

SERVICE STANDARDS FOR LIVESTOCK SECTOR

1. **Sector:** Dzongkhag Livestock
2. **Name of service:** Technical support (backyard, semi-commercial and commercial farms) (Segregate technical support)
3. **Definition of service:** Provide technical support for backyard, semi-commercial and commercial farms to the clients.
4. **Turn Around Time for the service delivery:** 14 days from the date of receipt of application
5. **Procedure for service delivery:**
 - 5.1 Applicant submits application
 - 5.2 Conduct feasibility study upon receiving application-within 7days
 - 5.3 Writing proposal and handing over of proposal- 7 days
6. **Forms and documents:**
 - 6.1 Application
7. **How and when to follow up on the services applied?:** Clients can call concern livestock staff over phone.
 - 7.1 Dr. Jamtsho, Veterinary Officer, DVH, Kharsumphel, Cell No.17256863
 - 7.2 Thonkey Dukpa, Feed and Fodder Focal Person, DVH, Kharsumphel, Cell No.17614958
 - 7.3 Sonam Jamtsho, Lab. Technician, DVH, Kharsumphel, Cell No.17414244
 - 7.4 Leki Dorji, Sr. ES, RNREC, Thangbi, Cell No.17969056/77473645
 - 7.5 Dal Bahadur Gurung, LHS, RNREC, Chhumig, Cell No.17806935
 - 7.6 Nima Dorji, ES, RNREC, Tang, Cell No.17714844
 - 7.7 Phurpa Thinley, LHS, RNREC, Ura, Cell No. 17670525
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tashi Penjore, Assistant Dzongkhag Livestock Officer; 17739746
 - 8.2 Jambay Dorji, Sr. Dzongkhag Livestock Officer, 17830505
 - 8.3 Dasho Dzongrab, 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Livestock
2. **Name of service:** Animal disease screening through laboratory services (normal cases)
3. **Definition of service:** Collection of blood/serum sample, feacal sample and swabs from the live animals and postmortem on the dead animals.
4. **Turn Around Time for the service delivery:** 14 days from receipt of application/ phone call
5. **Procedure for service delivery:**
 - 5.1 Individual submits/informs livestock staffs in person or over phone regarding the problem.
 - 5.2 Staffs make field visit and collect sample- 1 day from the receipt of request
 - 5.3 Conduct test at DVH for samples not related to blood test- 5 days from the receipt of sample
 - 5.4 Submits blood related sample to National Laboratory- 7 days from the receipt of sample
 - 5.5 Obtain blood result along with advice from NCAH, Serbithang- within 14 days from the submission of sample.
 - 5.6 Conduct treatment- 1 to 14 days from confirmation of laboratory result
6. **Forms and other documents:**
 - 6.1 Application /phone call.
7. **How and when to follow up on the services applied? :** Clients/individuals can inform the livestock staffs in person or over phone.
 - 7.1 Dr. Jamtsho, Veterinary Officer, DVH, Kharsumphel, Cell No.17256863
 - 7.2 Thonkey Dukpa, Feed and Fodder Focal Person, DVH, Kharsumphel, Cell No.17614958
 - 7.3 Sonam Jamtsho, Lab. Technician, DVH, Kharsumphel, Cell No.17414244
 - 7.4 Leki Dorji, Sr. ES, RNREC, Thangbi, Cell No.17969056/77473645
 - 7.5 Dal Bahadur Gurung, LHS, RNREC, Chhumig, Cell No.17806935
 - 7.6 Nima Dorji, ES, RNREC, Tang, Cell No.17714844
 - 7.7 Phurpa Thinley, LHS, RNREC, Ura, Cell No. 17670525
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tashi Penjore, Assistant Dzongkhag Livestock Officer; 17739746
 - 8.2 Jambay Dorji, Sr. Dzongkhag Livestock Officer, 17830505
 - 8.3 Dasho Dzongrab, 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Livestock
2. **Name of service:** Animal health services
3. **Definition of service:** Attending emergency/ normal outcalls and providing prophylaxis treatment like routine vaccination, deworming and sterilizations
4. **Turn Around Time for the service delivery:**
 - 4.1 Within 1 hour to 1 day for emergency outcalls upon receipt of verbal requests in person or over phone, and
 - 4.2 Within 2 days upon receipt of verbal requests in person/over phone or as per schedule
5. **Procedure for service delivery:**
 - 5.1 Individual informs to Livestock staffs through telephone call or in person.
 - 5.2 Makes field visit- 1 hour to 1 day as per the reported case
 - 5.3 Provides treatment base on the symptomatic diagnosis and case history and lab result- 1 hour to 1 day
6. **Forms and other documents:**

Documents not required
7. **How and when to follow up on the services applied? :** Clients/individuals can inform the livestock staffs in person or over phone.
 - 7.1 Dr. Jamtsho, Veterinary Officer, DVH, Kharsumphe, Cell No.17256863
 - 7.2 Thonkey Dukpa, Feed and Fodder Focal Person, DVH, Kharsumphe, Cell No.17614958
 - 7.3 Sonam Jamtsho, Lab. Technician, DVH, Kharsumphe, Cell No.17414244
 - 7.4 Leki Dorji, Sr. ES, RNREC, Thangbi, Cell No.17969056/77473645
 - 7.5 Dal Bahadur Gurung, LHS, RNREC, Chhumig, Cell No.17806935
 - 7.6 Nima Dorji, ES, RNREC, Tang, Cell No.17714844
 - 7.7 Phurpa Thinley, LHS, RNREC, Ura, Cell No. 17670525
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tashi Penjore, Assistant Dzongkhag Livestock Officer; 17739746
 - 8.2 Jambay Dorji, Sr. Dzongkhag Livestock Officer, 17830505
 - 8.3 Dasho Dzongrab, 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Livestock
2. **Name of service:** Livestock/ product movement permit
3. **Definition of service:** Endorsement of animal health certificates on prophylaxis measures of life animals and livestock products to BAFRA
4. **Turn Around Time for the service delivery:** 5 minutes to 30 minutes on verbal requests in person
5. **Procedure for service delivery:**
 - 5.1 Individual can approach personally or make telephone call- Any time during office hours
 - 5.2 Check/verify the records- 5-10 minutes
 - 5.3 Submits record report to BAFRA for issue of permit- 10-30 minutes
 - 5.4 BAFRA issues **In-country Movement Permit** base on the report submitted by Livestock Sector.
6. **Forms and other documents:**

Application or verbal request
7. **How and when to follow up on the services applied? :** Clients/individuals can inform the livestock staffs in person or over phone
 - 7.1 Dr. Jamtsho, Veterinary Officer, DVH, Kharsumphel, Cell No.17256863
 - 7.2 Thonkey Dukpa, Feed and Fodder Focal Person, DVH, Kharsumphel, Cell No.17614958
 - 7.3 Sonam Jamtsho, Lab. Technician, DVH, Kharsumphel, Cell No.17414244
 - 7.4 Leki Dorji, Sr. ES, RNREC, Thangbi, Cell No.17969056/77473645
 - 7.5 Dal Bahadur Gurung, LHS, RNREC, Chhumig, Cell No.17806935
 - 7.6 Nima Dorji, ES, RNREC, Tang, Cell No.17714844
 - 7.7 Phurpa Thinley, LHS, RNREC, Ura, Cell No. 17670525
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tashi Penjore, Assistant Dzongkhag Livestock Officer; 17739746
 - 8.2 Jambay Dorji, Sr. Dzongkhag Livestock Officer, 17830505
 - 8.3 Dasho Dzongrab, 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Livestock
2. **Name of service:** Feed and fodder development Services
3. **Definition of service:** Indenting seed requirement for new pasture/ winter fodder development, silo pit construction, fodder ensiling, hay making and straw treatment, fodder tools like chaff cutters/ turnip choppers/scythes/ barbed wire requirements etc.
4. **Turn Around Time for the service delivery:** Within 1 hour to 1 month upon receipt of indent application
5. **Procedure for service delivery:**
 - 5.1 Individuals can indent their requirement directly to following officials before 15th August of the FY:
Livestock Production Officer/ Gewog Extension staffs
 - 5.2 The indent is compiled and forwarded to Dzongkhag Livestock Office to arrange budget and further place supply order to relevant agencies/units- 1 day to 1 month after the receipt of the indent
 - 5.3 The concern agencies/ units confirms the stock availability to the Dzongkhag well in advance i.e., 1 month before to lift and arrange the indented inputs
 - 5.4 The inputs are delivered to the clients 1 month or forth night before the start of the work in the field
6. **Forms and other documents:**

Indent application
7. **How and when to follow up on the services applied?:** Clients/individuals can inform the livestock staffs in person or over phone.
 - 7.1 Dr. Jamtsho, Veterinary Officer, DVH, Kharsumpheh, Cell No.17256863
 - 7.2 Mr.Thonkey Dukpa, Feed and Fodder Focal Person, DVH, Kharsumpheh, Cell No.17614958
 - 7.3 Mr. Sonam Jamtsho, Lab. Technician, DVH, Kharsumpheh, Cell No.17414244
 - 7.4 Mr. Leki Dorji, Sr. ES, RNREC, Thangbi, Cell No.17969056/77473645
 - 7.5 Mr. Dal Bahadur Gurung, LHS, RNREC, Chhumig, Cell No.17806935
 - 7.6 Mr. Nima Dorji, ES, RNREC, Tang, Cell No.17714844
 - 7.7 Mr. Phurpa Thinley, LHS, RNREC, Ura, Cell No. 17670525
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tashi Penjore, Assistant Dzongkhag Livestock Officer; 17739746

8.2 Jambay Dorji, Sr. Dzongkhag Livestock Officer, 17830505

8.3 Dasho Dzongrab, 17615853

(Thank you for your cooperation)