livestock product
9	Dairy Farmers enrolled with Cooperatives and other farmer governed bodies like Milk Producer Companies, Farmer producer Organisation.

7. Responsibility Centers and Subordinate Organizations

S.No	Responsibility Centers and Subordinate Organizations Description	Landline Number	Email	Mobile Number	Address
1	Central Cattle Breeding Farm, Gujarat	02646276109	ccbf.dham-gj@gov.in	09486414838	Dhamrod, District Surat, (Gujarat)
2	Central Cattle Breeding Farm, Uttar Pradesh	05872252835	ccbfanagar-ahd@gov.in	09445212792	Andesh Nagar, District Lakhimpur, (Uttar Pradesh)
3	Central Cattle Breeding Farm, Odisha	06853223390	sunabeda-ccbf@nic.in	9023572667	Similiguda Coordination, Sunabada, Koraput (Odisha)
4	Central Cattle Breeding Farm, Rajasthan	01509268091	suratgarh-ccbf@nic.in	09413553781	Suratgarh (Rajasthan)
5	Central Cattle Breeding Farm, Odisha	06632570722-23	ccbfchiplima.od@gov.in	07008288868	Chiplima, Basantpur, District Sambalpur (Odisha)
6	Central Cattle Breeding Farm, Tamil Nadu	04426310122	ccbf.alamadhi1973@gov.in	7904632640	Avadi, Alamadhi, Chennai, (Tamil Nadu)

7	Central Cattle Breeding Farm, Karnataka	08028466295	ccbfsrg-dadf@gov.in	09880132321	Hessarghatta, Bengaluru North, (Karnataka)
8	Central Frozen Semen Production and Training Institute, Karnataka	08028466107 08028466106 08028466227	hod.cfspti-dadf@gov.in	09880132321	Hessarghatta, Bengaluru North (Karnataka)
9	Central Herd Registration Unit, Haryana	01262282246	chrs-rtk@nic.in	09461594568	Rohtak, Haryana.
10	Central Herd Registration Unit, Rajasthan	01452427113	chrs-ajm@nic.in	09461594568	Ajmer, Rajasthan
11	Central Herd Registration Unit, Gujarat	07929702909	chrs-ahm@nic.in	09429524204	Ahmedabad, Gujarat.
12	Central Herd Registration Unit, Andhra Pradesh	08592232049	chrs-ong@nic.in	07893915205	Santhapat, Ongole, District Prakasam, Andhra Pradesh.
13	Regional Fodder Station, West Bengal	03325898425	rfs.kal-dadf@gov.in	09086003194	Kalyani, District Nadia, West Bengal.
14	Regional Fodder Station, Jammu & Kashmir	01912457698 01912433180	rfs.jmu-ahd@gov.in	09416300997	Srinagar, Jammu & Kashmir.
15	Regional Fodder Station, Rajasthan	01509-268047	dirrfs.surgrh-ahd@gov.in	09086003194	Suratgarh, Rajasthan.
16	Regional Fodder Station, Haryana	01162259184	rfs.hisar-ahd@gov.in	09416300997	Textile Mill, Hisar, Haryana.
17	Regional Fodder Station, Gujarat	079-29289194, 079-23262206	rfs.dham-gj@gov.in	09486414838	Gandhinagar, Gujarat.
18	Regional Fodder Station, Tamil Nadu	044-26310884	rfs.chennai@gov.in	09445210582	Avadi, Alamadhi, Chennai, Tamil Nadu.
19	Regional Fodder Station, Telangana	040-29551104	director-rfshyd@gov.in	9949415352	Mamidipally, Via Keshavagiri, Hyderabad, Telangana.
20	Regional Fodder Station, Karnataka	080-28466279	dirrfs.bng-ahd@gov.in	9845616268	Hessarghatta, Bengaluru, Karnataka.

20	National Institute of Animal Health, Uttar Pradesh	01212227471	ccs.niah@gov.in	9456625631	Baghat, Uttar Pradesh.
21	Animal Quarantine & Certification Service Station, New Delhi	25063272	aqcsnr-dadf@nic.in	08079011661	Kapashera Village, New Delhi, Delhi.
22	Animal Quarantine & Certification Service Station, Tamil Nadu	044-22460659	aqcssr.chennai@gov.in	9748660436	Pallikarni Village, Chennai, (Tamil Nadu).
23	Animal Quarantine & Certification Service Station, West Bengal	033-25196777	roaqcser.kol.dadf@gov.in	9916133405	Gopalpur, District 24 Parganas, West Bengal.
24	Animal Quarantine & Certification Service Station, Maharashtra	02227630021	aqcs.mum-dadf@nic.in	9511550767	Mumbai, Maharashtra.
25	Animal Quarantine & Certification Service Station, Telangana	040-24008243	aqcs-hyd@nic.in,	7330910391	Hyderabad, Telangana.
26	Animal Quarantine & Certification Service Station, Karnataka	08022001351	aqcsbng-ka@nic.in	09892526150	Bengaluru, Karnataka.
27	Central Sheep Breeding Farm, Haryana	01662264263	runtu.gogoi@gov.in	8059556620	Hisar, Haryana.
28	Central Poultry Development Organization, Southern Region, Karnataka	080-28466236, 284466444	cpdoti.bng-ahd@gov.in	9845616268	Hessarghatta, Bengaluru, Karnataka.
29	Central Poultry Development Organization, Odisha	0674-2420175, 2420635 (F)	bandi.mallik@gov.in	9439917603	Eastern Region, Bhubaneswar, Odisha.
30	Central Poultry Development Organization, Maharashtra	022-29272497, 29272488 (F)	director@cpdomumbai.gov.in	9702043996	Western Region, Aarey Milk Colony, Mumbai, (Maharashtra).

31	Central Poultry Development Organization, Chandigarh	0172-2655391, 2655460 (F)	cpdonr-chd@nic.in	09864012070	Northern Region, Industrial Area, Chandigarh.
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32	Central Poultry Performance Testing Centre, Haryana	0124-2215194	ganesan.s@gov.in	7508925669	Gurgaon, Haryana.
33	Delhi Milk Scheme, New Delhi	011-25872455	gm.dms@nic.in	08800354971	West Patel Nagar, New Delhi,
34	Veterinary Council of India, New Delhi	011-26184149/ 26184354/	vinod.bhat@nic.in	9873623082	August Kranti Bhawan, Bhikaji Kama Place, New Delhi
35	Centre of Excellence for Animal Husbandry (CEAH), Bengaluru	080-28466239 080-28466236	ceah.bengaluru@dahd.nic.in	9845616268	Hessarghatta, Bengaluru North (Karnataka)

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 should be complete in all respects

9. Note on service standards

The Department of Animal Husbandry and 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 and 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 are also included in the list of stakeholders.

A large number of schemes pertaining to piggery, poultry, dairy etc. are implemented through National Dairy Development Board (NDDB), National Bank for Agriculture and Rural Development (NABARD) and Small Industries Development Bank of India (SIDBI). So, NDDB, NABARD and SIDBI are an important stakeholder for the activities of the Department.

The National Informatics Center (NIC) has the overall responsibility for 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 for the activities of the Department.

The Department has 34 subordinate offices which are stakeholders for 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. Feedbacks/Suggestions

Feedbacks and suggestions can be given in writing to Director(GC/Admn.), Room No. 432A, 4th Floor, Krishi Bhawan, Department of Animal Husbandry and Dairying , Ministry of Fisheries, Animal Husbandry and Dairying, New Delhi 110001, Tel No. 011-23389606, e-mail:-sharad.srivastav@gov.in.

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

This Charter is issued in October, 2023. It is intended to review the Charter in January, 2024.
