

Government of Pakistan
Ministry of National Food Security & Research
Livestock Wing, Islamabad

Ease of Doing Business

Contents

No.	Title	Page No
1	Livestock Wing – A Brief Introduction	2
2	Livestock Services and Business Support by Livestock Wing	3
3	Procedures for Import Permission and Duty Remissions 3.1. Import Permission of Live Animals (Cattle/ Horses/ Sheep/ Goats) etc. 3.2. Import Permission of Bovine semen or embryos 3.3. Obtaining Duty Remission on Import of Calf Milk Replacer or Cattle feed premix	4
4	Procedures of Registration for Official Approval: 4.1. Registration of slaughterhouses, meat processing units / plants for exports 4.2. Registration of animal products processing units/ plants (casing, gelatin, processed bone, organs, etc.) for exports 4.3. Registration of poultry premises and products for exports	5
5	Procedure for Permission of import /export of pets (cats & dogs)	6
6	Procedure for Declaration of Temporary Quarantine Houses for Import OR Export of Live Animals	7
7	Information and Documentation Required for Processing of Application	8
8	Steps Involved in Processing of Application	8
9	Process Flow Charts with Timeline	8
10	Information for Exporters and Importers	8
11	Notifications for Public Awareness	8
12	Redressal of Grievances for Applicants	8
13	Status of Application and Checklists	9
14	Flow Charts	10-13
15	Appendices I-VIII	14-22

1. Livestock Wing – A Brief Introduction

Livestock Wing of the Ministry of National Food Security & Research is part of ministry dealing with the technical aspects of the livestock industry in the country. It coordinates, plan and advice on policy matters of livestock and its progress in the country besides assisting imports, exports, aspects of animal health, new markets, trade and international cooperation. These responsibilities stem from the Rules of Business 1973; the Pakistan Animal Quarantine (Import and export of animals and animal products) Act, 1979 and Amendment Act, 1985 and Pakistan Animal Quarantine (Import and export of animals and animal products) Rules, 1980.

2. Livestock Services and Business Support by Livestock Wing

The Livestock Wing of Ministry of National Food Security & Research, Islamabad assists livestock businesses especially Importers, exporters and processors in the country as follows:

1. Permission for import of live cattle, horses, sheep, goats etc.
2. Permission for Import of semen or embryos
3. Duty Re-mission on import of calf milk replacer or cattle feed premix
4. Registration of slaughterhouses, meat processing units / plants meant for exports
5. Registration of animal products processing units/ plants (casing, gelatin, processed bone, organs etc.) meant for exports
6. Registration of poultry premises and products units meant for exports
7. Permission for import /export of pets (cats & dogs)
8. Declaration of temporary quarantine houses for import and export of live animals

Brief on the services and business support provided by the Livestock Wing of Ministry of National Food Security & Research Islamabad with number of steps, timeline and documents required for processing the applications are given as follows and appendix referred:

S. No.	Services and Business Support	No. of Steps	Timeline (Working Days)	Information & Documents Required with Application
1	Procedure for Import Permission - Live Animals (Cattle/ Horses/ Sheep/ Goats) etc. - Bovine semen or embryos - Duty Remission on Import of Calf Milk Replacer or Cattle feed premix	3	5	Appendix-I Appendix-II Appendix-III
2	Procedures of Registration for Official Approval: - Registration of slaughterhouses, meat processing units / plants for exports - Registration of animal products processing units/ plants (casing, gelatin, processed bone, organs, etc.) for exports - Registration of poultry premises and products for exports	9	30-45	Appendix-IV Appendix-V Appendix-VI
3	Procedure for Permission of import /export of pets (cats & dogs)	3	5	Appendix-VII
4	Procedure for Declaration of Temporary Quarantine Houses for Import OR Export of Live Animals	7	15	Appendix - VIII

3. Procedures for Import Permissions and Duty Remissions

3.1. Import Permission of Live Animals (Cattle/ Horses/ Sheep/ Goats) etc.

3.2. Import Permission of Bovine Semen or Embryos

3.3. Duty Remission on Import of Calf Milk Replacer or Cattle Feed Premix

The process of issuance of Permission to import live cattle, horses, sheep, goats etc OR import of cattle semen, embryos; OR request for duty remission on import of calf milk replacer, cattle feed premix etc. start with the submission of an application with complete relevant documents by importers on their letterhead. Applications are received at Livestock Wing by post or by-hand.

- i. The livestock wing performs scrutiny of the application and the documents.
- ii. If there are any deficiencies in the application or documents; the application is returned by post or by-hand in original to the importer with a **CHECK LIST** recording reason(s) to rectify the deficiency and resubmit the application.
- iii. If the documents in application are complete and technical evaluation is satisfactory; import permission (NOC) is issued.
- iv. Incomplete applications or applications re-submitted after meeting deficiencies or having un-satisfactory technical evaluation are refused in writing stating the reasons of refusal.

4. Procedure of Registration for Official Approval:

4.1. Registration of slaughterhouses, meat processing units / plants for exports

4.2. Registration of animal products processing units/ plants (casing, gelatin, processed bone, organs, etc.) for exports

4.3. Registration of poultry premises and products for exports

The process of registration of processing facility/ unit/ plant for export with the Government of Pakistan starts with the submission of application with relevant documents by the exporters on their letterhead to the Livestock Wing to Animal Husbandry Commissioner (AHC) at his office at 8th Floor, Shaheed-e-Millat Secretariat, M. A. Jinnah Road, Islamabad on any working day. The salient steps in the process of registration are as follows:

- i. The Livestock Wing of M/o NFS&R examines the application and documents.
- ii. If there are any deficiencies in the application or documents; the application is returned by post or by-hand in original to the importer with a **CHECK LIST** recording reason(s) to rectify the deficiency and resubmit the application.
- iii. If the documents in the application are complete and the preliminary technical evaluation is satisfactory; Livestock Wing writes to the Director, Animal Quarantine Department (AQD), Karachi for physical verification and inspection of premises in terms of facilities, technical staff, sanitary hygiene etc. by an assigned Animal Quarantine Department Officer, who upon inspection indicate for any deficiencies and removal of deficiencies by the applicant in a given time; re- inspection of facility is conducted on an agreed schedule with the applicant.
- iv. On satisfactory inspection, the relevant Quarantine Officer submits his/her recommendations to the Director, AQD for registration of firm with AQD.
- v. Director AQD, on the findings of Quarantine Officer concerned issues a Registration No and a registration certificate.
- vi. Director AQD communicates the Registration No to the applicant, relevant Quarantine Officer and the Livestock Wing, Islamabad for record.
- vii. If required, name/ list of registered premises are conveyed to the Competent Authority of importing countries through diplomatic channel.

1. Procedure for Permission of Import /Export Pets (Cats & Dogs) etc.

The process of issuance of Permission to import OR export of pets (Cats & Dogs) etc. starts with the submission of an application with complete relevant documents by applicant on plain paper or his/her letterhead. Applications are received at Livestock Wing by post or by-hand.

1. The livestock wing performs scrutiny of the application and the documents.
2. If there are any deficiencies in the application or documents; the application is returned by post or by-hand in original to the importer with a **CHECK LIST** recording reason(s) to rectify the deficiency and resubmit the application.
3. If the documents in application are complete and technical evaluation is satisfactory; import/ export permission (NOC) is issued.
4. Incomplete applications or applications re-submitted after meeting deficiencies or having un-satisfactory technical evaluation are refused in writing stating the reasons of refusal.

2. Procedure for Declaration of Temporary Quarantine House for Import OR Export of Live Animals

The process of one time Declaration of Temporary Quarantine Houses for Import / Export of Live Animals starts with the submission of an application with relevant documents by the importer or exporter on their letterhead to the Animal Husbandry Commissioner (AHC) at his office at Livestock Wing, 8th Floor, Shaheed-e-Millat Secretariat, M. A. Jinnah Road, Islamabad on any working day. The salient steps in the process of registration are as follows:

1. The Livestock Wing of M/o NFS&R examines the application and documents.
2. If there are any deficiencies in the application or documents; the application is returned by post or by-hand in original to the importer with a **CHECK LIST** recording reason(s) to rectify the deficiency and resubmit the application.
3. If the documents in the application are complete and the preliminary technical evaluation is satisfactory; Livestock Wing writes to the Director, Animal Quarantine Department (AQD), Karachi for physical verification and inspection of premises by an assigned Animal Quarantine Department Officer, who upon inspection indicate for any deficiencies and removal of deficiencies by the applicant in a given time; re- inspection of facility is conducted on an agreed schedule with the applicant.
4. On satisfactory inspection, the relevant Quarantine Officer submits his/her recommendations to the Director, AQD for fitness of premises for quarantine.
5. Director AQD communicates the findings of Animal Quarantine Officer with the recommendation of approval or disapproval to the Livestock Wing, Islamabad.
6. If the required documents are complete and the inspection is in favour of applicant, one time permission to use premises as Temporary Quarantine Facility is conveyed to the applicant, related AQD station and the customs authorities.

7. Information and Documents Required for Processing of Applications (Appendices I-VIII)

The details of information and documents required for various services and business support catered by the Livestock Wing M/o NFS& &R are given in **Appendices I-VIII** of this document.

5. Steps Involved and Timelines in Processing of Applications

The details of processing time where applicable for various services and business support catered by the Livestock Wing M/o NFS& &R are highlighted on Page 3 of this document.

6. Process Flow Charts

The flow charts depicting the steps and timelines are attached as Flow Chart: 1-4 in this document.

10. Information for Exporters and Importers

- i. The importers/exporters or their representative can contact the Livestock Wing to get updates of his/ her application at any time on working days. If there are any deficiencies or additional information required from the applicant; he/ she is informed through telephone, e. mail, postal or courier services etc.
- ii. The decision regarding issuance of permission/ NOC/ registration etc. or refusal is also communicated to the concerned.

11. Notifications for Public Awareness

All procedures and process related to services and support performed by the wing are displayed in the office of Livestock Wing; if any changes or amendments are made in procedure or process, the exporters and importers are informed accordingly through print media, or through their Association/ Bodies.

12. Redressal of Grievances of Applicants

Any individual or firm aggrieved by the decision of Livestock Wing or the Animal Quarantine Department can contact to the Animal Husbandry Commissioner (Livestock Wing) for reconsideration of his/ her case on the following address:

Animal Husbandry Commissioner
Ministry of National Food Security & Research
Room 813; 8th Floor, Shaheed-e-Millat Secretariat
M. A. Jinnah Road, Islamabad
Tel: Tel 051 9221357 Fax: 051 9206303
Cell: 0300 5033710; e.mail: drqurban@yahoo.com

13. Status of Application and Checklists

All applicants are acknowledged on receipt of their application and informed about its acceptance for further process or return of application with a **CHECKLIST** of observations on the postal address, by-hand or a phone call on the number as provided in the application.

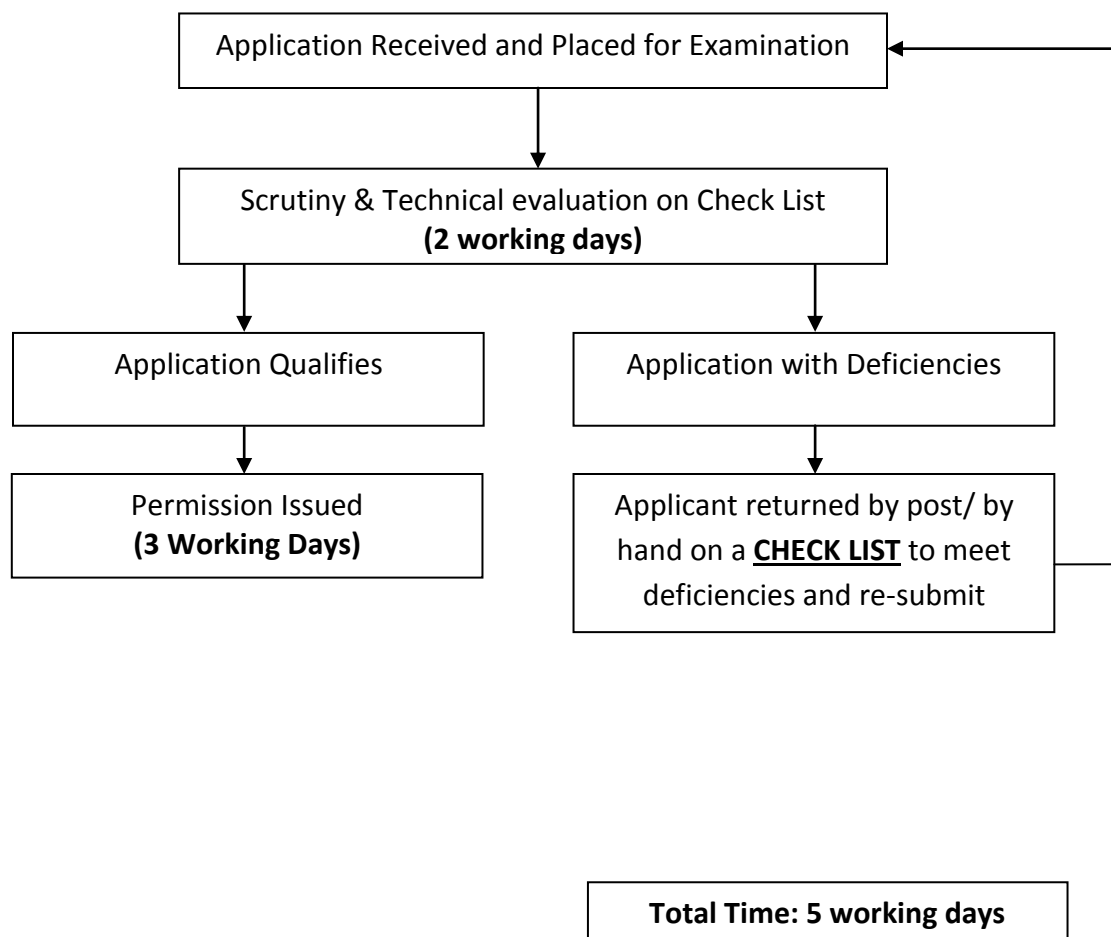
The following critical points are in practice for processing of the application and are informed through message to the applicants on their given mobile contact:

S. No	Services and Business Support	Major Steps in Processing
1.	Import permission for live cattle, horses, sheep, goats etc.	1.1 Scrutiny of the application and documents
		1.2 Technical evaluation
		1.3 Issuance of permission
2.	Import permission of bovine semen or embryos	2.1 Scrutiny of the application and documents
		2.2 Technical evaluation
		2.3 Issuance of permission
3.	Duty remission on import of calf milk replacer and cattle feed premix	3.1 Scrutiny of the application and documents
		3.2 Technical evaluation
		3.3 Issuance of permission
4.	Registration for official approval of slaughterhouse, meat processing units etc. for exports	4.1 Scrutiny of the application and documents
		4.2 Inspection/ Re-inspection of facility
		4.3 Registration No.
		4.4 Conveying Registration to importing country
5.	Registration for official approval of animal casing, gelatin, processed bone, organs and products units/ plants etc.) for exports	5.1 Scrutiny of the application and documents
		5.2 Inspection/ Re-inspection of facility
		5.3 Allotment of Registration No.
		5.4 Conveying Registration to importing country
6.	Registration for official approval of poultry premises and products etc. for exports	6.1 Scrutiny of the application and documents
		6.2 Inspection/ Re-inspection of facility
		6.3 Registration No.
		6.4 Conveying Registration to importing country
7.	Permission for import/export of pets (cats & dogs)	7.1 Scrutiny of the application and documents
		7.2 Technical evaluation
		7.3 Issuance of permission
8.	Declaration of Premises / Farm as a temporary quarantine house (TQH)for import/ export of live animals	8.1 Scrutiny of the application and documents
		8.2 Inspection/ Re-inspection of facility
		8.3 Declaration of TQH

Flow Chart Depicting the Steps and Timeline

Flow Chart – 1:

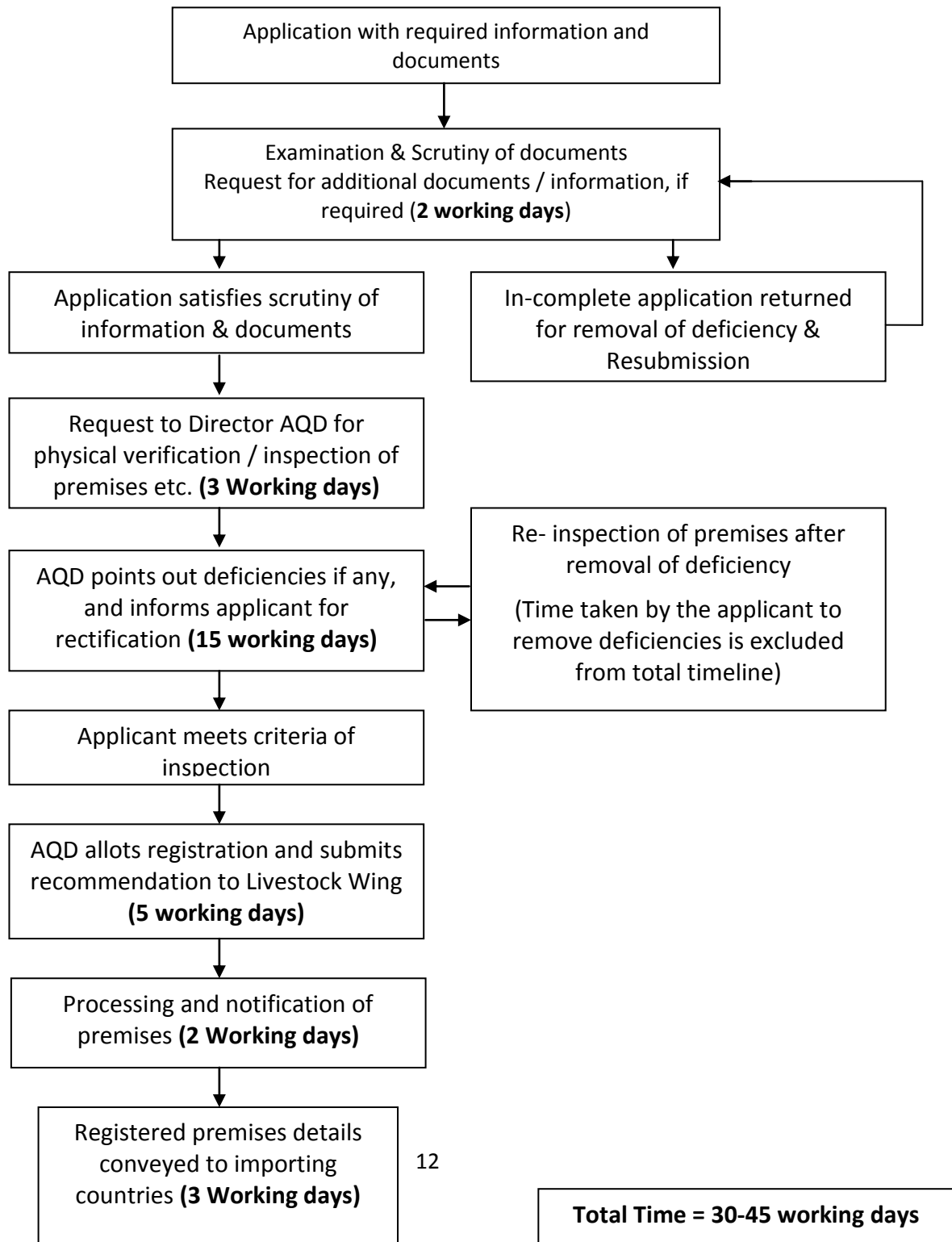
- i. Import of Live Cattle / Horses / Sheep Goats (5 Working days)
- ii. Import of Semen / Embryos (5 Working days)
- iii. Import of Calf Milk Replacer / Cattle Feed Premix (5 Working days)



FLOW CHART No. 2

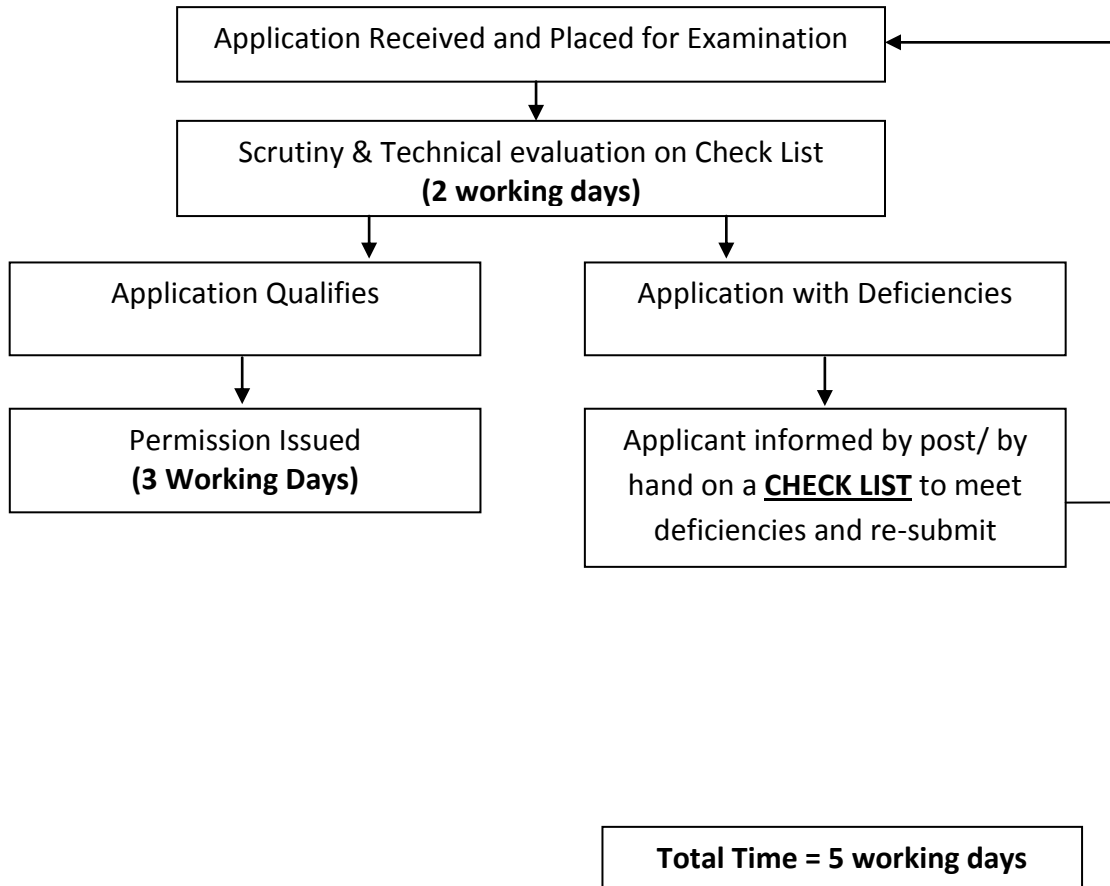
Registration for Official Approval of:

- i. Registration of slaughterhouses, meat processing units / plants for exports
- ii. Registration of animal products processing units/ plants (casing, gelatin, processed bone, organs, etc.) for exports
- iii. Registration of poultry premises and products for exports



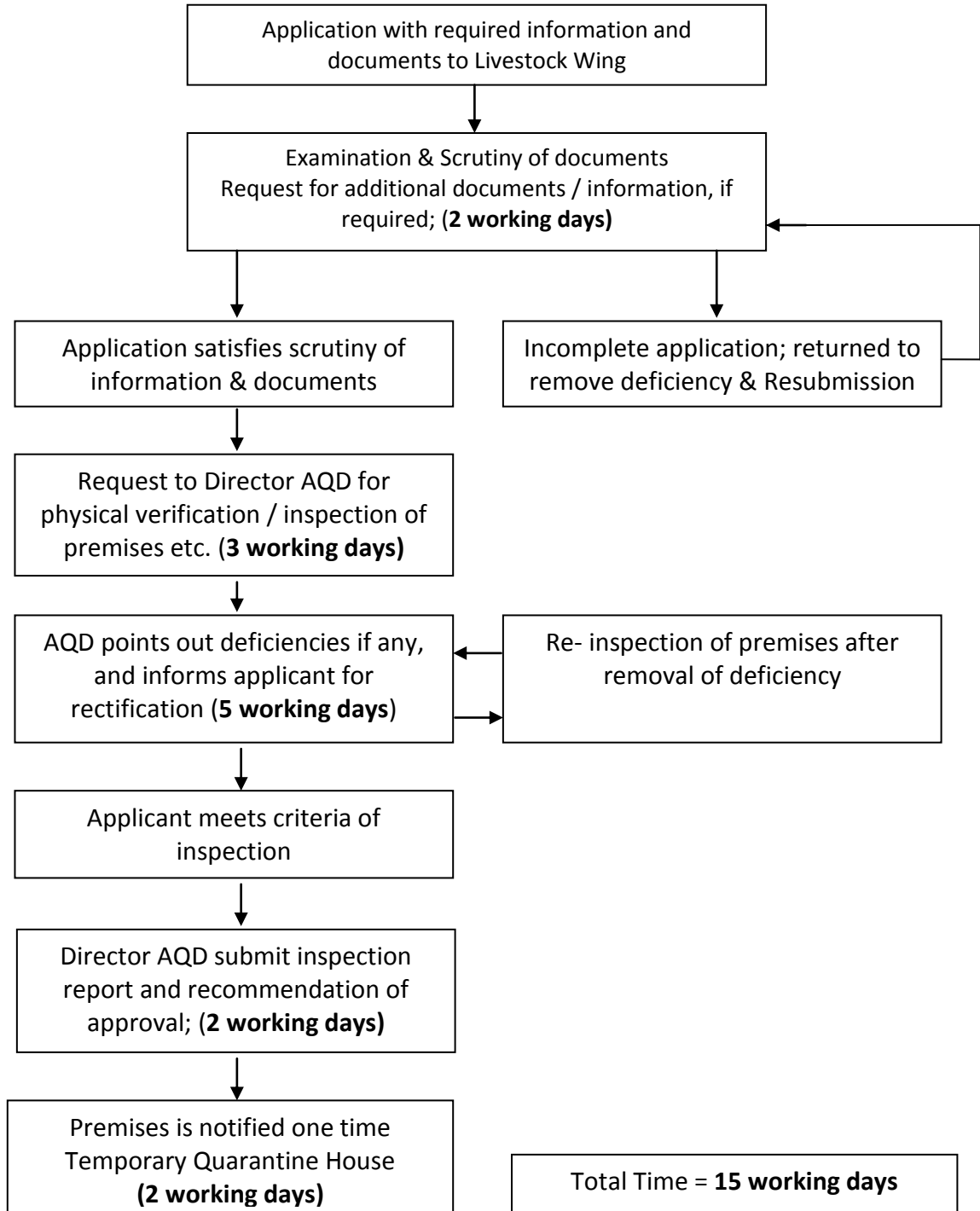
FLOW CHART 3:

Permission for Import/Export of Pets (Cats & Dogs)



FLOW CHART No. 4

Declaration of Temporary Quarantine Houses for Import/Export of Live Animals



Information and Documents Required for Processing Applications (Appendices I-VIII)

Appendix – I:

Information and Documents Required for Import Permission of Live Animals (Cattle, Horses, Sheep, Goats) etc.

A. Information Required

1. Name & complete mailing address of the Applicant/ Importing Company/ Firm
2. Status of the applicant whether a farmer or Service Provider or individual
3. Location & complete address of the Farm
4. Breed Wise Quantity and Type of existing animals at the farm
5. Has the applicant also applied for obtaining necessary approval of the Temporary Quarantine House where imported dairy cattle will be kept under quarantine?

B. Documents Required

1. Application on letter head along with information required in A.1.(above).
2. Duly stamped and signed copy of valid Contract of Sale between buyer and seller with Sale Contract Number, containing complete information like Specifications of animals (Weight, Age, Pregnancy Status, Breeding etc), Veterinary and Health Requirements, Animal Selection, Delivery and Shipment details etc.
3. Signed & stamped copy of valid Commercial/ Proforma Invoice with number of Contract of Sale.
4. Pedigree Record of animals to be imported to Pakistan for technical evaluation. For dairy cattle/ heifers; Average milk production of dairy cattle herds from where dairy cattle heifers of Holstein Friesian and Jersey cattle breeds will be selected for import to Pakistan. The said document must be issued by the Principal Cattle Supplier of the Country of Origin.

NOTES:

1. National Livestock Breeding Policy recommends the import of exotic dairy cattle belonging to Holstein Friesian and Jersey breeds only.
2. Duly signed application are required to be submitted on the letter head of the applicant/ company/ firm addressed to the Animal Husbandry Commissioner, Livestock Wing, 8th Floor, Shaheed-e-Millat Secretariat, Blue Area, Islamabad (Phone: 051-9221357, Fax: 051-9206303) during working hours Monday to Friday 8 a.m. to 4. Pm.

Appendix – II:

Information and Document Required for Permission to Import Bovine Semen/ Embryos

A. Information Required

1. Name & Address of the Applicant/ Importing Company/ Firm
2. Name of the breed of Semen/ Embryo Donor Bull/ Dam
3. Quantity of the Semen/ Embryos to be imported
4. Country of Origin
5. Purpose of Import
6. Capacity of Applicant Company/ Firm in terms of semen/ embryo storage, handling, use and transportation
7. Veterinary expertise in terms of availability of qualified Veterinarians and Artificial Insemination/ Embryo Transfer Technicians
8. Complete details regarding mechanism to maintain record of inseminations/ Embryo Transfer and buyer wise record of the sale of imported bovine semen/ embryos

B. Documents Required

1. Veterinary Health Certificate issued by the Competent Veterinary Authority of the Country of Origin for requested consignment of semen/ embryos.
2. Production Performance Record of the daughters of semen/ embryo donor bulls/ cows clearly indicating average milk production in a standard lactation period with average milk fat and protein %age for technical evaluation purpose.
3. Production Performance Record of the progeny of semen/ embryo donor bulls/ cows clearly indicating daily average weight gain, average birth weight, average weaning weight, average yearling weight, average body weight of mature animals, average height of mature animals and average scrotal circumference of male calf **(only for import of beef semen/ embryos)**.
4. Three Generation Pedigree Record of the semen/ embryo donor bulls/ cows
5. Certificate of Country of Origin **(in Original)**.
6. Copy of Proforma/ Commercial Invoice.
7. Semen Quality Conformance Certificate.
8. Authentic documentary proof of semen donor bulls for A2A2 genotype for Beta Casein.
9. An Undertaking on Original Stamp Paper of Rs. 50 duly signed, stamped and attested by the Notary Public/ Oath Commissioner must clearly mention the following statements:
 - a. The imported semen/ embryos and male calves resulting from that imported semen/ embryos will not be used to inseminate cows of established dairy breeds of Pakistan. **(for dairy & beef semen)**.

- b. Buyer/ dose wise complete record of the sale of imported bovine semen/ embryos will be maintained properly. Moreover, sale record/ results of the inseminations of imported bovine semen/ embryos will be furnished to this Ministry, when desired so **(for dairy & beef semen)**.
- c. The male calves resulting from imported semen/ embryos will be castrated within three months after birth and will not be sold or used for breeding or semen collection purpose **(only for beef semen)**.
- d. Imported bovine semen/ embryos will not be sold to any other party/ firm **(for applicant dairy farmers having their own dairy animals)**.

NOTES:

- i. National Livestock Breeding Policy recommends the import of exotic dairy bovine semen/ embryos belonging to Holstein Friesian and Jersey cattle breeds only.
- ii. Duly signed application on the letter head of the company/ firm is addressed to the Animal Husbandry Commissioner, Livestock Wing, 8th Floor, Shaheed-e-Millat Secretariat, Blue Area, Islamabad (Phone: 051-9221357, Fax: 051-9206303).

Appendix – III:

Documents Required For Duty Remission on Import of Calf Milk Replacer/ Cattle Feed Premix

1. Complete applicant's profile covering the purpose of import whether for commercial sale or feeding for own dairy/ meat animals (cattle/ buffaloes/ calves).
2. Duly signed and stamped Veterinary/ Sanitary Health Certificate **(in Original)** issued by the Official/ Competent Veterinary Authority of Country of Origin must clearly mention the following Statements/ Clauses:
 - The product (s) (brand name of the product) does/ do not contain any animal origin material/ ingredients. Moreover, the source of the Calcium and Phosphorus, if incorporated in the product may also be categorically mentioned in the Veterinary Health Certificate.
 - The Calf Milk Replacer (Brand name of Calf Milk Replacer) has been appropriately **Colour Dyed** with (name of Colouring agent), a colouring agent which is in accordance with national and international legislation permitted for use in Calf Milk Replacer.
 - The above mentioned product(s) is/ are formulated specifically for feeding of calves/ cattle/ buffaloes.
3. Certificate of Country of Origin **(in Original)**.
4. Copy of Proforma/ Commercial Invoice.
5. Product literature/ brochure must contain complete composition, features, benefits, dose rate, instructions for use etc of the requested product.
6. An Undertaking / Affidavit on the Stamp Paper of Rs. 50/- duly endorsed by the Notary Public/ Oath Commissioner stating the following clauses:
 - a. It is certified that M/s is engaged in dairy business activity since (period).
 - b. The firm/ company undertake that, the Calf Milk Replacer/ Cattle Feed Premix to be imported by the firm/ company will be exclusively used for feeding of suckling bovine calves (in case of Calf Milk Replacer) and cattle/ buffaloes and their calves (in case of Cattle Feed Premix). The imported product (s) will not be used for human consumption **and will not be sold to any other party/ company/ firm (in case of corporate dairy farmers having their own dairy farming)**.
 - c. Moreover, the record of sale/ feeding and results of feeding of Calf Milk Replacer/ Cattle Feed Premix will be furnished to this Ministry, when desired so.

Note: Duly signed application is submitted on the letter head of the applicant/ company/ firm addressed to the Animal Husbandry Commissioner, Livestock Wing, 8th Floor, Shaheed-e-Millat Secretariat, Blue Area, Islamabad (Phone: 051-9221357, Fax: 051-9206303).

Appendix – IV:

Documents Required to Process Registration for Official Approval of Slaughterhouse / Meat Processing Unit etc. for Exports

1. Name of the owner of the premises / land, if tenant, copy of lease agreement of the premises duly endorsed by notary public.
2. Lay out plan of the chicken / beef processing unit / abattoir showing various sections of the processing unit.
3. Documentary evidence of laboratory testing arrangements for microbial testing of the raw material & product, water testing etc. for quality assurance.
4. Safety & quality standards / procedures / protocols observed in the unit during operation, processing and final disposal of the product.
5. Company profile covering date of establishment, no. of employees, facilities available, drug / microbial testing arrangements for the product & water, processing procedure & protocols, source of origin of raw material, product produced (raw/processed), Type of meat (beef, mutton, poultry) total expected port folio of the business and foreign buyer's (if any name / address) etc.
6. An NOC from concerned provincial department of environment that processing unit is not causing any environmental hazard.

Note: Duly signed application is submitted on the letter head of the applicant/ company/ firm addressed to the Animal Husbandry Commissioner, Livestock Wing, 8th Floor, Shaheed-e-Millat Secretariat, Blue Area, Islamabad (Phone: 051-9221357, Fax: 051-9206303).

Appendix – V:

Documents Required to Process Registration for Official Approval of Animal Casing, Gelatin, Organs, and Products Units/ Plants etc. For Exports

7. Name of the owner of the premises / land, if tenant, lease agreement of the premises duly endorsed by notary public.
8. Name of the owner / partners of the firm (if any) and complete address. The name may also be mentioned on the letter /application.
9. Copy of CNIC of the owner / partners of the company / business.
10. Lay out plan of the processing unit.
11. Company profile covering date of establishment, no. of employees, facilities available, source of origin of raw material , processing procedure / protocol for organs/ beef omasum and chicken feet and their products, country of export, end usage of the product etc.
12. An NOC from concerned provincial department of environment that processing unit is not causing any environmental hazard.
13. Documentary evidence of laboratory arrangements for microbial testing of the raw material & product, water testing etc. for quality assurance.
14. Safety & quality standards / procedures / protocols to be observed in the unit during operation, processing and final disposal of the product.
15. Copy of Sales Tax & NTN registration number.
16. Copy of registration with concerned chamber of Commerce/ industries.

Appendix – VI:

Documents Required to Process Registration for Official Approval of Poultry Farms Premises and Products etc. for exports

1. Name of the owner of the premises / land, if tenant, copy of lease agreement of the premises duly endorsed by notary public.
2. Complete address of the poultry farm / hatchery / processing unit and company along with telephone, fax, email, mobile nos. etc
3. Copy of registration of firm with Chamber of Commerce & Industry, if any.
4. NTN & Sales Tax number / Certificate
5. Name and designation of the applicant may be clearly written on the request /application.
6. Name of the owner / partners of the firm.
7. Copy of CNIC
8. Lay out plan of the farm /hatchery / processing unit showing various sections of the processing unit.
9. Documentary evidence of laboratory testing arrangements for microbial testing for quality assurance.
10. Safety & quality standards / procedures / protocols observed in the unit during operation, processing and final disposal of the product.
11. Company profile covering date of establishment, no. of employees, facilities available, drug / microbial testing arrangements for the product & water, processing procedure & protocols, source of origin of raw material, product produced (raw/processed), Type of meat (beef, mutton, poultry) total expected port folio of the business and foreign buyer's (if any name / address) etc.
12. An NOC from concerned provincial department of environment that processing unit is not causing any environmental hazard.

Appendix – VII:

Documents Requirement to Process Permission for Import / Export of Pets etc. (Cats/ Dogs)

1. Application to Animal Husbandry Commissioner, Ministry of National Food Security & Research along with relevant documents for issuance of permission.
2. Copy CNIC of applicant
3. Health / Vaccination certificates
4. Pet's passport, if available

Appendix – VIII:

Documents Required for Declaration of Premises / Farm as a Temporary Quarantine House for Import/ Export of Live Animals

1. Copy of land ownership or lease agreement of the premises duly attested by notary public.
2. Copy of National I.D of the farm owner.
3. Complete postal address / Tel No. of the Farm / premises
4. Lay out plan of the dairy farms showing location of premises/ sheds, open area, watering and feeding facilities, feed stores, offices, change room, (if any) and
5. NTN registration certificate / No of the farm owner.
6. A brief profile of the farm broadly covering date of establishment, No. of employees, holding capacity {Covered area (Sq. ft.)}of the farm, No. of animals at the farm (local /exotic), current milk production / animal and per day feed / requirement / animal, likely market for milk supply, current farm gate price of raw milk, facilities available at the farm like chillers, quality testing arrangements for milk etc.