

Department of Animal Husbandry and Animal welfare
CITIZEN'S CHARTER
Government of Pondicherry

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 redressal 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 procedures.

The Salient features of the Charter are:

The Department has nominated Public Relation Officers for all regions. 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 | Phone No |
|--------------------|-----------------------|-----------------------------|
| (1) | (2) | (3) |
| Pondicherry Region | Joint Director (C.D.) | (0413) 2203135 & 2203216 |

| | | |
|---|---------------------------------|---------------|
| Karaikal Region | Joint Director (Regional) | 04368-220447 |
| Mahe Region | Veterinary Assistant Surgeon | 0490-2337787 |
| Yanam Region | Veterinary Assistant Surgeon | 0884 -2324031 |
| Veterinary Dispensary,Ariankuppam | Veterinary Assistant Surgeon | 0413-2601245 |
| Veterinary Dispensary,Bahoor | Veterinary Assistant Surgeon | 0413-2633697 |
| Veterinary Dispensary,Kariamanickam | Veterinary Assistant Surgeon | 0413-2698780 |
| Govt., Poultry Farm, Kariamanickam | Veterinary Assistant Surgeon | 0413-2699433 |
| Veterinary Dispensary,Madagadipet | Veterinary Assistant Surgeon | 0413-2640514 |
| Veterinary Dispensary,Thirukannur | Veterinary Assistant Surgeon | 0413-2688001 |
| Veterinary Dispensary,Villianur | Veterinary Assistant Surgeon | 0413-2667022 |
| Veterinary Dispensary , Sivaranthagam | Veterinary Assistant Surgeon | 0413-2644904 |
| Veterinary Dispensary , Thattanchavady | Veterinary Assistant Surgeon | 0413-2240333 |
| Veterinary Dispensary,Kottuchery | Veterinary Assistant Surgeon | 04368-265290 |
| Veterinary Dispensary,Nedungadu | Veterinary Assistant Surgeon | 04368-261942 |
| Veterinary Dispensary,Thennankudy | Veterinary Assistant Surgeon | 04368-236945 |
| Veterinary Dispensary , T.R.Pattinam | Veterinary Assistant Surgeon | 04368-233960 |
| Veterinary Dispensary , Neravy | Veterinary Assistant Surgeon | 04368-238370 |

- 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.1,000/- Sheep & Goat – Rs.500/-**
- 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 extend veterinary health services, 10 identified Key Village Units are to be upgraded to Minor Veterinary Dispensary with a service of the Veterinary Assistant Surgeon thereon with required medicines.**
- 9. At the Veterinary Hospital, Pondicherry the existing emergency Veterinary Hospital service provided between 6.00 p.m – 9.00 p.m is proposed to be converted as 24 hours service.**
- 10. To increase the milk production free artificial insemination for dairy cattle using frozen semen.**
- 11. Calves born under cross breeding programme are being judged and cash awards distributed accordingly.**
- 12. Eligible farmers will be paid Rs.3000/- as subsidy for the construction of the cattle shed.**
- 13. Per each Kg of cattle feed supplied through the Co-operative Milk producers societies & PASIC by the Department paying Rs.2.00 as subsidy.**
- 14. Female calves at the age 4 months to 10 months selected and balanced feed is given @ 75% subsidy.**
- 15. Subsidy upto the age of 32 months or till calving whichever is earlier.**
- 16. Under NPRI freedom from Rinderpest has been completed by 01.03.1998.**
- 17. Freedom from Rinderpest disease completed by 27th May 2004.**
- 18. Freedom from Rinderpest infection completed by May 2004.**

- 19. This Department has completed all the above three phases stipulated by O.I.E, Paris.**
- 20. Grant of 75% subsidy to the BPL farmers for the purchase of one milk cow.**
- 21. Granting 75% subsidy to BPL Puducherry farmers - 5 female goats and 1 male goat.**
- 22. 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.**
- 23. Distribution of Girirani and Giriraja birds to farmers at the age of 6th /8th week at 50% subsidy.**
- 24. Distribution of 8th week age Turkey pullets to BPL farmers at 50% subsidy.**
- 25. Distribution of 15 birds of 18 weeks age Hybrid lays pullets at free of cost to BPL families with cage & fud.**
- 26. 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.**
- 27. 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. 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 is installed at various centers to assist the farmers.**

Working Hours:

Office of the Director → Morning 8.45 A.M. to 1.00 P.M.

(Monday to Friday) Evening 2.00 P.M. to 5.45 P.M.

Veterinary Hospital and 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.

Headquarters Hospital – Causality → Evening 1.00 P.M. to 2.00 P.M. & 5..pm to 8.45 a.m at Pondicherry and Karaikal.

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.