



CITIZEN'S CHARTER
OF
DAIRY DEVELOPMENT DEPARTMENT,
PUNJAB.

Livestock Complex Sector-68, SAS Nagar.

Tel. No. 0172-5027285

Email: director_dairy@rediffmail.com **Website:** www.pddb.in

CITIZEN'S CHARTER

1. **Introduction:**

Department of Dairy Development has the responsibility to provide Dairy Training and Extension Services, developing dairy entrepreneurs, The department has its Directorate at SAS Nagar . The functions of the department are accomplished through District Offices, Dairy Training & Extension Centers & Government Analytical Laboratories.

The Department runs Nine Dairy Training & Extension Centers at Chatamli, (Ropar), Bija (Ludhiana), Gill (Moga), Sardoolgarh (Mansa), Abul khurana (Shri Mukatsar Sahib), Phagwara (Kapurthala), Tarn-Taran , Verka (Amritsar), Sangrur. At every Dairy Training & Extension Center there are well equipped Classrooms, Demonstration Dairy Plant, Milk Testing Laboratory, Mess, Hostel etc. Dairy trainings of different durations are imparted. In addition awareness programmes for milk producers as well as consumers are run.

New dairy units are got established by getting the institutional financial raised.

2. **Vision:**

To develop Punjab as a front runner in Dairy Farming.

3. **Mission:**

Promoting expansion and modernization of dairying, facilitating increase in production of milk and productivity of milch animals, improving and maintaining the quality of milk.

4. **Objectives:**

1. Increasing Production and Productivity of milk in the State.
2. Providing dairy education, training and extension services.
3. Promoting & developing dairy farming.
4. Assistance to dairy farmers for adopting new technology.
5. Quality Awareness of milk.

5. **Service Standards:**

i) The department in consultation with the service recipients and staff members has set the following service standards for different services rendered by the department:-

- Milk Producer Awareness Camps
- Milk Consumer Awareness Camps
- Self Employment Trainings

- Dairy Entrepreneurship Trainings.
- Value Addition Trainings
- District level Dairy Fairs.
- Providing Financial assistance
- Subsidy on different components of dairy farming.

(ii) Service Standards for Head Office Level Office:

Sr. No.	Citizen Centric Services	Standard	Officer responsible for providing services
i	Remittance of subsidy under different Schemes	Within 30 days of receipt of the claim if found in order Subject to the availability of funds.	Director, Dairy Dev. Deptt., Punjab

(iii) Service Standards for District Level Offices:

S.No	Citizen Centric Services	Standard	Officer responsible for providing services
i	Submission of subsidy cases under different Schemes to Directorate.	Within 10 days of receipt of the claim if found in order.	Distt. Incharge i.e. Deputy Director / Dairy Dev. Officer
iv	Sponsoring of dairy loan cases to banks.	Within 12 days from the receipt of application if found in order.	Distt. Incharge i.e. Deputy Director / Dairy Dev. Officer
vi	One day dairy training camp to provide basic information about dairy farming.	One camp in each block every year as per schedule.	Distt. Incharge i.e. Deputy Director / Dairy Dev. Officer
vii	Milk Consumer Awareness Camps	Average 30 camps per district. In each camp milk consumers bring samples of the milk purchased by them for testing. The result of the sample is given in writing free of cost.	Distt. Incharge i.e. Deputy Director / Dairy Dev. Officer

(iv) Service Standards for Dairy Training & Extension Centres:

S No.	Citizen Centric Services	Standard	Officer responsible for providing services
i	Two weeks training for prospective dairy farmers & small dairy farmers. This training is a prerequisite for arranging bank loan for dairy farming.	15 batches in a year in all the 8 Dairy Training and Extension Centres as per schedule at Annexure-A. Annually 6000 persons will be trained.	Incharge, Dairy Training & Extension Centres.
ii	Four Weeks Dairy Entrepren'ship Training for dairy farmers to make them self-reliant in managing the affairs of the farm.	5 batches in a year at all the 8 Dairy Training and Extension Centres as per schedule at Annexure-B. 1000 dairy farmers are trained every year.	Incharge, Dairy Training & Extension Centres.

6. Indicative expectations from service recipients:

- a) Applications should be submitted complete along with required enclosures duly attested, where required and fee, where applicable.
- b) Regular feedback on the training and awareness programmes.
- c) Meticulous compliance of the terms & conditions of service if any.
- d) Proper utilization of funds and subsidies.

7. Periodicity of review:

The Citizen Charter will be reviewed after every two years

Public Grievance Redressal Mechanism:

Name and Contact Details of Public Grievance Officers

There are three levels for providing services i.e. Dairy Training and Extension Centre, District Level and Head office. The following officers would be designated as Public Grievance Officers at various levels as under:-

Level	Name of the Office	Officers Designated
First	Dairy Training and Extension Centre	Incharge, Dairy Training and Extension Centre
Second	District Level	Deputy Director/Dairy Dev. Officer
Third	Head office	Director/Joint Director

B. Helpline number/Website URL to lodge complaint

Any aggrieved person may lodge the complaint with the help of helpline number as well as E Mail Addresses as per Annexure-C or at the following website-www.pddb.in

C. Communication to the Complainant

Every complaint will be acknowledged in writing at the time of receipt of complaint. A printed format for the acknowledgement of the complaint will be in the following format:-

To

.....

.....

Subject Acknowledgement.

Dear Sir,

Your complaint on the subject is hereby acknowledged. Its registration no. is..... Designated Officer will look into it and respond within 10 days.

Thanking you

Yours Sincerely

D. Complaint Handling Procedure

There are three levels from where the delivery of services is monitored i.e. At Dairy Training and Extension centre level, District level and head office level. The complaint handling procedure has to start from these places. At Dairy Training and Extension centre level Incharge will be designated officer, At District level, Deputy Director/Dairy Development Officer will be the designated officer and at head office level, Director/Joint Director will be the designated officer. They will undertake the complaints lodged by the public.

(i) Submission of Complaint:

If any recipient of service has a complaint, he will be required to furnish the complaint in writing giving all the details and relevant references along with specific omission/commission on the part of the department as well as the demand of the complainant. The complaint can also be got registered at the given email address of the concerned officer and official website of the department. The list of the offices, their addresses and their contact numbers for the submission of complaints is given at Annexure C.

(ii) Receipt and Record of complaints:

Every complaint will be received and delivered to the designated official in each of the aforesaid offices, who will maintain a separate register for keeping the record of the complaints. These registers will have the information in the following formats:-

iii) Record of Complaints

		Particulars of Citizen				Particulars of the Grievance			
S.No.	Date of receipt	Name	Address	Landline/ Mobile/ email	Whether acknowledgement given at the time of receipt	Subject of the Grievance	Office	Brief description	Date of Redressal
1	2	3	4	5	6	7	8	9	

E. Criteria for Classification:

Different types of grievances or complaints need different responses or ways to respond to them so as to facilitate appropriate action. Following types of categories have been identified:-

S.No	Criteria	Time Norms for Redress
1.	Charter Related	Enlisted service being not provided in time
2.	Staff Related	Absence of staff during duty hours Improper treatment given by the staff
3.	Policy related/Miscellaneous	

F. Time line for Redress

i) Investigation and Reply

The official maintaining the complaint register will present the complaint to the designated officer immediately on receipt and registration, who will investigate the matter and send the reply/action taken to the complaint within 10 working days from the receipt of complaint in the office.

ii Appeal

If the complainant is not satisfied with the reply of the complaint Handling Officer, he/she will be free to appeal against the reply to the next level designated officers. He can call the complainant for personal hearing also. The Appellate Authority will give his decision within 10 working days from the receipt of appeal.

iii) Time Norm for redress

S.No.	Grievance Category	Time norm for redress
1.	Charter related	15 Days
2.	Policy related	30 Days
3.	Staff related	15 days
4.	Miscellaneous	According to complaint

G Level of Responsibility for Redressal of grievances:

Sr No.	Type of Grievance	Timeline for Redress at Level		
		I	II	III
1.	Charter related	10 days	10 days	10 days
2.	Staff related	10 days	10 days	10 days
3.	Policy/Miscellaneous	10 days	10 days	10 days

H. Analysis & Prevention:

Grievance prone areas where frequent complaints are received will be looked into, their root cause will be identified and required action will be taken for improvement of the system or as the case may be.

S. No.	Date & Description of Grievance	Grievance prone areas identified	Root cause identified	Action required to improve system	Planned date & Authority responsible for taking action	Action taken date
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I. Ombudsman

The Financial Commissioner/Administrative Secretary Govt. of Punjab, Department of Animal Husbandry, Fisheries and Dairy Development would be the Ombudsman. In case, designated complaint handling officers do not respond to the complaint to the satisfaction of the citizen, he can approach to them for redressal of their grievance.

J. Stakeholders:

The following are the stakeholders of the Department of Dairy Development as enlisted below:-

- Dairy Farmers
- Dairy Industry
- Guru Angad Dev Veterinary and Animal Sciences University, Ludhiana.
- Insurance Companies
- Departmental staff

K Timing for different Institutions of the department

S.No.	Institution	Timings
1.	Dairy Training and Extension Centre	9.00 a.m. to 5.00 p.m All working days
2.	Analytical Laboratories	9.00 a.m. to 5.00 p.m All working days
3.	District Level	9.00 a.m. to 5.00 p.m All working days
4.	Head office	9.00 a.m. to 5.00 p.m All working days

Annexure 'A'**Schedule of Two weeks Dairy Training Program (DTP) during the year 2022-23**

1st Batch	05.04.2022	16.04.2022
2nd Batch	25.04.2022	06.05.2022
3rd Batch	09.05.2022	20.05.2022
4th Batch	30.05.2022	10.06.2022
5th Batch	20.06.2022	01.07.2022
6th Batch	11.07.2022	22.07.2022
7th Batch	01.08.2022	12.08.2022
8th Batch	22.08.2022	02.09.2022
9th Batch	12.09.2022	23.09.2022
10th Batch	31.10.2022	11.11.2022
11th Batch	21.11.2022	02.11.2022
12th Batch	12.12.2022	23.12.2022
13th Batch	09.01.2023	20.01.2023
14th Batch	30.01.2023	10.02.2023
15th Batch	20.02.2023	03.03.2023
16th Batch	13.03.2023	24.03.2023

Annexure 'B'**Schedule of Four Weeks Dairy Entrepreneurship Training Course**

	Interview	Batch Dates	
1st Batch	07.07.2022	14.07.2022	12.08.2022
2nd Batch	16.08.2022	22.08.2022	20.09.2022
3rd Batch	27.09.2022	03.10.2022	02.11.2022
4th Batch	07.11.2022	14.11.2022	13.12.2022

Annexure C**Contact Numbers of State and District & Training Centre In charges:**

1.	Principal Secretary , Animal Husbandry, Dairy & Fisheries,Punjab	Sh. Vikas Pratap Singh -----	0172-2742920 fcsh@punjab.gov.in
2.	Director, Dairy Dev. Deptt, Pb.	Sh. Kuldip Singh 98557-32565	0172-5027285 dir.dairy@punjab.gov.in
3.	Deputy Director, Dairy, Patiala , Quarter no. 313-321, Block- 14, Type-5, kalorhi gate, govt Mahindra collage opp. Govt quarter.	Sh. Jaswinder Singh 94635-10250	0175-2300517 dd.dairy.ptl@punjab.gov.in
4.	Deputy Director, Dairy, Distt. Administrative Complex , Block No. A Room No. 3-4, 1st Floor Ferozepur Cantt.	Sh. Randeep Kumar 78272-60001	01632-244304 dd.dairy.fzr@punjab.gov.in
5.	Deputy Director, Dairy, Zila Parishad Complex, Ropar.	Sh. Gurinderpal Singh 98724-41034	01881-222028 dd.dairy.ropar@punjab.gov.in
6.	Deputy Director, Dairy, Room No. 302-E, 2nd Floor, New Building, Mini Sectt. Bathinda.	Sh. Harpal Singh 99885-27485	0164-2240645 dd.dairy.bti@punjab.gov.in
7.	Deputy Director, Dairy, Room No. 87-88, 3rd Floor Distt. Administrative Complex, New Court Road, Mansa.	Sh. Harpal Singh 99885-27485	01652-227061 dd.dairy.mansa@punjab.gov.in
8.	Deputy Director, Dairy, Veterinary Hospital, Ladowali Road Jalandhar.	Sh. Devinder Singh 94654-65707	0181-2233441 dd.dairy.jal@punjab.gov.in
9.	Deputy Director, Dairy,Room No.508,4th Floor,Block-B, District Administration Complex, Gurdaspur	Sh Kashmir Singh 94172-53318	01874-220163 dd.dairy.gsp@punjab.gov.in
10.	Deputy Director, Dairy, Room No. 437, 4th Floor, Mini Secretariat, Hoshiarpur.	Sh. Harwinder Singh 94178- 78379	01882-220025 dd.dairy.hsp@punjab.gov.in
11.	Deputy Director, Dairy, Room no.406,District Administrative Complex, Fatehgarh Sahib.	Sh. Vineet Kaura 85670-85670	01763-220334 dd.dairy.fgs@punjab.gov.in
12.	Deputy Director, Dairy, 598 L, Model Town,Chattar Singh Park , Ludhiana.	Sh. Dalbir Kumar 81461-00543	0161-2400223 dd.dairy.ldh@punjab.gov.in
13.	Deputy Director Dairy,Dairy Training & Extension Centre,	Sh. Waryam Singh	0183-2263083

	Batala Road,Near Telephone Exchange, Verka(Amritsar).	98159-82593	dd.dairy.asr@punjab.gov.in
14.	Deputy Director Dairy,Room No.209 (Hall), 2nd floor,District Administrative Complex, Faridkot	Sh. Nirvair Singh 94651-17652	01639-250380 dd.dairy.fdk@punjab.gov.in
15.	Deputy Director Dairy, Room No.434-35, 3rd Floor, District Administrative Complex, Sector-76, Mohali.	Sh.Gurinderpal Singh 98724-41034	0172-2219276 dd.dairy.moh@punjab.gov.in
18.	Deputy Director Dairy, Polyclinic complex, Near ADC (D) Office, chaar bati Chowk Kapurthala.	Sh. Devinder Singh 94654-65707	01822-230255 dd.dairy.kpt@punjab.gov.in
19.	Deputy Director Dairy, Dairy Training and Extension Centre,Ranvir College Road,Patiala Gate, Sangrur.	Sh. Jaswinder Singh 94635-10250	01672-230925 dd.diary.sgr@punjab.gov.in
20.	Dairy Dev. Officer, Pashu Policlinic, Banga Road, Mhaalo Shahid Bhagat Singh Nagar.	Sh. Harwinder Singh 94178-78379	01823-225050 dd.dairy.ns@punjab.gov.in
21.	Dairy Dev. Officer,Dairy Training & Extension Centre,Moga - Kotakpura Road , Vill. Gill, Moga.	Sh. Nirvail Singh 94651-17652	01636-242480 dd.dairy.moga@punjab.gov.in
22.	Dairy Dev.Officer,IFTC,Tapa Khera Road,Vill.Abul Khurana, Shri Mukatsar Sahib.	Sh. Randeep Kumar 78272-60001	01637-248423 dd.dairy.mkt@punjab.gov.in
23.	Dairy Dev. Officer, Dairy Extension & Training Centre, Bija (Distt. LDH).	Sh. Dalbir Kumar 81461-00543	01628-264566 dd.dairy.bija@punjab.gov.in
24.	Dairy Dev. Officer,Dairy Training & Extension Centre, Milk Chilling Centre, Sardoolgarh.	Sh. Harpal Singh 99885-27485	01659-251911 dd.dairy.srg@punjab.gov.in
25.	Dairy Dev. Officer, Dairy Training & Extension Centre, Near Mal Mandi, Amritsar Road, Tarn Taran.	Sh. Waryam Singh 98159-82593	01852-223093 dd.dairy.trn@punjab.gov.in
26.	Dairy Dev. Officer , Dairy Training & Extension Centre, Opp. Sh. Guru Ram Rai Public School, Hoshiarpur Road, Phagwara	Sh. Devinder Singh 94654-65707	01824-228414 dd.dairy.phg@punjab.gov.in
27	Dairy Dev. Officer ,Dairy Training & Extension Centre, Vill. Chatamli,PO	Sh. Gurinderpal Singh 98724-41034	0160-2660300 dd.diary.chm@punjab.gov.in

	Kalewal, DIstt. Ropar		
28.	Deputy Director Dairy, Room No. 508-09, Fourth Floor, B- Block, New DC Complex, Fazilka	Sh. Randeep Kumar 78272-60001	01632-244304 dd.dairy.fzk@punjab.gov.in
29.	Dairy Dev. Officer, BDPO Office, Barnala	Sh. Jaswinder Singh 94635-10250	01672-230925 dd.dairy.brnl@punjab.gov.in
30.	Chief Chemist -cum-incharge, Govt. Analytical Laboratory, Milk Plant, Sangrur	Smt. Gursharanjit Kaur 98883-55370	----- labsangrur@gmail.com