

CHARTER

<p>a. A brief statement on the services being provided:</p>	<p>The Goa Meat Complex Ltd. is a Government Undertaking, having a Modern Abattoir at Usgao, Ponda-GOA with a capacity to slaughter 150 large Bovine animals per shift. <u>No cows are slaughtered.</u> Slaughter service is provided to traders from Goa. Spare Capacity of the plant is leased to Exporters for slaughter and processing of meat. The Central Government, State Government and Municipality of Panjim, Mapusa, Margao and Mormugao are the share holders of the Goa Meat Complex Ltd.,</p> <p>The fees structure charged to local traders at Goa Meat Complex Ltd. is as follows:- Slaughter Fee: Rs.30/- per animal. Salting of hides: Rs.40/- per hide. Ante-Mortem charge: Rs.15/- per animal. Lairage Charge: Rs.5/- per animal/day.</p> <p>We also have a Mini-Slaughterhouse to provide slaughtering services to the local Meat Traders mainly from Panjim, Mapusa, Margao & Mormugao. The Goa Meat Complex provides them with electricity, water, services of a Veterinary Doctor, 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.</p> <p>Our Spare capacity is availed to Meat Exporters to whom the rates charges are higher.</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 operation. Grievances, if any can be addressed to the Sr. Veterinary Officer, Goa Meat Complex Ltd., Marvasada, Usgao, Goa 403 407 (Phone No.0832-2344229 or 2344324) 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, Fax. No.0832-2224191).</p>
<p>d) Quality of service with reference to approach towards courtesy/responsiveness and efficiency.</p>	<p>Our work force is quality conscious.</p>