

CITIZEN'S /CLIENT'S CHARTER:-

NATIONAL PROJECT ON PROMOTION OF ORGANIC FARMING, IMPLEMENTED THROUGH NATIONAL CENTRE OF ORGANIC FARMING, GHAZIABAD

ii). Vision:

1. Maintenance of soil fertility by encouraging and enhancing the biological cycle within farming systems involving micro-organisms, soil flora and fauna, plants and animals.
2. Identification of areas and crops suitable for organic farming
3. Development of organic packages and practices
4. Assurance of production and supply of quality organic inputs
5. Adoption of biological methods for pest and diseases control
6. Adoption of biological and mechanical methods for weed management
7. Harnessing of traditional and indigenous knowledge relating to organic farming
8. Creation of awareness among farmers towards organic agriculture
9. Development of domestic market for organic produce
10. Improvement in farmers' income through production of quality produce
11. Generation of rural employment opportunity
12. Simplification of certification system for domestic market and adoption of Participatory Guarantee System (PGS)
13. Promotion of group certification
14. Maintenance of diversity of plant and animal species as a basis for ecological balance and economic stability
15. Assessment of biological soil health across India under various cropping systems, agro-ecological systems and under various inputs /cultural systems.
16. Development of regulatory mechanism for various organic inputs and organic produce.

iii). Mission

National Project on Promotion of Organic Farming is a continuing scheme from 10th Five Year Plan period and is being implemented in 11th plan with an outlay of Rs. 101.00 crore. The main components of the scheme include:

- a. Financial assistance for setting up of Fruits/Vegetable Market Waste compost Units and Biofertilisers /Bio-pesticides production units
- b. Technical capacity building and Human Resource development through trainings and research.
- c. Development and regulation of Quality Control of Organic fertilizers/Biofertilisers as statutory requirement under FCO
- d. Biological assessment of Soil Health
- e. Launching and operationlisation of low cost certification system known as Participatory Guarantee System (PGS).
- f. Awareness creation and publicity for increasing adoption of organic farming in the country.

- g. To act as central information and data collection centre for all aspects of organic farming and
- h. Publication of authentic literature and newsletters for information and technology dissemination.

iv) Service standards

Details of approved components being implemented by National and Regional Centers of Organic Farming, through various State Agricultural University, ICAR and various other Government and Non-Government Agencies (NGOs) are as follows:

S.No.	Main services	Standards
1.	Financial support to input production units for setting up of Fruit and Vegetable market waste compost (FVMWC) units and Biofertilizer/ Biopesticide (BF) units	Financial assistance is being provided as credit linked back ended subsidy a. 33% of TFO or Rs 60 lakh whichever is less for FVMWC and b. 25% of TFO or Rs 40 lakh whichever is less for BF
2.	Human resource development through trainings	a. Certificate Course on Organic Farming for Rural youth having Degree/Diploma in Agriculture (30 days) b. Training/Refresher course for analysts on quality analysis protocols of Biofertilisers and organic fertilizers (10 days) c. Trainers training on various subjects i.e (i) Fertiliser Control Order (FCO), (ii) Certification system of organic farming (iii) Organic Management, (iv) Production & Quality Control of organic inputs & other related aspects (05 days) and d. Training for Field Functionaries/ Extension Officers on organic Farming management & cultivation practices (02 days)
3.	Quality control of organic and biological inputs	a. Nodal quality analysis laboratory for inputs under FCO b. Development of standards and quality analysis protocols for new inputs c. Maintenance and supply of biofertilizer mother culture strains to industry

4.	Capacity building for biological soil health assessment	Through systematic soil analysis for assessment of soil health in the country in different regions. To be carried out by NCOF/RCOF/SAUs and ICAR institutions
5.	Encourage and Support Research, studies and/or surveys etc on organic package of practices, inputs and management protocols	To develop effective and productive package of practices for different crops To be carried out by NCOF/RCOF/SAUs and ICAR institutions
6.	Publication of Newsletters, Training manuals and literature	a. Quarterly Organic Farming Newsletter b. Half yearly Biofertilizer Newsletter c. Uniform training and technology dissemination literature
7.	Capacity building for low cost alternative certification-PGS	Setting up of alternative farmer group centric certification system for organic products with institutional structure
8.	Awareness creation, market development and Publicity	Through seminars/ conferences/ workshops/exhibitions and publicity through print and electronic media

v). Grievances redress mechanism

The centre is sensitized to redress grievances in a responsible and effective manner through the following:

- a. A grievances cell has been set up in the centre as well as its Regional offices in order to ensure speedy redressal of grievances received from public and employees directly or through Department of administrative reforms and Public Grievances.
- b. Director, National Centre of Organic Farming, Ghaziabad functions as Director (Public Grievances) and Regional Director/Assistant Directors functions as Grievances officer in their jurisdictions in order to ensure expeditious redressal of grievances.
- c. On every Tuesday between 10.00 am to 1.00pm, the public can meet the Director/Regional Director/Assistant Director with regards to their grievances and complaints.

Name, address and contact numbers of grievance redressing officers

S.No.	Name, Address and contact Nos	Jurisdiction	
1.	Dr. A.K. Yadav Director, National Centre of Organic Farming, CGO-II, Kamla Nehru Nagar, Ghaziabad, UP – 201002	Appellate authority for All India activities of NCOF and RCOFs Phone 0120-2721905, 2721896, 2753844 Email:ndbc@hub.nic.in Web:http://dacnet.nic.in/nbdc	All India in respect of NCOF and RCOFs
2	Dr. R.P. Singh Asstt Director National Centre of Organic Farming. 204-B Wing, CGO Complex-II Kamla Nehru Nagar Ghaziabad - 201 002(UP)	0120-2721905 2753844 Telefax :2721896 Email:ndbc@hub.nic.in Web:http://dacnet.nic.in/nbdc	Uttar Pradesh Uttaranchal, Delhi and Rajasthan
3	Dr. K. Chandra Regional Director Regional Centre of Organic Farming. 34-V, Main Road, Hebbal Near Baptist Hospital Bangalore-560 024(Karnataka)	080-23330616 E-mail : biofkk06@hub.nic.in	Karnataka, Kerala, Tamilnadu, Pondicherry and Lakshdeep
4	Dr R.N. Bisoyi Regional Director Regional Centre of Organic Farming. A-153, Sahidnagar Bhubaneshwar-751 007 (Orissa)	0674-2544381 Email : biofor04@hub.nic.in	Bihar, Orissa, West Bengal, Sikkim and Andaman & Nicobar Islands
5	Assistant Director Regional Centre of Organic Farming. 798 Patel Nagar, Opposite CID Colony Hissar-125 001 (Haryana)	01662-242709 Email : biofhr05@hub.nic.in	Haryana, Himachal Pradesh, Punjab, Jammu & Kashmir
6	Sh. P. Rabindranath Asstt. Director Regional Centre of Organic Farming. State-Agricultural Farm Mantripukhari Imphal-795002 (Manipur)	0385-2422217 Email : biofmr01@hub.nic.in	All North Eastern State except Sikkim

7	Dr. M.K. Paliwal Asstt. Director Regional Centre of Organic Farming. Hira Bhawan, House No. 21 New Chungi Naka, Adhartal Jabalpur-482 004 (MP)	0761-2460972 Email : biofmp06@hub.nic.in	Madhya Pradesh, Jharkhand, Chattisgarh,
8	Sh. T.K. Ghosh Regional Director Regional Centre of Organic Farming. New Secretaries Building, East Wing Civil Lines, Nagpur - 440 001	0712-2561459 Email : biofmh10@hub.nic.in	Maharashtra, Andhra Pradesh, Goa, Gujarat, Daman & Diu Dadra & Nagar Haveli

vi. Stakeholders/ clients

- a. State Governments
- b. State Agricultural Universities
- c. ICAR Research Institutions
- d. Organic Certification bodies
- e. Other Government and Non-Government bodies associated with awareness creation and market development