

CITIZEN'S / CLIENTS' CHARTER

U.T. ADMINISTRATION OF DAMAN & DIU

(Ministry of Agriculture)

DEPARTMENT OF ANIMAL HUSBANDRY & VETERINARY SERVICES,

OFFICE OF THE VETERINARY OFFICER,

BE OTLY,

DIU-362 520.

(Ph: 02875-254515)

VETERINARY OFFICE, DIU

"Principles of Veterinary Medical Ethics"

"The principle objectives of the Veterinary profession are to render service to society, to conserve our livestock resourced and to relieve suffering of animals. A veterinarian should conduct himself in relation to the public, his colleagues and their patients and the allied professions, so as to merit their full confidence and respect."

VISION:

The ultimate goal of Veterinary Service to the public is animal production, i.e., production of food of animal origin (Milk, Meat and eggs) for human consumption. Animal production in a country like India is a challenge. It is specifically applicable in all animal production systems. Veterinary and animal husbandry in combination is an environment-friendly facility in general to develop animal production

Treatment, prevention, and control of disease, especially the infectious and some other preventable disease, play a pivotal role in any animal production system. Along with this aspect, it is to be seen that the animals are bred well, fed well, and managed well.

MISSION:

The Department of Animal Husbandry and Veterinary Services addresses the immediate needs of livestock owners. The basic mission of the Animal Husbandry programme is to create gainful self-employment of sustainable nature. Livestock is a primary resource for livelihood and food security for most rural people. Livestock rearing is an excellent activity for employment generation and poverty alleviation.

Keeping in mind above concept this office proposes various schemes to enhance its activity in district, as to deliver appropriate facility to the people of Diu District.

Department also runs **Poultry Demonstration Farm** at Government Demonstration Farm, Bucharwada - Diu, which all started with an objective/mission of:

- To initiate Poultry farming activity in rural area.
- To encourage the unemployed youth of the area for starting their own earning by establishing Poultry.
- To provide chicken at moderate price at nearby place.
- Activity started 15 years before.

SERVICE STANDARDS:

SERVICE STANDARDS		
Sr. No.	MAIN SERVICES	STANDARD
1.	Treatment of sick animals – Large & Small animals and birds	Veterinary Dispensary standard
2.	Immunisation against contagious and infectious diseases like H.S., B.Q., FMD, Fowl Pox, Ranikhet disease, Infectious Bursal Disease (IBD) pre and post-bite Anti rabies vaccines, etc...	As above
3.	Information and guidance on various Animal Husbandry Programmes /schemes.	Provided by Veterinary Officer, Extension Officer (Dairy) and Veterinary Assistant
4.	Technical guidance on Livestock and poultry.	As above
5.	To provide Health Certificate for Insurance cover of livestock and Post Mortem certificate for insurance claim.	Veterinary Officer

GRIEVANCE REDRESS MECHANISM:

a.	Name and contact details of Public Grievance Officer	Enquiry Officer, Diu
b.	Helpline number/ Website url to lodge grievance	02875-254515, 277457
c.	Response to be expected by person lodging the grievance	10 days.
d.	Timelines for redress	30 days

STAKEHOLDERS:

The farmers and owners of the small and large animals as well as birds are the primary stakeholders, who are in need of various veterinary and animal husbandry related facility. There are the people in the district who call to this department, when they found animals in distress in streets specially the stray animals. We are called upon for the treatment of the stray cattle, accident cases by officials of the Diu Municipal Council, and Caretaker of the Cattle Pond managed by DMC, Diu.

RESPONSIBILITY CENTERS AND SUBORDINATE ORGANIZATIONS:

The Enquiry Officer City Survey is a H.O. & D.D.O., under immediate supervision of Hon'ble Collector, Diu. For that all noting made by Veterinary Office and file should be approved by the appropriate higher authority. As per treatment and Vaccination of animals are concern that done on same time as and when reported.

- The Enquiry Officer City Survey is a Head of Office, responsible for daily office routine.
- Visiting Veterinary officer is responsible for treatment aspect of the animals of the District.
- The treatment of the animal done after the supervision and advice of the Veterinary Officer and then treatment has been administered by the Veterinary Assistant and Attendant Dresser.
- In leave or Training period of the Veterinary Officer the Extension Officer/ Veterinary Assistant at Dispensary supervised the office routine and also look after the treatment work.

Sr. No.	Responsibility centers and subordinate organizations	Landline Number	E-mail	Address	Mob. Number
1.	Veterinary Dispensary	02875-254515	--	Veterinary Office, Be Otly, Diu.	09426225625
2.	Govt. Dairy Demo. Farm	02875-277457	--	Bucharwada, Diu.	09824294057

THE PROCEDURE FOLLOWED IN THE DECISION MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION:

When the office receives any correspondence the same is inward by the dispatch clerk. This application is then submitted to the Head of Office and the Head of Office then marks to the concern official. The concern official puts it up on process and is resubmitted to the Head of Office for approval.

The Head of Office is the supervising officer of the office of the Veterinary Officer of Department of Animal Husbandry & Veterinary Services, Diu.

List and Description of the Services / Schemes to the Public:

Departmental Plan Schemes

Name of Scheme: *Poultry Demonstration Farm, Daman.*

Objective: To provide alternative source of Income for farmers and improve growth rate of Poultry Birds.

Salient Features: The objectives of the scheme is to replace low productive indigenous Poultry birds with improved germ plasma of Genetically improved Deshi breed derived by using Genetics Science. This will improve growth rate, and prevents early mortality, gives good growth in short period. This scheme besides improving Poultry breed for meat and Egg production will also help the farmers.

Our Department is running Poultry Demonstration Farm since last 15 years in Diu, successfully. Due to this Farm small private Poultry farms were come up in Village Panchayat Areas of Diu District. This is providing employment to the rural people as well as the Broiler birds to the people of Villages.

This scheme has been introduced for up-gradation of local Deshi breeds as well as to produce entrepreneur in village area, so the unemployed youth can generate livelihood by establishing small scale Poultry farming. This scheme will produce entrepreneur in village area, so the unemployed youth can generate livelihood by establishing small scale Poultry.

Pattern of Assistance: By Farmer's training program, the people of city and rural area of Diu are trained on advantage and benefit of the small scale Poultry farming.

Staff Strength: At present, the staff of Veterinary Office, Diu will look after as additional work. Also, the posts of daily wages, which are working, are required to be created.

Major Achievements so far

This scheme besides improving Poultry breed for meat will also help the farmers.

Functionality of the Department directly touches to the Public:

The procedure followed in decision making process, including channel of supervision and accountability: -

This Department is under the control of the HOD & HO.

The Department if independently making decision relating to the public issues. Now for better supervision and accountability the Director is in channel above the Veterinary Officer Moreover, so far as the treatment of the animal concerned the veterinary Assistant provides first aid treatment under direct supervision of veterinary Officer I/c Dispensary.

Animal husbandry is an important economic activity associated with agriculture playing vital role in generating employment supplementary income of small and marginal farmers and agricultural labourers in the U.T. of Diu. Poultry is a common phenomenon in the U.T. since there is good demand for poultry in hotel.

Functions: - The main focus of the activities of Department is:

The development of the requisite infrastructure for improving the animal productivity.

This scheme was introduce for up gradation of local Deshi breeds as well as to produce entrepreneur in village area, so the unemployed youth can generate livelihood by establishing small scale poultry farming.

1. Power and Duties of Officer and Employees:

Financial:

The E.O. is the HO/DDO in respect of this Department who has been delegated financial power under the provision of Delegation of Financial Power Rules.

Administrative:

To control staff, sanctioning of leave, Advance, increment, and to initiate disciplinary action against the staff as per provision of CCS(C&A) Rules.

2. Duties of Officer/Employees:

(A) Veterinary Officer: (I/C Veterinary Hospital and Poultry Farm)

- Treatment of Animals.
- Attend the emergency cases.
- Supervision of Stockman's activities.
- Inspection and checking registers maintained by Veterinary Assistant.
- Supervision of vaccination and Veterinary services.
- Preparation of demand of medicines, vaccinations and other requirement of equipment of animal, poultry health and veterinary services.
- Watch on medicines, vaccines etc.
- Implementation of schemes for poultry development.
- Correspondence of official references pertaining to poultry Farm/Dispensary etc.
- Maintenance of Veterinary Hospital and Poultry farms.
- Treatment and care of poultry birds.
- Supervision on proper and regular sell of poultry birds.
- Preparation of demand of feeds and supplements for govt. poultry farm.
- Submission of periodical returns.

(B) LDC (One post of L.D.C. is sanctioned for veterinary Office, Diu. The appointed L.D.C. is presently transferred to Election Cell of office of the Collector, Diu and in his absence, Extension Officer is performing the duties of L.D.C. in addition to his duties as Extension Officer (A.H.)

- Compilation of accounts.
- Reconciliation of appropriation.
- Maintenance of progress Register of Budget expenditure and Plan expenditure.
- Submission of periodical return of accounts.
- Preparation of Budget and Plan.
- Scrutiny of service matters concerned with accounts (Pay and Allowances, Fixation, pension cases etc.) Other account work entrusted by Veterinary Office.
- Correspondence of Government and Administration reference.
- Maintenance of Cash Book and relevant registers.
- Preparation of pay bills and contingent bills.
- Maintenance of S.O. file.
- Computer work of accounts.
- Other account works.
- Formulation of Five year plan, Annual plan, Budget Estimate, Revised Estimates etc.
- As a Technically Head of the Animal Husbandry Department, he is discharging the duties of compliance of Government of India references, Parliament Questions etc.

(C) Extension Officer I/c Poultry Farm & Sub centre:

- First Aid Treatment of animals and birds and supply of medicines.
- Castration of Scrub bulls.
- Vaccination of cattle and poultry in clean and affected area.
- Programme for animal health and Veterinary Services, Dairying Poultry farming and (Artificial Insemination) A.I. activities.
- To look after Panjarapoles and Gaushalas cooperatives dairy/Poultry farm for first aid veterinary services.
- To maintain all relevant registers prescribed for keeping proper account of medicine, vaccine, sera etc at the level of Veterinary Aid centre.
- Submission of periodical return.
- Correspondence of official references.
- Other works assigned by Veterinary Officer.

(D) Veterinary Assistant I/c Veterinary Dispensary:

- Maintenance of all records as per guidance of Veterinary Officer.
- Maintenance of register of purchase and distribution of medicines stores etc.
- Maintenance of outdoor treatment registers.
- Maintenance of supply medicine registers.
- Maintenance of library register.
- Maintenance of sera and vaccine register.
- Submission of periodical returns in respect of Veterinary Dispensary.
- Preparation of contagious out breaks report.
- Preparation of correspondence of official reference for Veterinary officer.
- Correspondence of Government and Administration reference.
- Maintenance of Implementation of centrally Sponsored schemes references.
- Assisting Veterinary Officer in all matters of Department.
- Other works assigned by Veterinary Officer.

3.The procedure followed in decision making process, including channel of supervision and accountability: -

This Department at Diu is under the control of the Collector, Diu. The Department if independently making decision relating to the public issues. So far as the treatment of the animal concerned, the Veterinary Assistant provides first aid treatment, under direct supervision of Visiting Veterinary Officer.

15. All the Information sought under RTI Act, categorically

Information provided is as under:

Sr.No.	Name of Post	Name & Address	Working Place.
01.	Veterinary Officer	Vacant	--
02	Extension Officer	Shri H. M. Shah, Krishna Kunj, Gundi Street, Diu.	Veterinary Office
03	Extension Officer	Shri K. J. Chauhan, Near Bus Station, Gandhipara, Diu.	P.D.F., Bucharwada
04	Veterinary Assistant	Shri M. M. Bamania, Bhoiwada, Diu.	Veterinary Office
05	LDC	Shri M. U. Pathan, Govt. Quarters, Diu.	Election cell, Collectorate, Diu
06	Attendant / Peon	Smt. J. S. Solanki, Khaniyawada, Diu.	Veterinary Office

MACHINERY FOR REDRESSAL OF PUBLIC GRIEVANCE :

This Department has placed a Complaint Box at Enquiry Counter. Public may put their complaints, if any in this Complaint Box.

Also a Public Grievances Cell is set in this Department, **Enquiry Officer** has been appointed as Public Grievance Officer who can be approached by the public in the event of any difficulties or complaints. Public may contact him on Telephone No. 2524515.

In case anybody in this Department asks for bribed or has information on corruption in this Department, public may contact the Vigilance Officer of this Department.