



# Citizen's / Client's Charter for

(Department of Agriculture and Cooperation)  
(2011-2012)

|               |   |
|---------------|---|
| Address       | Krishi Bhawan New Delhi - 110001                            |
| Website ID    | <a href="http://agricoop.nic.in">http://agricoop.nic.in</a> |
| Date Of Issue | January 2012  |
| Next Review   | January 2013  |

## Vision Mission

### Vision

To enhance productivity and production of agricultural commodities to ensure the food security of the nation and also to make agriculture a sustainable and viable vocation for livelihood support by 2020.

### Mission

To achieve targetted growth rate for agriculture sector with the help of various State Governments and other Departments concerned in the Government of India by enhancing agriculture production and improving income level of all farmers by successful implementation of various new initiatives and agriculture schemes such as National Food Security Mission, Rashtriya Krishi Vikas Yojana, Macro Management of Agriculture, Integrated Scheme on Oilseeds Pulses Oilpalm and Maize (ISOPOM), Extension Reforms etc.

## Main Services / Transactions

| S.No. | Services / Transaction   | Weight % | Responsible Person (Designation)                    | Email                   | Mobile (Phone No.) | Process  | Document Required  | Fees     |      |        |
|-------|--|----------|---|-------------------------|--------------------|--|--|----------|------|--------|
|       |  |          |   |                         |                    |  |  | Category | Mode | Amount |
| 1     | Registration of Multi-State Cooperative Societies(MSCS)  | 7        | Sh. D.N. Thakur<br>(Director (Cooperation))         | dnthakur.krishi@nic.in  | (23381809)         | Submission of proposal (by the Chief promoters) for registration of multistate cooperative societies complete in all respect . | As per form-I appended with MSCS Rules, 2002   | N/A      | N/A  | N/A    |
| 2     | Implementation of (a) Price Support Scheme (PSS) for procurement of oilseeds, pulses and cotton through NAFED as central agency.   | 4        | Sh. Vinit Kumar Verma<br>(Director (Cooperation))   | vinit.verma@nic.in      | (23381557)         | Based on the announcement of MSP/MIP for agriculture commodities.  | Announcement of MSP for Agri. Commodities.   | N/A      | N/A  | N/A    |
| 3     | (b) Market Intervention Scheme (MIS) for procurement of agricultural & horticultural commodities which are generally perishable in nature.   | 4        | Sh. Ghanshyam Thakur<br>((Under Secretary))         | gthakur10@yahoo.com     | (23389357)         | The Central/States procurement agencies undertake the purchases.   | Proposal from State Govt. For implementation of MIS.   | N/A      | N/A  | N/A    |
| 4     | Administration/ Implementation of crop Insurance schemes (i.e NAIS, MNAIS, WBCIS & CPIS). Government support / subsidy to make the premium / pricing of product affordable to farmers. | 8        | Sh. H.P. Verma<br>(Chief Director (Crop Insurance)) | hmalinda@rediffmail.com | (23381923)         | Insurance coverage for notified crop (s)/ area(s) is provided to the farmers through insurance companies.                      | Loanee farmers are compulsorily covered for notified crops by the concerning loaning institutions. Non-loanee farmers are required to contact implementing agency or | N/A      | N/A  | N/A    |

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|-------|---|----------|--|--------------------|--------------------|--------------------------|--|----------|------|--------|
|       |   |          |  |                    |                    |                          |  | Category | Mode | Amount |
|       |   |          |  |                    |                    |                          | through banks/agents and fill up proposal form.  |          |      |        |
| 5     | Monitoring the rainfall situation during South West Monsoon and its impact on Agricultural operations, in consultation with the States.                           | 6        | Sh.V.B. Dubey<br>(Director (Drought Management)) | vinoy.dubey@nic.in | (23388606)         | Government to Government | Rainfall Data from India Meteorological Department.  | N/A      | N/A  | N/A    |
| 6     | Deputation of Inter-Ministerial central Teams to States affected by drought/hailstorm/pest attack for assessment of losses and requirement of central assistance. | 6        | Sh.V.B. Dubey<br>(Director (Drought Management)) | vinoy.dubey@nic.in | (23388606)         | Government to Government | Memorandum submitted by the affected State Governments for Central assistance.   | N/A      | N/A  | N/A    |
| 7     | Supplement the efforts of the States through Central assistance to deal with drought, hailstorm & pest attack   | 6        | Sh.V.B.Dubey<br>(Director (Drought Management))  | vinoy.dubey@nic.in | (23388606)         | Government to Government | Approval of High level Committee to the report submitted by Inter Ministerial Central Team for considering Central assistance from NDRF. | N/A      | N/A  | N/A    |

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|-------|---|----------|---|--------------------------|--------------------|---|---------------------|----------|------|--------|
|       |   |          |   |                          |                    |   |                     | Category | Mode | Amount |
| 8     | Kissan Call Centres – Responding to farmers queries.  | 7        | Sh. Thomas Varghese (Director, (Extension))             | thomas.v@nic.in          | (232381385)        | Toll Free No. 1800-180-1551   | Nil                 | N/A      | N/A  | N/A    |
| 9     | Mass Media Support To Agriculture Extension - through the existing infrastructure of 96 FM Stations of AIR, 18 Regional Kendras, 180 Narrowcasting centres and 1 National Channel of Doordarshan  | 7        | Sh. Thomas Varghese (Director, (Extension))             | thomas.v@nic.in          | (232381385)        | Krishi Darshan Programme in DD & Kisan Vani Programme in FM Stations of AIR | Nil                 | N/A      | N/A  | N/A    |
| 10    | Implementation of National Horticulture Mission (NHM) through State Horticulture Mission (SHM) and National level Agencies for holistic development of Horticulture.  | 7        | Sh. Shaillendra Kumar (Director(NHM))                   | shailen.kumar@ias.nic.in | (23389346)         | Based on Annual Action Plan (AAP) prepared by SHMs& NLAs.                   | Annual Action Plan. | N/A      | N/A  | N/A    |
| 11    | The thrust of the Information & Communications Technology (ICT) initiatives is to make improved services accessible to farmers using Information and Communication. This is achieved through improving the ICT infrastructure in Centre as well as State Agriculture Departments and developing various web portals which will help farmers in dissemination of information to farmers as well as other stakeholders. | 9        | Sh. Thomas Varghese (Director (Information Technology)) | thomas.v@nic.in          | (23381385)         | Information is available through portals.                                   | Not Applicable.     | N/A      | N/A  | N/A    |

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|-------|---|----------|--|--------------------|--------------------|--|--|----------|------|--------|
|       |   |          |  |                    |                    |  |  | Category | Mode | Amount |
|       |   |          |  |                    |                    |  |  |          |      |        |
| 12    | Setting up of new static/mobile soil testing laboratories (STLs) / Fertilizer Quality Control Laboratories (FQCLs), strengthening of existing STLs and FQCLS, training of STL staff/extension officers/farmers, field demonstrations on balanced use of fertilizers and promoting use of organic manure, soil amendments, micro-nutrients and quality control of fertilizers under FCO. | 7        | Sh. Dhruv Kumar<br>(Deputy Commissioner (INM)) | dhruv.kumar@nic.in | (23381507)         | State Govt. To include PPP Projects in its proposal, seek State Project Sanctioning & Monitoring Committee approval and send to Deptt. of Agriculture & Cooperation.   | Proposal to be approved by State Project Sanctioning & Monitoring Committee of State. Audited utilisation certificates and progress in prescribed formats of past programmes . | N/A      | N/A  | N/A    |
| 13    | Promotion of organic farming in the country, capacity building - biological soil health assessment and low cost alternative certification – Participation Guaranteed System (PGS). Support to setting up of organic input production unit under Capital Investment Subsidy Scheme (CISS) through NABARD and quality control of bio-fertilizers/organic fertilizers under FCO.           | 7        | Sh. Dhruv Kumar<br>(Deputy Commissioner (INM)) | dhruv.kumar@nic.in | (23381507)         | Proposal under Capital Investment Subsidy Scheme (CISS) is considered under credit linked back ended subsidy through NABARD proposals on capacity building are submitted to NCOF for assessment by evaluation/ screening committee and finally to DAC for approval of PGS-National advisory Committee (NAC) of | No specific format but proposals must be justified with facts. Audited utilisation certificates and progress in prescribed formats of past programmes.                         | N/A      | N/A  | N/A    |

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|-------|--|----------|---|-----------------------|--------------------|---|---|----------|------|--------|
|       |  |          |   |                       |                    |   |   | Category | Mode | Amount |
|       |  |          |   |                       |                    | PGS India.  |   |          |      |        |
| 14    | To provide assistance for the Development and Strengthening of Infrastructure Facilities for Production and Distribution of Quality Seeds in respect of following components: (i) Transport Subsidy on Movement of Seeds | 3        | Sh. S. Selvaraj<br>(Deputy Commissioner (Seeds))    | selvakrishi@yahoo.com | (23382645)         | Proposals are received from various stake-holders viz. State/UT Departments of Agriculture, NSC, SFCl, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects. | Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format. | N/A      | N/A  | N/A    |
| 15    | (ii) Establishment & Maintenance of Seed Bank  | 2        | Sh. Gorelal Dewakar<br>(Assistant Director (Seeds)) | Gorelal1956@yahoo.com | (23389241)         | Proposals are received from various stake-holders viz. State/UT Departments of Agriculture, NSC, SFCl, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered   | Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format. | N/A      | N/A  | N/A    |

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|-------|--|----------|--|-----------------------|--------------------|---|---|----------|------|--------|
|       |  |          |  |                       |                    |   |   | Category | Mode | Amount |
|       |  |          |  |                       |                    | provided they are complete in all respects.   |   |          |      |        |
| 16    | (iii) Quality control Arrangement on Seeds | 2        | Sh. R.K. Trivedi<br>(Deputy Commissioner (QC))   | R_k2001in@yahoo.com   | 9818713591         | Proposals are received from various stake-holders viz. State/UT Departments of Agriculture, NSC, SFCl, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects. | Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format. | N/A      | N/A  | N/A    |
| 17    | (iv) Seed Village Programme                | 2        | Sh. S. Selvaraj<br>(Deputy Commissioner (Seeds)) | selvakrishi@yahoo.com | (23382645)         | Proposals are received from various stake-holders viz. State/UT Departments of Agriculture, NSC, SFCl, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered   | Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format. | N/A      | N/A  | N/A    |

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| S.No. | Services / Transaction  | Weight % | Responsible Person (Designation)                    | Email                 | Mobile (Phone No.) | Process   | Document Required   | Fees     |      |        |
|-------|---|----------|---|-----------------------|--------------------|---|---|----------|------|--------|
|       |   |          |   |                       |                    |   |   | Category | Mode | Amount |
|       |   |          |   |                       |                    | provided they are complete in all respects.   |   |          |      |        |
| 18    | (v) Assistance for Creation/Strengthening of Infrastructure facilities in Public Sector | 2        | Sh. S. Selvaraj<br>(Deputy Commissioner (Seeds))    | selvakrishi@yahoo.com | (23382645)         | Proposals are received from various stake-holders viz. State/UT Departments of Agriculture, NSC, SFCl, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects. | Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format. | N/A      | N/A  | N/A    |
| 19    | (vi) Application of Biotechnology in Agriculture  | 2        | Sh. Gorelal Dewakar<br>(Assistant Director (Seeds)) | Gorelal1956@yahoo.com | (23389241)         | Proposals are received from various stake-holders viz. State/UT Departments of Agriculture, NSC, SFCl, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered   | Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format. | N/A      | N/A  | N/A    |

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| S.No. | Services / Transaction  | Weight % | Responsible Person (Designation)                           | Email                                 | Mobile (Phone No.) | Process   | Document Required   | Fees     |      |        |
|-------|---|----------|--|---------------------------------------|--------------------|---|---|----------|------|--------|
|       |   |          |  |                                       |                    |   |   | Category | Mode | Amount |
|       |   |          |  |                                       |                    | provided they are complete in all respects.   |   |          |      |        |
| 20    | (vii) Assistance for Boosting Seed Production in Private Sector | 2        | Sh. S.K. Roongta<br>(Chairman, National Seeds Corporation) | cmdnsc@hotmail.com,<br>cmd@nsc.gov.in | (25842093)         | Proposals are received from various stake-holders viz. State/UT Departments of Agriculture, NSC, SFCl, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects. | Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format. | N/A      | N/A  | N/A    |

## Service Standards

| S. No. | Services / Transaction   | Weight | Success Indicators   | Service Standar | Unit | Weight | Data Source     |
|--------|--|--------|--|-----------------|------|--------|-----------------|
| 1      | Registration of Multi-State Cooperative Societies(MSCS)  | 7.0    | Timely registration  | 120             | days | 7.00   | Ministry record |
| 2      | Implementation of (a) Price Support Scheme (PSS) for procurement of oilseeds, pulses and cotton through NAFED as central agency.   | 4.0    | Timely procurement under MSP/MIS   |                 | date | 4.00   | Ministry record |
| 3      | (b) Market Intervention Scheme (MIS) for procurement of agricultural & horticultural commodities which are generally perishable in nature.   | 4.0    | Timely procurement under MSP/MIS   |                 | Date | 4.00   | Ministry record |
| 4      | Administration/ Implementation of crop Insurance schemes (i.e NAIS, MNAIS, WBCIS & CPIS). Government support / subsidy to make the premium / pricing of product affordable to farmers. | 8.0    | Timely administrative approval/clarification, release of funds to meet the committed liabilities of Government of India. | 30              | days | 8.00   | Ministry record |
| 5      | Monitoring the rainfall situation during South West Monsoon and its impact on Agricultural operations, in consultation with the States.  | 6.0    | On receipt of information from IMD/Crops Division  | 6               | days | 6.00   | Ministry record |
| 6      | Deputation of Inter-Ministerial central Teams to States affected by drought/hailstorm/pest attack for assessment of losses and requirement of central assistance.                      | 6.0    | Completion of action within 60 days from the date of submission of memorandum  | 60              | Days | 6.00   | Ministry record |
| 7      | Supplement the efforts of the States through Central assistance to deal with drought, hailstorm & pest attack  | 6.0    | Completion of action within 90 days from the date of submission of memorandum  | 90              | days | 6.00   | Ministry record |

## Service Standards

| S. No. | Services / Transaction  | Weight | Success Indicators   | Service Standar | Unit           | Weight | Data Source     |
|--------|---|--------|--|-----------------|----------------|--------|-----------------|
| 8      | Kissan Call Centres – Responding to farmers queries.  | 7.0    | Call waiting for caller<br>Satisfaction rate.                                    | 10              | Minutes        | 7.00   | Ministry record |
| 9      | Mass Media Support To Agriculture Extension - through the existing infrastructure of 96 FM Stations of AIR, 18 Regional Kendras, 180 Narrowcasting centres and 1 National Channel of Doordarshan  | 7.0    | Broadcasting agriculture programmes<br>-National<br>-Regional                    | 6               | Days in a week | 7.00   | Ministry record |
| 10     | Implementation of National Horticulture Mission (NHM) through State Horticulture Mission (SHM) and National level Agencies for holistic development of Horticulture.  | 7.0    | Timely approval of Annual Action Plan & Projects submitted by State Governments. | 4               | Months         | 7.00   | Ministry record |
| 11     | The thrust of the Information & Communications Technology (ICT) initiatives is to make improved services accessible to farmers using Information and Communication. This is achieved through improving the ICT infrastructure in Centre as well as State Agriculture Departments and developing various web portals which will help farmers in dissemination of information to farmers as well as other stakeholders. | 9.0    | Services to be delivered through ICT means.                                      | 31/12/2012      | Date           | 9.00   | Ministry record |
| 12     | Setting up of new static/mobile soil testing laboratories (STLs) / Fertilizer Quality Control Laboratories (FQCLs), strengthening of existing STLs and FQCLS, training of STL staff/extension officers/farmers, field demonstrations on balanced use of fertilizers and promoting   | 7.0    | Time taken in approval/sanction or refusal.                                      | 6               | Months         | 7.00   | Ministry record |

## Service Standards

| S. No. | Services / Transaction  | Weight | Success Indicators  | Service Standar | Unit   | Weight | Data Source     |
|--------|---|--------|---|-----------------|--------|--------|-----------------|
|        | use of organic manure, soil amendments, micro-nutrients and quality control of fertilizers under FCO.   |        |   |                 |        |        |                 |
| 13     | Promotion of organic farming in the country, capacity building - biological soil health assessment and low cost alternative certification – Participation Guaranteed System (PGS). Support to setting up of organic input production unit under Capital Investment Subsidy Scheme (CISS) through NABARD and quality control of bio-fertilizers/organic fertilizers under FCO. | 7.0    | Time taken in analysis of sample.   | 2               | Months | 7.00   | Ministry record |
| 14     | To provide assistance for the Development and Strengthening of Infrastructure Facilities for Production and Distribution of Quality Seeds in respect of following components: (i) Transport Subsidy on Movement of Seeds  | 3.0    | To approve the proposals received under various components of the scheme. | 2               | Months | 3.00   | Ministry record |
| 15     | (ii) Establishment & Maintenance of Seed Bank   | 2.0    | To approve the proposals received under various components of the scheme. | 2               | Months | 2.00   | Ministry record |
| 16     | (iii) Quality control Arrangement on Seeds  | 2.0    | To approve the proposals received under various components of the scheme. | 2               | Months | 2.00   | Ministry record |
| 17     | (iv) Seed Village Programme   | 2.0    | To approve the proposals received under various components of the scheme. | 2               | Months | 2.00   | Ministry record |

## Service Standards

| S. No. | Services / Transaction  | Weight | Success Indicators  | Service Standar | Unit   | Weight | Data Source     |
|--------|---|--------|---|-----------------|--------|--------|-----------------|
| 18     | (v) Assistance for Creation/Strengthening of Infrastructure facilities in Public Sector | 2.0    | To approve the proposals received under various components of the scheme. | 2               | Months | 2.00   | Ministry record |
| 19     | (vi) Application of Biotechnology in Agriculture  | 2.0    | To approve the proposals received under various components of the scheme. | 2               | Months | 2.00   | Ministry record |
| 20     | (vii) Assistance for Boosting Seed Production in Private Sector                         | 2.0    | To approve the proposals received under various components of the scheme. | 2               | Months | 2.00   | Ministry record |

## Grievance Redress

Website url to lodge <http://pgportal.gov.in/>

| S.No. | Name of the Public Grievance Officer       | Helpline | Email               | Mobile |
|-------|--|----------|---------------------|--------|
| 1     | Ms. Uma Goel , Joint Secretary (PG)        | 23384468 | uma.goel@nic.in     |        |
| 2     | Shri N.K. Gupta, Deputy Secretary (O&M/PG) | 23384752 | nkgupta.mowr@nic.in |        |

## List of Stakeholders/Clients

| S. | Stakeholders / Clients   |
|----|--|
| 1  | Central Govt. Departments, State Govts, Govt. Undertakings and Corporations  |
| 2  | State Agricultural and Allied Departments  |
| 3  | State Agriculture Management & Extension Training Institutes (SAMETIs), Nodal Training Institutes.   |
| 4  | Para Extension Workers/Agri-preneurs   |
| 5  | National Informatics Centre  |
| 6  | Scientific and Research Organisations/Institutes etc.<br>Indian Council of Agricultural Research (ICAR)<br>Indian Meteorological Department(IMD)<br>National Remote Sensing Centre(NRSC)<br>Central Research Institute for Dry-land Agriculture(CRIDA) |
| 7  | Local Authorities in the Centre and State Govts.   |
| 8  | Research Scholars, Student Communities and Universities particularly the State Agricultural Universities.  |
| 9  | Central and State Certification Agencies   |
| 10 | Krishi Vigyan Kendras  |
| 11 | Nationalised Banks   |
| 12 | Cooperatives   |
| 13 | Participating General Insurance Companies  |
| 14 | Farmers, Farmers Organisation, Agricultural Functionaries  |
| 15 | Corporate and Private Sectors and other Institutions   |

## List of Stakeholders/Clients

| S. | Stakeholders / Clients                             |
|----|--|
| 16 | Technicians  |
| 17 | Retired/Retiring Defence Personnel etc.            |
| 18 | Users of Farm Machineries                          |
| 19 | Implementing Agencies(NSC,SFCI,ICAR,KRIBHCO)       |
| 20 | Commodity Boards                                   |
| 21 | Apex Recognised Trade Bodies                       |
| 22 | Individual Entrepreneurs                           |
| 23 | Farmers' Interest Groups/Commodity Interest Groups |
| 24 | Panchayati Raj Institutions                        |
| 25 | Pesticide Industry                                 |
| 26 | Importers and Exporters of Agri Products           |
| 27 | Citizens in General                                |

## Responsibility Centers and Subordinate Organizations

| S. | Responsibility Centers and Subordinate Organizations    | Landline Number                           | Email                                     | Mobile Number | Address  |
|----|---|---|---|---------------|--|
| 1  | National Cooperative Development Corporation, New Delhi | 011-26960796                              | cdplan@ncdc.stpn.soft.net                 | 011-26960796  | National Cooperative Development Corporation, 4 Siri Fort Institutional Area, Hauz Khas, New Delhi-110016  |
| 2  | Directorate of Cotton Development, Mumbai.              | 022-22611964                              | directordocd@rediffmail.com               | 022-22611964  | Directorate of Cotton Development, 14, Ramji Bhai, Kamani Marg, Bellard Estate, Post Box No. 1002, Mumbai 400 001  |
| 3  | Directorate of Jute Development, Kolkata                | 033-22879337                              | djd@nic.in                                | 033-22879337  | Directorate of Jute Development, Nizam Palaces campus, 234/4, Acharya Jadish Chandra Bose Road, Kolkatta-700020.   |
| 4  | Directorate of Millets Development, Jaipur.             | 0141-2235631 0141-2233004<br>0141-2233003 | dmdrj00@nic.in                            | 09650131044   | Directorate of Millets Development, Kendriya Sadan Room No. 210, 2nd Floor, Block-A, Sector -10, Vidyadhar Nagar, Jaipur-302023.                           |
| 5  | Directorate of Tobacco Development, Chennai.            | 044-28277422                              | tobaccochn1@bsnl.in<br>tobaccochn@bsnl.in | 044-28277422  | Directorate of Tobacco Development, Ministry of Agriculture, Govt, of India, No. 26, Haddows Road, Shastri Bhawan Annexe, III floor, Chennai, Pin-600 006. |
| 6  | Directorate of Sugarcane Development, Lucknow.          | 0522-2323913 0522-2324480                 | dsd@nic.in                                | 09453434174   | Directorate of Sugarcane Development, Department of Agriculture & Cooperation, 8th Floor, CGO Complex, Kendriya Bhavan, Aliganj, Lucknow                   |

## Responsibility Centers and Subordinate Organizations

| S. | Responsibility Centers and Subordinate Orgnizations                  | Landline Number           | Email                  | Mobile Number | Address   |
|----|--|---------------------------|------------------------|---------------|---|
|    |  |                           |                        |               | -226024, U.P.   |
| 7  | Directorate of Rice Development, Patna.                              | 0612-2262843              | drdpatna@nic.in        | 09431456695   | Directorate of Rice Development, Department of Agriculture & Cooperation, 250-A, Patliputra Colony, Patna-800013                                |
| 8  | Directorate of Wheat Development, Ghaziabad.                         | 0120-2711380 0120-2710897 | dwd@nic.in             | 0120-2711380  | Directorate of Wheat Development, CGO Complex-I, 3rd Floor, Kamla Nehru Nagar, Ghaziabad-201 002 (UP)   |
| 9  | Directorate of Extension, New Delhi.                                 | 011-25846467              | rhevn@vistar.nic.in    | 09818635563   | Directorate of Extension, Krishi Vistar Bhawan, IARI Campus, Pusa, New Delhi-110012.  |
| 10 | National Institute for Agricultural Extension Management, Hyderabad. | 040-24016702              | dgmanage@manage.gov.in | 040-24016702  | National Institute for Agrilcultural Extension Management(MANAGE), Rajendranagar, Hyderabad-500 030, Andhra Pradesh.                            |
| 11 | Directorate of Cashewnut and Cocoa Development, Kochi.               | 0484-2377151              | dccd@nic.in            | 09895122719   | Directorate of Cashew nut and Cocoa Development, 8th Floor, SRV School road, Kera Bhawan, Kochi-682 011   |
| 12 | Directorate of Arecanut and Spices Development, Kozhikode.           | 0495-2369877              | spicedte@nic.in        | 09447333909   | Directorate of Arecanut and Spices Development, Department of Agriculture & Cooperation, West Hill P.O. Cannanore Road, Calicut-673005 (Kerala) |

## Responsibility Centers and Subordinate Organizations

| S. | Responsibility Centers and Subordinate Orgnzations                  | Landline Number | Email                | Mobile Number | Address   |
|----|---|-----------------|----------------------|---------------|---|
| 13 | Directorate of Economics and Statistics, (E&S)                      | 011-23385495    | sumitro@nic.in       | 011-23385495  | Directorate of Economics & Statistics, Room No. 119, F-Wing, Shastri Bhawan, New Delhi 110001.  |
| 14 | Central Fertilizer Quality Control & Training Institute, Faridabad. | 0129-2414712    | cfqcti@nic.in        | 09899267363   | Central Fertilizer Quality Control & Training Institute, (CFQC&TI) NH- IV, NIT, Faridabad. Pin 121001. Haryana.   |
| 15 | National Centre of Organic Farming, Ghaziabad                       | 0120-2721896    | ncof@nic.in          | 0120-2721896  | National Centre of Organic Farming, CGO Complex, 2/204, B Wing, Kamla Nehru Nagar Ghaziabad-201 002 (U.P.)  |
| 16 | Directorate of Marketing & Inspection (DMI), Faridabad              | 0129-2434350    | dmifbd@agmark.nic.in | 0129-2434350  | Directorate of Marketing & Inspection, NH-IV, Faridabad Haryana121001   |
| 17 | Small Farmers Agri Business Consortium, New Delhi                   | 011-26862365    | sfac@nic.in          | 09811116616   | Small Farmers Agri. Business Consortium, (SFAC), NCUI Auditorium Building, 5th floor, 3 Sri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016 |
| 18 | National Institute of Agricultural Marketing (NIAM), Jaipur.        | 0141-2770027    | dgniam@hotmail.com   | 0141-2770027  | National Institute of Agricultural Marketing, Kota Road, Bambala, Near Sangner, Jaipur-303 906 (Rajasthan)  |
| 19 | Central Farm Machinery Training & Testing Institute (CFMTTI), Budni | 07564-234729    | fmti-mp@nic.in       | 9977691580    | Central Farm Machinery Training & Testing   |

## Responsibility Centers and Subordinate Organizations

| S. | Responsibility Centers and Subordinate Organizations   | Landline Number            | Email                               | Mobile Number | Address  |
|----|--|----------------------------|-------------------------------------|---------------|--|
|    |  |                            |                                     |               | Institute (CFMT&TI), Tractor Nagar, Distt. Sehore, P.O. Budni-466 445, Madhya Pradesh.   |
| 20 | Northern Region – Farm Machinery and Training and Testing Institute, FMTTI, Hissar, Haryana.         | 01662-276984, 01662-276824 | fmti-nr@nic.in                      | 09992441108   | Northern Region Farm Machinery Training and Testing Institute, Sirsa Road, Hissar,   |
| 21 | Southern Region Farm Machinery Training and Testing Insitute, FMTTI, Garladinne. Andhra Pradesh.     | 08551-286441               | fmti-sr@.nic.in                     | 08551-286441  | Southern Region Farm Machinery Training and Testing Insitute, Tractor Nagar, P.O. Garlandinne, Pin-515 731, Distt. Anantapur, Andhra Pradesh |
| 22 | North Eastern Region Farm Machinery Training and Testing Institute, FMTTI, Biswnath, Chariali, Assam | 03715-222094               | fmti-ner@nic.in                     | 9435389133    | North Eastern Region Farm Machinery Training and Testing Institute, Biswanath Chariali, Distt. Snitpur, Assam- Pin -784 176                  |
| 23 | Directorate of Pulses Development, Bhopal  | 0755-2572313               | dpd.mp@.nic.in                      | 0755-2572313  | Directorate of Pulses Development, 6th Floor, Vindhychal Bhavan, Bhopal-462004 (M.P.)  |
| 24 | Coconut Development Board, Kochi   | 0484-2376265               | kochi.cdb@gov.in cdbkochi@gmail.com | 0484-2376265  | Coconut Development Board, Kera Bhavan, SRVHS Road, Kochi-682011.( Kerala)   |
| 25 | National Horticulture Board, Gurgaon   | 0124-2332992               | info@nhb.gov.in                     | 9958200779    | National Horticulture Board, Plot No.85, Institutional Area, Sector 18, Gurgaon -122 015   |

## Responsibility Centers and Subordinate Organizations

| S. | Responsibility Centers and Subordinate Organizations               | Landline Number           | Email               | Mobile Number | Address  |
|----|--|---------------------------|---------------------|---------------|--|
| 26 | All-India Soil and Land Use Survey, New Delhi                      | 011-25841263 011-25843811 | csso-slusi@nic.in   | 011-25841263  | All India Soil and Land Use Survey (AISLUS), IARI Building, Pusa, New Delhi-110012                                     |
| 27 | Directorate of Plant Protection, Quarantine and Storage, Faridabad | 0129-2413002 0129-2413985 | ppa@nic.in          | 0129-2413002  | Directorate of Plant protection Quarantine and Storage, (PPQ&S) NH -IV, Faridabad-121001 (Haryana)                     |
| 28 | National Seed Research & Training Centre, Varanasi.                | 0542-2370222              | dir-nsrtc-up@nic.in | 0542-2370222  | National Seed Research and Training Centre, G.T.Road, Collectry farm, P.O. Industrial Estate, Varanasi- 221 106 (U.P.) |
| 29 | National Seeds Corporation, New Delhi                              | 011-25841379              | nsc@vsnl.com        | 011-25841379  | National Seeds corp, Beej Bhawan, Pusa complex, New Delhi-110012   |
| 30 | State Farms Corporation of India (SFCI), New Delhi                 | 011-26446903              | sfc1415@gmail.com   | 011-26446903  | State Farms Corporation of India, Farm Bhavan, 14-15, Nehru Place, New Delhi110019                                     |
| 31 | Protection of Plants Varieties and Farmers Rights Authority        | 011-25848127 011-25843622 | ppvfraagri@nic.in   | 9868317894    | Protection of Plants Varieties and Farms Rights and Authority, NASC Complex DPS Marg Opp. Toda Pur, New Delhi-110012.  |
| 32 | Directorate of Oilseeds Development, Hyderabad                     | 040-23225257              | dod@nic.in          | 040-23225257  | Directorate of Oilseeds Development, Government of India , Department of Agriculture & Cooperation                     |

## Responsibility Centers and Subordinate Organizations

| S. | Responsibility Centers and Subordinate Organizations             | Landline Number | Email                 | Mobile Number | Address  |
|----|--|-----------------|-----------------------|---------------|--|
|    |  |                 |                       |               | Telhan Bhavan, Himayat Nagar, Hyderabad-500 029  |
| 33 | National Oilseeds and Vegetable Oils Development Board, Gurgaon. | 0124-2341884    | novod@novodboard .com | 9899401239    | National Oilseeds and Vegetable Oils Development Board (NOVOD), Plot No. 86, Sector 18, Gurgaon-122015 |
| 34 | National Institute of Plant Health Management (NIPHM)            | 040-24013346    | inoniphm@nic.in       | 040-24013346  | National Institute of Plant Health Management (NIPHM), Rajendra Nagar, Hyderabad-500 030.              |
| 35 | Commission for Agricultural Costs & Price (CACP)                 | 011-23384006    | kgr.krishnan@nic.in   | 9873089444    | Commission for Agricultural Costs & Price, RoomNo.184-A,Krishi Bhawan, New Delhi.                      |

## Indicative Expectations from Service

| S. | Indicative Expectations from Service Recipients   |
|----|---|
| 1  | Timely registration of multi state cooperative societies.   |
| 2  | To ensure remunerative price to farmers for their produce   |
| 3  | Be a critical instrument in providing financial support to the farmers in the event of crop failure due to non-preventable natural perils and risks   |
| 4  | Encourage farmers to adopt progressive farming practices and higher technology in agriculture.  |
| 5  | Help in maintaining flow of agriculture credit and restoration of credit worthiness during the year of natural calamities   |
| 6  | Weekly rainfall Data (State-wise) during June-December from India Meteorological Department (IMD)   |
| 7  | Weekly reservoir storage status in 81 important reservoirs monitored by Central Water Commission  |
| 8  | Crop/Agricultural Advisories from ICAR, CRIDA   |
| 9  | Farmers-<br>- Keeping patience while making queries<br>- Regular feedback on KCC services<br>-Visit the portal before requesting for telecast / broadcast of specific programmes Suggestions should be sent to the District level Committees / State level Committees who would take up the matter with the concerned DD Kendras / FM Stations. |
| 10 | The SHMs (State Horticulture Missions) are expected to submit the Annual Action Plan duly filled in the prescribed format well in time  |
| 11 | State Governments/Agencies to submit the proper utilisation certificate   |
| 12 | The proposals from the State Governments and the Divisions should be complete in all respects   |
| 13 | Awareness about soil test based application of balanced fertilizers and integrated nutrients  |
| 14 | Awareness about organic farming management among farming community and making available adequate resources of organic input, availability of quality bio-fertilizers and organic fertilizers  |

### Indicative Expectations from Service

| S. | Indicative Expectations from Service Recipients  |
|----|--|
| 15 | The service recipients to submit proposals complete in all respects as per the guidelines particularly indicating the utilisation of previous releases, if any |