



भारतीय जीव जन्तु कल्याण बोर्ड

ANIMAL WELFARE BOARD OF INDIA

मत्स्यपालन, पशुपालन और डेयरी मंत्रालय, भारत सरकार

Ministry of Fisheries, Animal Husbandry and Dairying, Government of India
(पशुपालन और डेयरी विभाग)

(Department of Animal Husbandry and Dairying)

Dr. Abhijit Mitra

Animal Husbandry Commissioner and
Chairman, AWBI

No. AC-02003/1/2025-AWBI

Date: 4th August, 2025

To

**The Principal Secretary / Secretary /
Additional Chief Secretary / Commissioner,
Department of Animal Husbandry and Veterinary Service,
All State Governments and Union Territories**

**Subject: Advisory for Establishment of 24x7 Helpline and Provision of Emergency
Veterinary Services for Injured and Sick Animals - regarding.**

Sir/Madam,

The Animal Welfare Board of India (AWBI) continues to receive numerous complaints regarding the lack of functional helplines and timely veterinary response for stray, injured, and sick animals. This results in avoidable suffering and is contrary to the provisions of the Prevention of Cruelty to Animals Act, 1960.

2. Despite prior advisories, including Board's letter no. 3-1/2021-22/PCA dated 28.06.2021 (copy enclosed), several States/UTs are yet to establish effective systems for emergency animal care. This is a matter requiring urgent attention.

3. In light of the Hon'ble Supreme Court's judgment in *AWBI vs. A. Nagaraja & Ors.* (2014), which reaffirms the constitutional and statutory responsibilities of State authorities under the PCA Act, the Board urges all State Governments and UT Administrations to take the following measures without further delay:

- Establish a dedicated 24x7 helpline at the State/District level for reporting animal emergencies;
- Facilitate coordination with Animal Welfare Organizations (AWOs), veterinary hospitals, and rescue units for rapid response;
- Deploy mobile veterinary units or on-call response teams for on-site intervention;
- Review and monitor the effectiveness of these systems periodically and address any operational gaps.

3. You are requested to submit an **Action Taken Report** to the Board within 30 days from the issuance of this communication, outlining the steps taken or planned.

4. Ensuring timely veterinary care for animals in distress is not only a statutory mandate but also a reflection of administrative sensitivity and commitment to animal welfare.

Yours sincerely


(Abhijit Mitra)

Copy for information and necessary follow-up action to:

The Member Secretary, State Animal Welfare Boards of all States and Union Territories

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