**CITIZEN CHARTER**

Animal Husbandry & Veterinary Department

Government of Assam

Dispur, Guwahati 781006

Ph. No. 0361 2237259

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Vision:** | To facilitate the all round development in governance for the benefit of livestock farmers | | | | | | |
|  |  |  |  |  |  |  |  |
| **Mission:** | To foster excellence in governance and pursuit of improved delivery of services through   * Improvement in government structure and process * Promoting citizen centric governance with emphasis on all stakeholders related to livestock farming and related activities * Innovation in e-governance * Documentation and dissemination of best practices. | | | | | | |
| **Business Transacted:** | Animal Husbandry & veterinary Department comprises two Directorates.   * Directorate of Animal Husbandry & veterinary * Directorate of Dairy Development * Preparation of plans * Preparation of budget * Offers services and transactions as per standards. | | | | | | |
| **Details of Client:** | * Directorate of Animal Husbandry & veterinary * Directorate of Dairy Development. * All citizens * Individuals/ groups/ NGOs/ Institutions who have a workable proposal or a new model for bringing improvement of the Department. | | | | | | |

**Services and benefits provided by the Animal Husbandry & Veterinary / Dairy Development department**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sl. No. | Service/ Transactions | Responsible person (Designation) | Phone/ FAX/ Mobile | E mail | Process involved in service delivery | Timelines | Document required to be submitted by service recipient | Fee | | |
| Category | Mode | Amount |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 1 | Approval of Schemes | Joint/ Addl. Secretary |  |  | 1. Dealing Assistants to Suptt 2. Suptt to Dy/ Jt./ Addl. Secy 3. Dy/ Jt./ Addl. Secy to Sr. FA 4. Sr. FA to Dy/ Jt./ Addl. Secy 5. Dy/ Jt./ Addl. Secy to Comm. & Secy 6. Comm. & Secy to Principal Secy 7. Principal Secy. To Department 8. Department to Directorate | 2  1  1  2  2  2  1  3 | DPR of the scheme with financial implications according to guidelines if any |  |  |  |
| 2 | Sanction of scheme | Joint/ Addl. Secretary |  |  | 1. Dealing Assistants to Suptt 2. Suptt to Dy/ Jt./ Addl. Secy 3. Dy/ Jt./ Addl. Secy to Sr. FA 4. Sr. FA to Dy/ Jt./ Addl. Secy 5. Dy/ Jt./ Addl. Secy to Comm. & Secy 6. Comm. & Secy to Principal Secy. 7. Principal Secy. To Finance department 8. Finance department to Principal Secy. 9. Principal Secy. To Department 10. Department to Directorate | 2  1  1  2  2  2  2  7  1  3 | DPR of the scheme with financial implications according to guidelines if any with budget provision |  |  |  |
| 3 | Issuing appointment letter (Recruitment) | -do- |  |  | 1. Dealing Assistants to Superintendent 2. Superintendent to Dy/ Jt./ Addl. Secy 3. Dy/ Jt./ Addl. Secy to Comm. & Secy 4. Comm. & Secy to Principal Secy. 5. Principal Secy. To WPT & BC department 6. WPT & BC department to Principal Secy. 7. Principal Secy. To Department 8. Department to Directorate |  | Statement for Vacancy position, eligibility criteria, proof of advertisement, recommendation of selection board, concurrence of finance department in case of newly created posts |  |  |  |
| 4 | Issuing promotion order |  |  |  | 1. Dealing Assistants to Superintendent 2. Superintendent to Dy/ Jt./ Addl. Secy 3. Dy/ Jt./ Addl. Secy to Comm. & Secy 4. Comm. & Secy to Principal Secy. 5. Principal Secy. To WPT & BC department 6. WPT & BC department to Principal Secy. 7. Principal Secy. To Department 8. Department to Directorate |  | Statement for Vacancy position, eligibility criteria, rooster register, gradation list, recommendation of selection board, approval of APSC, clearance from WPT & BC, concurrence of finance department in case of newly created posts |  |  |  |
| 5 | RTPS |  | 14 |  |  |  |  |  |  |  |
| 6 | RTI |  |  |  |  |  |  |  |  |  |
| 7 | Sanction of Medical Reimbursement |  |  |  | 1. Dealing Assistants to Suptt 2. Suptt to Dy/ Jt./ Addl. Secy 3. Dy/ Jt./ Addl. Secy to Sr. FA 4. Sr. FA to Dy/ Jt./ Addl. Secy 5. Dy/ Jt./ Addl. Secy to Comm. & Secy 6. Comm. & Secy to Principal Secy. 7. Principal Secy. To Medical department 8. Medical department to Principal Secretary 9. Principal Secretary to Finance department 10. Finance department to Principal Secy. 11. Principal Secy. To Department 12. Department to Directorate |  |  |  |  |  |
| 6 | Issuing permission for training |  |  |  | 1. Dealing Assistants to Superintendent 2. Superintendent to Dy/ Jt./ Addl. Secy 3. Dy/ Jt./ Addl. Secy to Sr. FA 4. Sr. FA to Dy/ Jt./ Addl. Secy 5. Dy/ Jt./ Addl. Secy to Comm. & Secy 6. Comm. & Secy to Principal Secy. 7. Principal Secy. To Department |  |  |  |  |  |
| 7 | Issuing permission for deputation |  |  |  | 1. Dealing Assistants to Superintendent 2. Superintendent to Dy/ Jt./ Addl. Secy 3. Dy/ Jt./ Addl. Secy to Sr. FA 4. Sr. FA to Dy/ Jt./ Addl. Secy 5. Dy/ Jt./ Addl. Secy to Comm. & Secy 6. Comm. & Secy to Principal Secy.   Principal Secy. To Department |  |  |  |  |  |
| 8 | Pension & related matters |  |  |  | 1. Dealing Assistants to Superintendent  2. Superintendent to Dy/ Jt./ Addl. Secy  3. Dy/ Jt./ Addl. Secy to Sr. FA  4. Sr. FA to Dy/ Jt./ Addl. Secy  5. Dy/ Jt./ Addl. Secy to Comm. & Secy  6. Comm. & Secy to Principal Secy.  9. Principal Secy. To Accountant General, Assam |  |  |  |  |  |
| 9 | Uploading and updating of OM, Circulars, forms and formats, vacancy positions, departmental achievements, success stories etc |  |  |  | 1. Dealing Assistants to Superintendent  2. Superintendent to Dy/ Jt./ Addl. Secy  3. Dy/ Jt./ Addl. Secy to Sr. FA  4. Sr. FA to Dy/ Jt./ Addl. Secy  5. Dy/ Jt./ Addl. Secy to Comm. & Secy  6. Comm. & Secy to Principal Secy.  7. Principal Secy. To Department  8. Issuance of approved OM, Circulars, forms and formats, departmental achievements, success stories etc. to Directorate  9. Uploading, and updating by Directorate |  |  |  |  |  |

**Grievance reddrasal**:

* Grievance can be written on a plain sheet of paper directly to the Department addressed to the senior most Secretary of the Department and sent by post.
* Grievance can also be uploaded online in the link provided in the web site of Govt. Of Assam in AH & Veterinary departmental portal in grievance tab
* The timeline for the acknowledgement of the grievances receipt by post is 5 days from the date of receipt.
* Timeline for reddrasal of the grievances is 21 days.

**Expectation of Clients**:

* Citizen/ Clients are expected to first access the web site for relevant information before writing to the Department.
* Various documents are placed in the public domain on the link provided with the www. ............................
* The Department has the following helpdesk for all queries at www. ........

**Review:**

* The Departmental activities will be reviewed annually
* The suggestions and views of citizens will be given due importance during such reviews
* The Additional Secretary Sri .................... will be the contact person for submitting the suggestions and views for review purpose
* Next review date 31/07/2017

Additional Secretary

Animal Husbandry & Veterinary Department