

Citizens'/Clients' Charter

Directorate of Dairy Development, Assam



Citizens'/Clients' Charter

of

Dairy Development, Assam

Khanapara : Guwahati-22

Preface

Dairy Development activities till February 1982 were carried out by the Directorate of A.,H & Veterinary department, Assam and there was no separate Directorate as such for Dairy Development in Assam. Considering the importance of the Dairy development activities in the state, the state Govt. had created a new department as the Directorate of Dairy Development Department in January 1982 under the administrative control of A H & Veterinary Department and in the year 2004 Govt. has notified it as a permanent department as Dairy Development, Assam.

The activities of Dairy Dev. Assam were initiated with the basic concept of procurement, processing and distribution of milk aiming at economic upliftment of rural milk producers and to help urban consumers to get quality milk at a reasonable price. However, there has been a shift in the view of the various authorities in the government as to how the department has to render its services. It is viewed in various forums that the department should actively engage in facilitating and regulatory role and move away from milk processing and milk production enhancement related activities. In line of this paradigm strategic shift, the proposed SDG strategies are directed towards the following roles:

(A) Role of facilitators to dairy farmers and other stakeholders

Under this role the department will engage in activities like:

- i) Awareness and capacity building of stakeholders in the sector.
- ii) Formation of DCSs, Milk Unions and Dairy Federation
- iii) Exposure visits for Farmers & Departmental Officers
- iv) Creation of need based infrastructures for various stakeholders

(B) Role of regulator of market milk and milk products to ensure food safety as per statutory provisions :

Under this role the department will conduct –

- i) Quality checks of milk and milk products under FSSAI,
- ii) Check and inspect manufacturing facilities of milk and milk products in the state.

Concept of Citizen's/ Client's Charter

The Citizen's/ Client's Charter is a written declaration by a Government department that highlights the standards of service delivery that it subscribes to, availability of choice for consumers, avenues for grievance redress and other related information. In other words, it is a set of commitments made by a department regarding the standards of service which it delivers.

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Though not enforceable in court of law, the Citizen's/ Client's Charter is intended to empower citizens and clients so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider/ organizations. The basic thrust of the Citizen's/ Client's Charter is to render public services citizen centric by making them demand driven rather than supply driven.

Vision :

Dairy Development envisages enhancing livelihood of dairy farmers and bringing in gender equality & empowerment through formation of farmer's organization, ensuring safety & security of market milk and milk products so that it contributes to nutritional requirement and safety to citizens.

Mission :

To perform the role of facilitators to dairy farmers and other stakeholders through –

- Awareness and capacity building of stakeholders in the sector.
- Formation of DCSs, Milk Unions and Dairy Federation
- Exposure visits for Farmers & Departmental Officers
- Creation of need based infrastructures for various stakeholders

And to perform the role of regulator of market milk and milk products to ensure food safety as per statutory provisions through –

- Quality checks of milk and milk products under FSSAI,
- Check and inspect manufacturing facilities of milk and milk products in the state.

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Index of Services:

No.	Client/Citizen services Rendered	Services Service/Performance Standards	Process	Documents required	Fee	Contact details of the responsible Officer
1	Formation of farmer groups Dairy Cooperative Societies (DCS)	DCS:3 Months	Gaon Sabha , Awareness, Motivation, , Membership Registration, Inaugural General Meeting, Formation of Adhoc Committee, Opening of Bank Account, Trial run for 3 months in case of DCS.	Proceedings of Inaugural General Meeting, Adhoc committee formation, Bank Account & others as sought by registering authority	Nil	Schematic Heads of Dairy Development, Assam
2	Registration	7 Days	Submission of documents, Scrutiny, Inspection and acceptance and recommendation.	Proceedings of Gaon Sabha, Adhoc committee formation documents, Milk Business register, Bank Account, Photographs of Secretary and President of the group & others as sought by registering authority	Nil	Schematic Heads of Dairy Development, Assam
3	Milk Procurement	Every Day (Once or twice Daily)	Milk collection and testing at DCS/MPI, Collection of Milk ,Reception at Milk Processing Plant	Daily Milk Collection and Despatch sheet	Nil	Procurement and Distribution officers of the Schemes

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No.	Client/Citizen services Rendered	Services Service/Performance Standards	Process	Documents required	Fee	Contact details of the responsible Officer
4	Milk Bill Payment	Weekly	Milk supplied by farmer, Documentation of quantity and quality, fixation of value.	Actual Payees Receipt	Nil	Schematic Heads of the Establishment of Dairy Development, Assam
5	Processing of Milk and Milk product and its Marketing	Every Day	Milk received at Processing plant, Determination of quality, Preparation of milk products as per market demand, Storage and despatch to market, Sale, Collection of Sales Proceed	Day book of the plant	Nil	Plant Managers, Quality Control Officers, Asstt. Distribution Officers, Procurement and Distribution officers of concerned schemes
6	Training, capacity building of farmers	As per schematic provision	Receiving of Training Budget and Fund, Selection of Trainees, venue, resource person and other training aids, Intimation to trainees, Conducting the training	Names of proposed trainees with details of previous trainings received	Nil	Schematic Heads of Dairy Development, Assam

Redress of Grievance

In case of non compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for redress of their grievance: -

Sri G. Malaka, B.Sc. (Dairy Tech.)
Director
Dairy Development, Assam
Khanapara : Guwahati- 781022
Mobile No. +91- 9508075999

Escalation of Grievance

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

Commissioner & Secretary to the Govt. Of Assam
A.H. & Veterinary Department,
Dispur , Guwahati – 781006
Tel: ##### (M) #####

Complainant should ----

- ◆ Lodge their grievances alongwith the verifiable and specific facts and figures, so that immediate action can be taken on the grievances without any loss of time at any stage.
- ◆ Provide complete contact details of the complainant with contact phone numbers with e-mail ID if any and this will help us to contact the complainant for any further clarifications on the complaint, instead of issuing communications by post.

Timeline for response:

- ❖ Acknowledgement – Within 7 days
- ❖ Interim reply – Within 15 days (in case of matters related to subordinate formations)
- ❖ Expected Final Disposal – Within 45 days

List of Stakeholders

Following is the list of Stake Holders of the Department:

Sl No.	Stakeholders
1	All State Government Departments of Assam
2	Public bodies like Panchayatiraj Institutions
3	Dairy Farmers and Farmer Groups
4	Consumers of Milk and milk Products
5	NGOs related to health, Nutrition, Food safety and Social mobilisation
6	Autonomous bodies implementing Rural Development Projects
7	Banks and Financial Institutions
8	Business organisations related to Dairy
9	Agricultural Universities, Institutions related to Human resource development in Assam

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List of Responsibility Centres

No	Responsibility Centers and Subordinate Organizations	Address	Contact Number
1	Directorate of Dairy Development, Assam	Sri G. Malakar	+91- 9508075999
2	Zonal Deputy Director Jorhat	Sri S.K Roy	+91-9435305936
3	Zonal Deputy Director Tezpur	Sri N. Hazarika	+91-9435149060
4	Zonal Deputy Director Nalbari	Sri P. Duttabaruah	+91-9435328775
5	Zonal Deputy Director Silchar	Sri N. Ahmed	+91-9678003747
6	Superintendent TMSS, Khanapara	Sri N. Bhuyan	+91-9435101814
7	Dairy Development Officer, Nagaon	Sri N.K. Borah	+91- 9435152190
8	Dairy Development Officer, Goalpara	Sri. T.J. Das	+91- 9435328775
9	Asstt. Director, Dairy Extension Service, Diphu	Sri. P.P. Baroowa	+91-9435225510
10	Asstt Dairy Development Officer, TMSS, Jorhat	Sri. K. Barman	+91-9435032052
11	Asstt Dairy Development Officer, TMSS, Dibrugarh	Sri. H. Chakravorty	+91-9535474766
12	Asstt Dairy Development Officer TMSS, Tezpur	Sri N. Hazarika	+91-9435149060
13	Asstt Dairy Development Officer TMSS, Lakhimpur	Sri M. Duara	+91-9864807802
14	Asstt Dairy Development Officer TMSS, Silchar	Sri N. Ahmed	+91-9678003747
15	Asstt Dairy Development Officer, Creamery Scheme Umrangso	Sri. H. Das	+91-9864074407
16	Asstt Dairy Development Officer, TMSS Manja	Sri P.P. Baroowa	+91-9435225510

Indicative Expectations from Service Recipients/Stakeholders

Applications/ proposals are to be submitted in the formats prescribed, if any.

- Prescribed formats for services relating to payments/ reimbursements of Claims, etc can be accessed from District Offices.
- Relevant documents/ enclosures (duly attested, where required) if any, are to be submitted along with the application.
- Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to.
- Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance.
- Release of instalment of grants is subject to submission of Utilization certificate.

Grievance in respect of service(s) included in the Citizens'/ Clients' Charter are to be lodged at - Directorate of Dairy Development, Assam, Khanapara, Guwahati-22

Month and Year for the next review of the Charter : *June, 2018*

Conclusion

As part of the Performance Monitoring and Evaluation System (PMES) for Government Departments, as approved by the Hon'ble Prime Minister, this Department in its first endeavour , has formulated the Citizens'/Clients' Charter for the Department. Constant feedback/ suggestions from the recipients/ stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback/suggestions on the Charter can be sent to –

Sri G. Malaka, B.Sc. (Dairy Tech.)
Director
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Abbreviations used

Abbreviation	Stands for
AI	Artificial insemination.
BMC	Bulk Milk Cooler.
JLG	Joint Liability Group
MPI	Milk Producers' Institution
MPP	Milk Processing Plant.
NGO	Non Government Organization
OBC	Other Backward Classes
PSUs	Public Sector Undertakings
SC	Scheduled Tribe
SC	Scheduled Tribe
SHG	Self Help Group.