

# **CITIZEN'S CHARTER**

## **Department of Animal Husbandry & Veterinary Meghalaya**

### **Introduction**

Animal Husbandry sector plays a vital role in agriculture based rural economy. The activities mainly constitute dairying, sheep rearing, goat rearing, piggery rearing and poultry keeping.

### **Vision**

Sustainable growth of livestock, poultry and nutritional security and economical prosperity.

### **Mission**

Conservation and development of animal generic resources and breed development accelerated productivity.

### **Commitments**

- Identification of Bacterial and Viral diseases, treatment to ailing animals and free vaccination program for animals.
- Improvement of cattle and buffalo breeds through animal husbandry services.
- Making provision for availability of improved breed of animals.
- Educating farmers about the various developments of the department by Extension and Training.
- Supply of Minikits and Rootslips to farmers and help them seasonally produce necessary fodder based on their needs.
- Taking necessary steps to provide healthcare services and supply fodder during natural calamities or diseases.

### **Objectives**

- Prevent, control, eradicate animal diseases and provide diagnostic, therapeutic & veterinary services.
- Development of Feed and Fodder along with Quality Control.
- Development of cattle, buffaloes, small ruminants, poultry and piggery.
- Increase milk, meat and egg production with quality assurance.
- Provide assistance to livestock, poultry farmers & entrepreneurs.
- Improve livestock production technologies.
- Encourage hygienic production system, processing and marketing milk, meat and eggs.
- Veterinary & Dairy sciences.
- Strengthening extension education activities.
- Establishing/strengthening Veterinary Institutions with focus on backward area.

### **Activities**

The Department is responsible for matters relating to livestock production, preservation, protection and improvement of livestock and dairy development, formulation of policies, programs and implementation in the field of Animal Husbandry, Dairy Development and Veterinary Services. The main focus of the activities is on :

- Development of requisite infrastructure in the State for improving animal productivity.

- Promoting infrastructure for handling, processing and marketing of milk and milk products.
- Conservation and development of native breeds, Cross breeds.
- Preservation and protection of livestock through provision of animal healthcare.
- Strengthening of livestock Farms for development of superior gemplasm.
- Capacity building and human resource development.
- Research and development activities.
- Promote animal welfare activities.
- Implement Socio-economic programs.

### **Facilities available at Veterinary Institutions**

#### **A. Veterinary Hospitals, Shillong :**

(Monday to Friday – 8:00 AM to 5:00 PM)

(Saturdays, Sundays & Holidays – 9:00 AM to 12:00 Noon)

- X-ray facilities.
- Artificial Insemination.
- Treatment
- Vaccination
- Castration

#### **B. Veterinary Dispensaries/Hospital (Jowai, Tura, Nongstoin) :**

(Monday to Friday – 8:00 AM to 11:00 AM and 1:00 PM to 5:00 PM)

(Saturdays, Sundays & Holidays – 9:00 AM to 11:00 AM)

- Treatment
- Vaccination
- Castration

#### **C. Mobile Veterinary Dispensaries at all Districts and Sub-Divisional Head Quarters –**

To provide Veterinary Health care, services to the Livestock and Poultry of those Farmers living in the villages where Veterinary institutions are not present.

#### **D. Veterinary Aid Centres :**

(Monday to Friday – 8:00 AM to 11:00 AM and 1:00 PM to 5:00 PM)

(Saturdays, Sundays & Holidays – 9:00 AM to 11:00 AM)

- Treatment
- Vaccination
- Castration

#### **E. Stockman Centres :**

(Monday to Friday – 8:00 AM to 11:00 AM and 1:00 PM to 5:00 PM)

(Saturdays, Sundays & Holidays – 9:00 AM to 11:00 AM)

- Artificial Insemination in Cattle
- Treatment
- Vaccination
- Castration

#### **F. Disease Diagnostic Laboratory (Shillong, Jowai, Tura)**

(10:00 AM to 5:00 PM on working days)

### **Administration**

- State level Administration : Principal Secretary, Animal Husbandry and Veterinary is the Head of the Department at State Level, Director, Animal Husbandry and

Veterinary Services is the Technical Head and functions under the Principal Secretary, Animal Husbandry and Veterinary.

- District Level Administration : District A. H & Veterinary Officer heads the district level administration.
- Sub-Divisional, Animal Husbandry and Veterinary Officers is the head of Sub-Divisional level administration of the department.

### **Effective Grievances Redressal Mechanism**

Principal Secretary/Director at State level, District A. H & Veterinary Officers at various District level, concerned will take necessary action in addressing to the grievances of livestock owners and general public.

### **Contact Information**

Director,  
Department of Animal Husbandry & Veterinary,  
Garikhana,  
Meghalaya, Shillong – 793002  
Phone No. : 2547456/2545629

### **VETERINARY INSTITUTIONS**

Departmental Veterinary Institutions are well equipped and having trained staff. Along with treating the ailing animals, vaccination against various diseases is carried out as a preventive measure and also castration.

The Department who has the following farm for supply of breeding stock to the farmers :

- **CATTLE FARM** : Located at Upper Shillong in East Khasi Hills, Kyrdemkulai, Ribhoi District, Saitsama in Jaintia Hills, Rongkhon at West Garo Hills.

- **PIGGERY FARMS LOCATED AT :**

Nongpiur	-	East Khasi Hills
Pynursla	-	-do-
Laitryngew	-	-do-
Mawryngkneng	-	-do-
Thadlaskein	-	West Jaintia Hills
Mairang	-	West Khasi Hills
Nongstoin	-	-do-
Nongkasen	-	-do-
Rongjeng	-	East Garo Hills

Gindo	-	West Garo Hills
Dalu	-	-do-
Masighat	-	South Garo Hills.
Kyrdemkulai	-	Ri-Bhoi District

- **POULTRY FARMS :**

Jowai	-	West Jaintia Hills
Umsning	-	Ri-bhoi District
Kyrdemkulai	-	-do-
Mairang	-	West Khasi Hills
Nongstoin	-	-do-
Nongpiur	-	East Khasi Hills
Williamnagar	-	East Garo Hills
Rongkhon	-	West Garo Hills
Asanaggre	-	-do-
Mawryngkneng	-	East Khasi Hills

- **GOAT FARMS :**

Saitsama	-	West Jaintia Hills.
Nongshillong	-	West Khasi Hills.

- **RABBIT FARM :** At Nongpiur East Khasi Hills.

- **TRAINING INSTITUTE :** The Department also has a training institute for providing one year training to selected students undergoing Veterinary Field Assistant course.

- **VOCATIONAL TRAINING INSTITUTE :** At present there are two Vocational Training Institute one at Kyrdemkulai in Ri-Bhoi District and one at Rongkhon in West Garo Hills for providing 10 (ten) days training to the interested farmers.

- **INTENSIVE CATTLE DEVELOPMENT PROJECT :** There are two Intensive Cattle Development Project one at Upper Shillong and one at Tura. The Intensive Cattle Development Project at Upper Shillong is equipped with all the machines for production of Frozen Semen in Cattle. The Frozen Semen produced is being supplied to all the Stockman Centres/ Artificial Insemination Centres throughout the State.

## CITIZEN'S CHARTER ON DAIRY DEVELOPMENT

### Service Provided by the Dairy Development Wing of A. H & Veterinary Department, Meghalaya.

1. Procurement of Milk from producers at the price based on cost of production. The time limit prescribed for payment of milk bills in 15 (fifteen) days.
2. The Department distributes pasteurized milk packed in half litre polythene packs in the city and its suburbs through wholesale agents.
3. The procurement is done from Dairy Co-operative Societies, Self Help Groups and individual farmers.
4. For ready reference a list of Dairy Officers along with their phone numbers and addresses is given in Annexure – I.

#### ANNEXURE – I

For any enquiry or detailed information the concerned Dairy Officer, District A. H & Veterinary Officer and Sub-Divisional A. H & Veterinary Officer holding additional charge of Dairy Development may be contacted.

##### **a) State Level Officers :**

<b>Sl No.</b>	<b>Post of Officers</b>	<b>Office Address</b>	<b>Telephone No.</b>
1.	Joint Director (Dairy)	Directorate of A. H & Veterinary, Lumdiengjri, Shillong – 02	0364 – 2547595
2.	Deputy Director (Dairy)	Directorate of A. H & Veterinary, Lumdiengjri, Shillong – 02	0364 – 2547575
3.	Assistant Director (Dairy)	Directorate of A. H & Veterinary, Lumdiengjri, Shillong – 02	0364 – 2547595

##### **b) District wise Officers :**

<b>Sl No.</b>	<b>Post of Officers</b>	<b>Office Address</b>	<b>Telephone No.</b>
1.	Senior Dairy Officer	Central Dairy MAwiong, Shillong, East Khasi Hills	0364 – 2575455
2.	Senior Dairy Officer	Town Milk Supply, Tura, Ganolgre, West Garo Hills	87942 – 66301
3.	Senior Dairy Officer	Rural Dairy Extension Centre, Jowai, West Jaintia Hills	03652 – 220741
4.	Sub-Divisional A. H & Veterinary Officer	Chilling Plant, Gangdubi	85753 – 38253
5.	District A. H & Veterinary Officer	Office of the District A. H & Veterinary Officer, West Khasi Hills, Nongstoin	