



Citizens'/Clients' Charter

for

Department of Agriculture, Cooperation and Farmers Welfare

(2015-2016)

Address Krishi Bhawan, New Delhi-110001

Website ID [http:// www.agricoop.nic.in](http://www.agricoop.nic.in)

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VISION

To enhance productivity and production of agricultural commodities to ensure food security of the Nation and also to make agriculture a sustainable and viable vocation.

MISSION

To achieve targeted growth rate for agriculture sector with the help of State Governments and other Departments of the Government of India by enhancing agriculture production and ensuring farmers welfare by successful implementation of Ministry's schemes.

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Main Services/Transactions

Sl. No.	Services/Transactions	Weight %	Responsible Person (Designation)	E-mail	Mobile (Phone Number)	Process	Document Required	Fees		
								Category	Mode	amount
1.	Kissan Call Centres- Responding to farmer's queries on all seven days a week from 6.00 AM to 10.00 PM through toll free telephone No. 1800-18-1551	10	Dr. R .K. Tripathy, Director (EM)	rk.tripathi@nic.in dirit-agri@gov.in	23384551 9910343043	Average call waiting time after the calls reached the KCC system (10 minutes)	Nil	Nil	Nil	Nil
2.	Kissan SMS- Providing Advisory to the farmers through SMS	10	Dr. R .K. Tripathy, Director (EM)	rk.tripathi@nic.in	23384551 9910343043	No. of SMSs sent through SMS Portal (100 crores SMSs per year directly by Ministry of Agriculture & Farmers Welfare)	Nil	Nil	Nil	Nil
3.	Farmer's Portal- information & services related to agriculture and related activities through single portal	10	Dr. R .K. Tripathy, Director (EM)	rk.tripathi@nic.in dirit-agri@gov.in	23384551 9910343043	i) Sets of information made available to farmers in an integrated manner by October 31 (10) ii) No. of days taken in responding to farmers' queries related directly to DAC&FW (7 days)	Nil	Nil	Nil	Nil
4.	Permission for export and import of seeds/ planting	10	Shri R.K. Trivedi, Dy. Commissioner (Quality Control)	rk.trivedi@nic.in	9818713591	EXIM Committee of DAC&FW considers the proposal on the	Proposal in a prescribed proforma	Nil	Nil	Nil

	materials					merit of the case	along with seed importer registration license, seed dealers license, IEC Code, recommendation from the State Government, recommendation from concerned NRC and PEQ facility etc.			
5.	Payment to vendors for invoices submitted, except their Bills, complete in all respects.	10	i) Sh. Gajendra Singh, Director (GA) ii) Sh, Pawan Kumar Gupta Director (IT)	thakurgajendra@yahoo.com dirit-dac@nic.in	23387388 23382383	i) Examination of invoices ii) Processing of invoices iii) Issuing sanction for payment	Bills/Invoices complete in all respects	N/A	N/A	N/A
6.	Registration of Multi-State Cooperative Societies (MSCS).	10	Smt. Kamna Sharma Deputy Director (Cooperation)	kamna.rajesh@gov.in	23381191	Submission of proposal (by the Chief promoters) for registration of multi state cooperative societies complete in all respect.	As per form-I appended with MSCS Rule, 2002.	N/A	N/A	N/A
7.	Market Intervention Scheme (MIS) for procurement of agricultural & horticultural commodities which are generally perishable in nature.	10	Sh. P. Ahilan Deputy Secretary (Cooperation) Sh. Ganshyam Thakur (Under Secretary)	pahilan17@gmail.com gthakur10@yahoo.com	23389019 23389357	The Central/ States procurement agencies undertaken the purchases	Proposal from State Govt. for implementation of MIS.	N/A	N/A	N/A
8.	Administration/Implementation of crops insurance Scheme (i.e. NAIS, MNAIS, WBCIS & CPIS).	10	Dr. Ashish Bhutani, Joint Secretary (Credit & Cooperation)	jsc-agri@gov.in	23389208 23389441	Timely issuance of administrative approval & requisite Budgetary provision.	Business Plan, Notification of crops/ area by State Governments,	N/A	N/A	N/A

	Requisite budgetary provision for Government support/ subsidy to make the premium/ pricing of insurance products affordable to the farmers						Statistics, Utilisation certification etc.			
9.	Monitoring the rainfall situation during South West Monsoon and its impact on Agricultural operations, in consultation with the States.	10	Sh. Alok Agarwal Director (DM)	dirdm-agri@gov.in	23386741	Government to Government	Rainfall data from Indian Meteorological Department.	N/A	N/A	N/A
10.	Deputation of Inter-Ministerial central teams to States affected by drought/ hailstorm/ pest attack for assessment of losses and requirement of central assistance. Consideration by Sub-Committee of National Executive Committee for recommending grant of relief under SDRF/NDRF and forwarding the recommendations for further necessary action by Ministry of Home Affairs/ Deptt. of Expenditure.	10	Sh. Alok Agarwal Director (DM)	dirdm-agri@gov.in	23386741	Government to Government	(i) Memorandum from States (ii) IMCT reports	N/A	N/A	N/A

Service Standards

SI No.	Service/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data source
1.	Kissan Call Centres – Responding to farmer’s queries.	10	Average call waiting time after the calls reached the KCC system (10 Minutes)	10	Minutes	10	Ministry record
2.	Kissan SMS- Providing Advisory to the farmers through SMS	10	No. of SMSs sent through SMS Portal	100 Crores SMSs per year directly by Ministry of Agriculture & Farmers Welfare	-	10	Ministry record
3.	Farmer’s Portal- information & services related to agriculture and related activities through single portal	10	i) Sets of information made available to farmers in an integrated manner by October 31. ii) No. of days taken in responding to farmers’ queries related directly to DAC&FW	14 7	days	5 5	Ministry record
4.	Permission for export and import of seeds/ planting materials	10	To approve and issue the recommendation letter for the proposal for export/ import of seeds and planting materials.	2	Months	10	Ministry record
5.	Payment to vendors for invoices submitted, except Air Bills, complete in all respects.	10	Time taken from the date of receipt of fully completed proposal in all respects.	31	Days	10	Deptt. Record
6	Registration of Multi-State Cooperative Societies (MSCS).	10	Timely Disposal-Approval/ rejection.	120	Days	10	Ministry Record
7.	Market Intervention Scheme (MIS) for procurement of agricultural & horticultural commodities which are generally perishable in nature.	10	Timely response on receipt of proposal from State Govt.	20	Days	10	Ministry Record
8.	Administration/Implementation of	10	Timely issuance of administrative approval & release of funds against	Issuance of AA- one month before commencement of	Months	5	Business Plan Notification of crops/ area by State Governments

	Crops Insurance Scheme (i.e. NAIS, MNAIS, WBCIS & CPIS). Requisite budgetary provision for Government support/ subsidy to make the premium/ pricing of insurance products affordable to the farmers		the committed liability of Govt. of India	financial year. Release of funds within 30 days from the date of demand raised by implementing agency subject to availability of funds under BE/RE.	Days	5	Coverage Statistics, Utilisation certificates etc.
9.	Monitoring the rainfall situation during South West Monsoon and its impact on Agricultural operations, in consultation with the States.	10	On receipt of information from IMD/Crops Division.	6	Days	10	Ministry record.
10.	Deputation of Inter- Ministerial central teams to States affected by drought/ hailstorm/ pest attack for assessment of losses and requirement of central assistance. Consideration by Sub-Committee of National Executive Committee for recommending grant of relief under SDRF/NDRF and forwarding the recommendations for further necessary action by Ministry of Home Affairs/ Deptt. of Expenditure.	10	(i) On receipt of Memorandum from State Governments (ii) On receipt of IMCT reports	60	Days	10	Ministry record.

Grievance Redress

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

S.No.	Names of Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Shri Rajesh Kumar Singh, Joint Secretary (PG)	23381503	jsseeds-agri@nic.in	-
2.	Shri N. K. Gupta, Director (O&M/PG)	23384752	nkgupta.mowr@nic.in	-

List of Stakeholders/ Clients

Sl. No.	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. Indian Council of Agricultural Research (ICAR) Indian Meteorological Department(IMD) National Remote Sensing Centre(NRSC) 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
16.	Technicians
17.	Retired/Retiring Defence Personnel etc.
18.	Users of Farm Machineries
19.	Implementing Agencies(NSC,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.

**Citizens'/ Clients' Charter for Department of Agriculture, Cooperation & Farmers Welfare
Responsibility Centres and Subordinate Organisations**

(2015-2016)

Sl. No.	Responsibility Centres and subordinate Organisation	Land Line No.	E- mail	Mobile No.	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, Nagpur.	0712-2585831	directordocd@rediffmail.com	7774001758	Directorate of Cotton Development, Bhoomi Sarvekshan Bhawan, Near Centre Point School, Seminary Hills, Katol Road, Nagpur-440013 (Maharashtra)
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 0141-2233003	dmdrj00@nic.in	09650131044	Directorate of Millets Development, Kendriya Sadan Room No. 210, 2 nd Floor,Block-A, Sector -10, Vidyadhar Nagar, Jaipur-302023.
5.	Directorate of Sugarcane Development, Lucknow.	0522-2323913 0522-2324480	dsd@nic.in	09453434174	Directorate of Sugarcane Development, Department of Agriculture & Cooperation, 8 th Floor, CGO Complex, Kendriya Bhavan, Aliganj, Lucknow -226024, U.P.
6.	Directorate of Rice Development, Patna.	0612-2262843 Telefax: 0612-2262720	drdpatna@nic.in	09431456695	Directorate of Rice Development, Department of Agriculture, Cooperation & Farmers Welfare, 250-A, Patliputra Colony, Patna-800013
7.	Directorate of Wheat Development, Ghaziabad.	0120-2711380 0120-2710897	dwd@nic.in	0120-2711380	Directorate of Wheat Development, CGO Complex-I, 3 rd Floor, Kamla Nehru Nagar, Ghaziabad-201 002 (UP)
8.	Directorate of Extension, New Delhi.	011-25841727	ddac@vistar.nic.in	011-25841727	Directorate of Extension, Krishi Vistar Bhawan, IARI Campus, Pusa, New Delhi-110012
9.	National Institute for Agricultural Extension Management, (MANAGE) Hyderabad.	040-24016702 040-40167027	dmanage@manage.gov.in	040-24016702	National Institute for Agricultural Extension Management (MANAGE), Rajendranagar, Hyderabad-500 030, Andhra Pradesh.

10.	Directorate of Cashewnut and Cocoa Development, Kochi.	0484-2377151	dccd@nic.in	09895122719	Directorate of Cashew nut and Cocoa Development, 8 th Floor, SRV School road, Kera Bhawan, Kochi-682 011 Kerala.
11.	Directorate of Arecanut and Spices Development, Kozhikode	0495-2369877	spicedte@nic.in	09495365854	Directorate of Arecanut and Spices Development, Department of Agriculture, Cooperation & Farmers Welfare, West Hill P.O. Cannanore Road, Calicut-673005 (Kerala)
12.	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.
13.	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.
14.	National Centre of Organic Farming, Ghaziabad	0120-2721896 Fax 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.)
15.	Directorate of Marketing & Inspection, (DMI) Faridabad	0129-2427047	dmifbd@agmark.nic.in	09868933354	Directorate of Marketing & Inspection, NH-IV, Faridabad Haryana 121001
16.	Small Farmers Agri Business Consortium, New Delhi	011-26862365 26966017, 26966037	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
17.	National Institute of Agricultural Marketing, (NIAM) Jaipur.	0141-2770027 2795105	dgniam@hotmail.com	0141-2770027	National Institute of Agricultural Marketing, Kota Road, Bambala, Near Sangner, Jaipur-303 906 (Rajasthan)
18.	Central Farm Machinery Training & Testing Institute, (CFMTTI), Budni, M.P.	07564-234729	fmti-mp@nic.in	08989568219	Central Farm Machinery Training & Testing Institute (CFMT&TI), Tractor Nagar, Distt. Sehore, P.O. Budni-466 445, Madhya Pradesh.
19.	Northern Region – Farm Machinery and Training and Testing Institute, FMTTI, Hissar, Haryana.	01662-276984, 01662-276824	fmti-nr@nic.in	08930033688	Northern Region Farm Machinery Training and Testing Institute, Sirsa Road, Hissar, PIN-125 001 (Haryana)

20.	Southern Region Farm Machinery Training and Testing Insitute, FMTTI, Garladinne. Andhra Pradesh.	08551-286441	fmti-sr@nic.in	08330952694	Southern Region Farm Machinery Training and Testing Insitute, Tractor Nagar, P.O. Garlandinne, Pin-515 731, Distt. Anantapur, Andhra Pradesh
21.	North Eastern Region Farm Machinery Training and Testing Institute, FMTTI, Biswnath, Chariali, Assam	03715-222094	fmti-ner@nic.in	09435389133	North Eastern Region Farm Machinery Training and Testing Institute, Biswanath Chariali, Distt. Snitpur, Assam- Pin -784 176
22.	Directorate of Pulses Development, Bhopal	0755-2572313 0755-2550353	dpd.mp@nic.in	0755-2572313	Directorate of Pulses Development, 6 th Floor, Vindhyachal Bhavan, Bhopal-462004 (M.P.)
23.	Coconut Development Board, Kochi	0484-2376265 0484-2377266 0484-2377267	kochi.cdb@gov.in cdbkochi@gmail.com	0484-2376265	Coconut Development Board, Kera Bhavan, SRVHS Road, Kochi-682011.(Kerala)
24.	National Horticulture Board, Gurgaon	0124-2342992	info@nhb.gov.in mdnhb@yahoo.com	9958200779	National Horticulture Board, Plot No.85, Institutional Area, Sector 18, Gurgaon -122 015
25.	Soil and Land Use Survey of India, 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
26.	Directorate of Plant Protection, Quarantine and Storage, Faridabad	0129-2413985 0129-2410056	ppa@nic.in	0129-2413985	Directorate of Plant protection Quarantine and Storage, (PPQ&S) NH -IV, Faridabad-121001 (Haryana)
27.	National Seed Research & Training Centre, Varanasi.	0542-2370222	dir-nsrc-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.)
28.	National Seeds Corporation, New Delhi	011-25841379	nsc@vsnl.com	011-25841379	National Seeds corp, Beej Bhawan, Pusa complex, New Delhi-110012
29.	Protection of Plants Varieties and Farms Rights and Authority.	011-25848127 011-25843622	ppvfraagri@nic.in dipalre@yahoo.com	9868317894	Protection of Plants Varieties and Farms Rights and Authority, NASC Complex DPS Marg Opp. Toda Pur, New Delhi-110012.
30.	Directorate of Oilseeds Development, Hyderabad.	040-23225257 040-23225258 040-23224381	dod@nic.in apos@nic.in	040-23225257	Directorate of Oilseeds Development, Government of India, Department of Agriculture, Cooperation & Farmers Welfare, Telhan Bhavan, Himayat Nagar, Hyderabad-500 029

31.	National Oilseeds and Vegetable Oils Development Board, Gurgaon.	0124-2343181	novod@novodboard.com	0124-2342991	National Oilseeds and Vegetable Oils Development Board (NOVOD), Plot No. 86, Sector 18, Grugaon-122015
32.	National Institute of Plant Health Management (NIPHM)	040-24013346	infoniphm@nic.in	040-24013346	National Institute of Plant Health Management (NIPHM), Rajendra Nagar, Hyderabad-500 030.
33.	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.
34.	Mahalanobis National Crops Forecast Centre, New Delhi	011-25843224	ncfc@gov.in	011-25843224	Mahalanobis National Crop Forecast Centre, Near Krishi Vistar Sadan, Pusa Complex, New Delhi- 110012
35.	National Centre for Cold Chain Development, New Delhi	011-23329586	nccd.india@gmail.com	09990399638	National Centre for Cold Chain Development, 2 nd Floor B Wing, Janpath Bhawan, New Delhi- 110001
36.	Central Institute of Horticulture, Medziphema	03862-247707	cihnerdir@gmail.com	03862-247707	Central Institute of Horticulture, Medzhiphema, Dimapur District, Nagaland-797106
37.	National Rainfed Area Authority, New Delhi	011-25842836	nraapc2007@gmail.com	011-25842836	National Rainfed Area Authority, NASC Complex, Dev Prakash Shastri Marg, Pusa, New Delhi- 110012

Indicative expectations from service recipients

Sl. No.	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.	<p><u>Farmers-</u></p> <ul style="list-style-type: none"> - Keeping patience while making queries - Regular feedback on KCC services - 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.
15.	The service recipients to submit proposals complete in all respects as per the guidelines particularly indicating the utilisation of previous releases, if any.