



Citizens'/Clients' Charter

for

Department of Agriculture, Cooperation and Farmers Welfare

(2017)

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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(2017)

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. S. K. Mishra, Director (EM)	shaileshk.mishra29@nic.in	25847660 9868260314	Average call waiting time after the calls reached the KCC system (01 minute)	Nil	Nil	Nil	Nil
2.	mKisan Portal- Providing information/services/Advisories to the registered farmers by SMSs in their local languages on various agricultural related activities including preference of agricultural practices and locations. (www.mkisan.gov.in)	10	Sh. Pavan Kr. Gupta, Director (IT)	dirit-dac@nic.in	23382383	No. of SMSs sent through mKisan Portal (100 crores SMSs per year)	Nil	Nil	Nil	Nil

3.	Farmer's Portal (www.farmer.gov.in) - information & services related to agriculture and related activities through single portal	10	Sh. Pavan Kr. Gupta, Director (IT)	dirit-dac@nic.in	23382383	i) Sets of information made available to farmers in an integrated manner in respect of the 12 identified services containing more than 60 components. ii) No. of days taken in responding to farmers' queries related directly to DAC&FW likely in 7 days.	Nil	Nil	Nil	Nil
4.	Permission for export and import of seeds/ planting materials	10	Sh. D.S. Mishra, Dy. Commissioner (Quality Control) Sh. Dilip Srivastava, Asstt. Commissioner (Quality Control)	dinesh.misra@nic.in dsmishra@nic.in dilipkumar.srivastava@nic.in	9968279467 9953445863 23386236	EXIM Committee of DAC&FW considers the proposal on the merit of the case	Proposal in a prescribed proforma along with seed importer registration license, seed dealers license, IEC Code, recommendation from the State Government, recommendation from concerned NRC and PEQ facility etc.	Nil	Nil	Nil
5.	Payment to vendors for invoices submitted, except air Bills, complete in all respects.	10	i) Sh. Gajendra Singh, Director (GA) ii) Sh, Pawan Kumar Gupta Director (IT)	gajendra.singh@gov.in 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	As per form-I appended with MSCS Rule, 2002.	N/A	N/A	N/A

						societies complete in all respect.				
7.	Market Intervention Scheme (MIS) for procurement of agricultural & horticultural commodities which are generally perishable in nature.	10	Sh. Ganshyam Thakur (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
8.	Administration/Implementation of crops insurance Scheme Pradhan Mantri Fasal Bima Yojana (PMFBY), Pilot Unified Package of Insurance Scheme (UPIS), Weather Based Crop Insurance Scheme (WBCIS) & Coconut Palm Insurance Scheme (CPIS). Interest Subvention Scheme (ISS) and Investment in Debentures of State Land Development Bank	10	Dr. Ashish Bhutani, Joint Secretary (Credit & Cooperation)	jssc-agri@gov.in	23389208 23389441	Timely issuance of administrative approval & requisite Budgetary provision.	Business Plan, Notification of crops/ area by State Governments, Statistics, Utilisation Certification etc.	N/A	N/A	N/A
9.	Monitoring the rainfall situation during South West Monsoon and its impact on Agricultural operations, in consultation with the States.	10	Ms. Rajni Taneja, Deputy Secretary	rajni.taneja66@nic.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	10	Ms. Rajni Taneja, Deputy Secretary	rajni.taneja66@nic.in	23386741	Government to Government	(i) Memorandum	N/A	N/A	N/A

	<p>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.</p>			<p><u>n</u></p>			<p>from States (ii) IMCT reports</p>			
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**Citizens'/ Clients' Charter for Department of Agriculture, Cooperation & Farmers Welfare
Service Standards**

(2017)

SI No.	Service/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data source
1.	Kissan Call Centres – Responding to farmers' queries	10	Average call waiting time after the calls reached the KCC system (01 Minute)	01	Minute	10	Ministry record
2.	mKisan Portal- Providing information/services/Advisories to the registered farmers by SMSs in their local languages on various agricultural related activities including preference of agricultural practices and locations. (www.mkisan.gov.in)	10	No. of SMSs sent through mKisan Portal	100 Crores SMSs per year	-	10	Ministry record
3.	Farmer's Portal (www.farmer.gov.in) - information & services related to agriculture and related activities through single portal	10	i) Sets of information made available to farmers in an integrated manner in respect of the 12 identified services containing more than 60 components. 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.	15 (GA Division) 10 (IT Division)	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 crops insurance Scheme Pradhan Mantri Fasal Bima Yojana (PMFBY), Pilot Unified Package of Insurance Scheme (UPIS), Weather Based Crop Insurance Scheme (WBCIS) & Coconut Palm Insurance Scheme (CPIS). Interest Subvention Scheme (ISS) and Investment in Debentures of State Land Development Bank	10	Timely issuance of administrative approval & release of funds against the committed liability of Govt. of India	Issuance of AA- one month before commencement of 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.	Months Days	5 5	Business Plan Notification of crops/ area by State Governments 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	10	(i) On receipt of Memorandum from State Governments (ii) On receipt of IMCT reports	60	Days	10	Ministry record.

	further necessary action by Ministry of Home Affairs/ Deptt. of Expenditure.						
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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 Gajendra Singh, Director (O&M/PG)	23387388	gajendra.singh@gov.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**

(2017)

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, Maharashtra- 440013
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 (DRD), 5 th Floor, 'G' Wing, Karpuri Thakur Sadan, Kendriya Karmachari Parisar (GPOA), Ashiana- Digha Road, Patna, Bihar- 800025
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	040-24016702	dmanage@manage.g	040-24016702	National Institute for Agricultural Extension Management

	Extension Management, (MANAGE), Hyderabad	040-40167027	ov.in		(MANAGE), Rajendranagar, Hyderabad, Andhra Pradesh-500 030
10.	Directorate of Cashewnut and Cocoa Development, Kochi.	0484-2377151	dccd@nic.in	09895122719	Directorate of Cashewnut and Cocoa Development, 8 th Floor, SRV School road, Kera Bhawan, Kochi, Kerala-682 011
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), New Delhi	011-23385495	ram.kumar66@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, Haryana- 121001.
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, Uttar Pradesh-201 002
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, Rajasthan-303 906
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, Madhya Pradesh-466 445
19.	Northern Region Farm Machinery Training and Testing Institute (NRFMTTI), Hissar, Haryana.	01662-276984, 01662-276824	fmti-nr@nic.in	08930033688	Northern Region Farm Machinery Training and Testing Institute, Sirsa Road, Hissar, Haryana-125 001

20.	Southern Region Farm Machinery Training and Testing Institute (SFMTTI), Garladinne. Andhra Pradesh.	08551-286441	fmti-sr@nic.in	08330952694	Southern Region Farm Machinery Training and Testing Institute, Tractor Nagar, P.O. Garlandinne, Distt. Anantapur, Andhra Pradesh-515731
21.	North Eastern Region Farm Machinery Training and Testing Institute (NERFMTTI), Biswnath, Chariali, Assam	03715-222094	fmti-ner@nic.in	09435389133	North Eastern Region Farm Machinery Training and Testing Institute, Biswanath Chariali, Distt. Sonitpur, Assam -784176
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, Madhya Pradesh-462004
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, Kerala-682011
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 -122015
25.	Soil and Land Use Survey of India, New Delhi	011-25841263 011-25843811	csso-slusi@nic.in	011-25841263	Soil and Land Use Survey of India (SLUSI), 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, Haryana-121001
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, Uttar Pradesh- 221 106
28.	National Seeds Corporation, New Delhi	011-25841379	nsc@vsnl.com	011-25841379	National Seeds Corporation, Beej Bhawan, Pusa Complex, New Delhi-110012
29.	Protection of Plant Varieties and Farmers' Rights Authority	011-25848127 011-25843622	ppvfraagri@nic.in dipalre@yahoo.com	9868317894	Protection of Plant Varieties and Farmers' Rights Authority, NASC Complex, DPS Marg, Opp. Todapur, 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, Telhan Bhavan, Himayat Nagar, Hyderabad-500029

31.	National Institute of Plant Health Management (NIPHM), Hyderabad	040-24013346	infoniphm@nic.in	040-24013346	National Institute of Plant Health Management (NIPHM), Rajendra Nagar, Hyderabad-500 030
32.	Commission for Agricultural Costs & Prices (CACP), New Delhi	011-23384006	MS-cacp@nic.in	011-23384006	Commission for Agricultural Costs & Prices, Room No.184-A, Krishi Bhawan, New Delhi-110001
33.	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
34.	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
35.	Central Institute of Horticulture, Medziphema	03862-247707	cihnerdir@gmail.com	03862-247707	Central Institute of Horticulture, Medzhiphema, Dimapur District, Nagaland-797106
36.	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.