

CITIZENS' CHARTER

1. Our Mission

- Implementation of the policy of the Government of Kerala for the socio-economic development of fisher folk
- Undertaking various production oriented schemes for development of fisheries sector
- Serving as agency for sustainable fishery and conservation of fish resources
- Extension of fish culture in available water sources

2. Our Values

- Remembering at all times that we are in service to the people of the state whose welfare is our main motive
- Creating an infrastructure for providing the best service to the producers and consumers
- Sustainable use of resources with the help of modern technology and management practices
- Provide services with integrity, transparency and accountability in the best interest to the state.

3. Our commitment

- Protect the interest of fisherfolk, fish farmers, fish traders and exporters/consumers
- Ensure disease free quality shrimp/fish seed to farmers
- Taking steps to assist fishermen and fish farmers to get better returns
- Stabilization of price of shrimp/fish seed
- Development of marketing infrastructure for early marketing of the yield
- Maintenance of hygienic fishing harbours, landing centres and auction halls
- Make simplified rules and procedures and to be vigilant against all malpractices

4. Our Services

- Enforcement of Kerala Marine Fisheries Regulation Act for the conservation of fishery wealth.
- Sea rescue operation for fishermen who are at danger in sea
- Registration and licensing of fishing vessels/fixed engines/stake nets
- Fisheries technical high schools with boarding facilities for the children of fishermen
- Social Fisheries scheme for stocking fish seeds in rivers and other water bodies
- Stocking of fish seeds in Reservoirs
- Issue of special license for free nets and license for prawn fishing in private waters and paddy fields
- Preparation of fishermen list every year for identifying beneficiaries
- Provides educational concession to the children of fishermen
- Provides housing assistance to fishermen under NFWF Housing Scheme.
- Saving cum relief scheme to provide relief to fishermen during the lean months
- Sea ranching for increasing fishery resources
- Registration and monitoring of fisheries cooperatives
- Matsyafed provides special bus service for fisherwomen vendors
- Matsyafed provides input security scheme for compensating the losses due to accident/natural calamities sustained to the fishing implements
- Fund Board provides Group Insurance Scheme to insure all active fishermen
- Cash awards and scholarships for SSLC and higher education for the children of fishermen and allied workers
- Effective extension support for aquaculture in fresh water and brackish water areas

- Financial assistance to the dependents of fishermen in case of accidental death while fishing
- Financial assistance for the death of the dependent
- Old age pension and widow pension to registered fishermen
- Financial assistance for the temporary disability due to accident
- Financial assistance to the dependents for the death of fishermen for meeting the funeral expense
- Financial assistance to registered fishermen for the treatment of fatal diseases
- Financial assistance to the wife of fishermen or fisherwomen for maternity care
- Financial assistance for the treatment of handicapped and mentally retarded children of fishermen
- Training to farmers in shrimp/fish/ornamental fish culture
- Financial assistance for motorization of country crafts
- Financial assistance for providing suitable components of fishing gear
- Production of disease free quality fish seeds/shrimp post larvae for farmers and to control fish seed price in the open market

5. Our Bench Mark performance

- Under the National Fishermen Welfare Funds Housing Scheme assistance was given to 5445 fishermen to construct their own house from 2001-02 to 2004-05
- 182 roads were constructed under infrastructure development scheme
- 125000 fishermen are annually enrolled under Savings cum Relief Scheme
- Drinking water scheme was implemented in 54 fishery villages
- 386 farmers were given training in 2004-05
- Assistance was provided to 409 farmers for fish culture in 186 ha through FFDA and BFFDA in 2004-05
- In the inland sector, fish culture was extended to 186 ha in 2004-05
- Produced 56 lakhs of fish fingerlings, 42.25 lakhs shrimp post larvae and 1.21 lakh scampi seed in 2004-05
- Educational concession to more than 60000 fishermen students incurring an expenditure of Rs.450 lakhs per annum

6. Our Resources

- A core group of technically qualified and experienced personnel who provide necessary service to fishermen, fish farmers and traders and consumers through the Department of Fisheries and its sister agencies.
- District level officers at the department and sister concerns provide best service to people through Matsyabhavans

7. Our Organizations and Units

DEPARTMENT OF FISHERIES

Minister of Fisheries

Secretariat (Fisheries)

Directorate of Fisheries

Zonal offices of Joint Directors of Fisheries
 District offices of Fisheries Department
 Matsyabhavans

MATSYAFED

Headquarters
 District Offices

Commercial Units

Agency for the Development of Aquaculture

Head Office
Regional Offices

Kerala Fishermen Welfare Fund Board

Head Office
Regional Office

Fisheries Resource Management Society

Head Office
Regional Office

Marine Enforcement Cell

Head Quarters
Fisheries Stations

Harbour Engineering

Head Quarters
Sub Divisions

8. Complaints and Grievance Cell

There is an effective mechanism for grievance redressal and preventive vigilance. To address the grievances and complaints promptly a grievance cell functions under the Deputy Director (Statistics) at Directorate

9. Guidance and Helpline

A control room functions in each district in the office of Deputy Director of Fisheries