

**GOA MEAT COMPLEX LTD.
CITIZEN'S CHARTER**

<p>a. A brief statement on the services being provided:</p>	<p>The Goa Meat Complex Ltd. is a Government Undertaking, Company, having a Modern Abattoir at Marvasada Usgao-GOA which is APHEDA approved plant with a capacity to slaughter 150 large Bovine animals per shift. <u>No cows are slaughtered.</u> Slaughter service is provided to Meat traders from Goa with the objective to organize the provision of efficient and modern hygienic facilities for the slaughtering of animals Spare Capacity of the plant is presently proposed to be leased to Meat Exporters for slaughter and processing of meat for export. The Central Government, State Government and Municipality of Panjim, Mapusa, Margao and Mormugao are the share holders of the Goa Meat Complex Ltd., The fees structure charged to local Meat traders at Goa Meat Complex Ltd. is as follows:- Slaughter Fee: Rs.400/- per animal. Rent for Salting of hides: Rs.2500/- per month. Ante-Mortem charge: Rs.40/- per animal. Lairage Charge: Rs.5/- per animal/day. The services to the local Meat traders for slaughtering the animals at Modern Abattoir are slaughter on the conveyor belt of Modern Abattoir to ensure the slaughtering process in hygienic manner. The Goa Meat Complex provides the Meat traders with electricity, water, services of Veterinary Doctors, a Supervisor, etc. It also provides ante mortem & post mortem inspections of animals by qualified Veterinary Doctors with due emphasis on hygienic and quality of animals slaughtered. Our Spare capacity is availed to Meat Exporters to whom the rates charges are higher and are as per the approved tender rate.</p>
<p>b. Fixed time-frame for processing of various applications (wherever it is possible)</p>	<p>The service is executed on daily basis. The Traders are required to present the animals 24 hours in advance for Ante-Mortem inspection. The animals are quarantined, thereafter, the animals can be slaughtered the next day or later as per the requirement of the trader.</p>
<p>c) Grievances/redressal:</p>	<p>Public is not involved in the slaughtering operations. Grievances, if any can be addressed to the Sr. Veterinary Officer, Goa Meat Complex Ltd., Marvasada, Usgao, Goa 403 407 (Phone No.0832-2344229) who is designated as District Public grievances officer South-Goa and the Manager (Administration & Accounts) , who is designated as North Goa District Public Grievances Officer, Or the Managing Director, Goa Meat Complex Ltd., 'Vishal' Bldg., Dr. Braganza Pereira Road, St. Inez, Panjim, Goa 403 001 (Phone No.0832-2223620 or 2224191, or 0832-2223670).</p>
<p>d) Quality of service with reference to approach towards courtesy/responsiveness and efficiency.</p>	<p>Our work force is quality conscious, friendly and ever obliging. Our Motto: " Meat to its cleanest".</p>

hwa
10/7/12