



**SEVOTTAM**

## **CITIZEN'S/ CLIENT'S CHARTER**

**DEPARTMENT OF AGRICULTURE  
GOVERNMENT OF HIMACHAL PRADESH**

**ADDRESS:     DIRECTORATE OF AGRICULTURE  
                  KRISHI BHAWAN, BOILEAUGANJ, SHIMLA-5**

**WEBSITE ID: *http://www.hpagriculture.com/***

## **Vision**

To make agriculture sustainable and viable occupation.

## **Mission**

To achieve targeted growth rate in agriculture by enhancing agriculture production and improving income level of all farmers by successful implementation of various schemes and programmes.

The department offers the following services to its citizens/ clients:

1. Transfer of technology for increased production and productivity.
2. Ensuring adequate and timely supply of agriculture inputs and their quality control.
3. To increase area under high value crops through diversification process and precision farming.
4. Promotion of new farm implements and machinery including gender friendly tools.
5. Conservation and management of natural resources through protection of agriculture lands, water harvesting, watershed management & micro irrigation.
6. Insurance cover to farmers and agricultural labourers in the event of sustaining injury or death during the operation of farm machinery.
7. To create irrigation facilities to the farmers through minor/tank irrigation schemes so as to obtain maximum returns from their land

## SERVICE STANDARDS

Sr No	Services	Service/ performance Standard	Contact Details of the Responsible Officer	Process	Documents Required/ Eligibility Criteria	Fee (Rs.) If any
1.	Agriculture Advisory Services/ providing guidance/ advice/ information on agril. technologies	Immediate (same day) First come first serve basis	Agri. Extension Officer/ Agri. Dev. Officer of respective circles and SMS (Agri.) of the block	Receiving /Listening to the farmer's problems and guiding him accordingly	Personal contact	Free of cost
2.	Soil Testing	60 days	Soil Testing Officer of the concerned district	Analysis of soil samples received from the farmers	Soil sample Contact details of the farmer	Free of cost
3.	Seed Dealer Licence	60 days	SMS/ADO of the concerned block  Joint Director of Agriculture, Directorate of Agriculture, Shimla	Examination of Feasibility as per the Seed Act1966/ Seed Rules 1968 and report to Jt. Director through DDA of concerned district for examination and issue of licence	<p>Fresh dealer licence</p> <p>Renewal before expiry date</p> <p>Renewal Within 1 month of expiry date</p>	<p>1.Form A (in duplicate) 2.Principal Certificates 3.Fee paid challan 4.Site map 5.Affidavit 6.NOC from PACS/GP</p> <p>Rs. 50/-</p> <p>1.Form C (in duplicate) 2.Principal Certificates 3. Fee paid challan 4.Site map 5.Affidavit 6.NOC from PACS/GP</p> <p>Rs. 20/-</p> <p>1.Form C (in duplicate) 2.Principal Certificates 3. Fee paid challan 4.Site map 5.Affidavit 6.NOC from PACS/GP</p> <p>Rs. 20+25</p>
4.	Grant of licence to sell, stock or exhibit for sale or distribute pesticides	30 days	ADO/SMS of the concerned block  Dy Director of Agriculture for 8 districts i.e, Solan, Sirmour, Hamirpur, Mandi, Una, Chamba Bilaspur, Kangra,  Dy Director of Hort. for	Examination of Feasibility as per the Insecticide Act1968/ Insecticide Rules 1971and submission to the DDA of concerned district for examination and issue of licence	<p>Fresh dealer licence</p> <p>Renewal of licence</p>	<p>1.Form VII 2. Fee paid challan 3.PrincipalCertificates(Form IX) 4.Site map</p> <p>Rs. 20/- for every insecticide or Rs. 300/- maximum For rural areas the fees shall be 1/5<sup>th</sup></p> <p>1.Form VII 2. Fee paid challan</p> <p>Rs. 20/- for every</p>

			4 districts i.e, Shimla, Kullu, Kinnaur, Lahul & Spiti			3.Principal Certificates (Form IX) 4.Site map	insecticide or Rs. 300/- maximum For rural areas the fees shall be 1/5 <sup>th</sup>
5.	Fertiliser licence	30 days	ADO/SMS of the concerned block  Dy Director of Agriculture of the concerned district	Examination of Feasibility as per the Fertiliser Control Order 1985 and submission to the DDA of concerned district for examination and issue of licence	Fresh dealer licence  Renewal before expiry date  Renewal Within 1 month of expiry date	1.Form A (in duplicate) 2. Fee paid challan 3. Form "O" Certificate of source 4.Site map  1.Form C (in duplicate) 2. Fee paid challan 3. Form "O"Certificate of source  1.Form C (in duplicate) 2. Fee paid challan 3. Form "O"Certificate of source	Rs. 500/-  Rs. 500/-  Rs.500+60
6.	Construction of Poly house under Dr Y S Parmar kisan Swarozgar Yojana	Sanction of poly house-50 days  Release of subsidy after completion and bill submission-45 days	SMS of the concerned block  Dy Director of Agriculture of the concerned district	Examination of Feasibility and submission to the DDA of concerned district for sanction The farmer will intimate the SMS (Agri) about completion of poly house and SMS (Agri) will raise the subsidy bill to the DDA for payment	-Prescribed application form -Jamabandi and tatima of land -Affidavit on judicial paper attested by notary		15% of the total cost of construction
7.	Mukhya Mantri Kisaan Evam Khetihar Mazdoor Jeevan Suraksha (Compensation to the farmers and agricultural labourers in the event of sustaining injury or death during the operation of farm machinery)	60 days	SMS of the concerned block  Dy Director of Agriculture of the concerned district	The SMS (Agri.) of the block will forward the claim along with his report to Dy. Director Agriculture for settlement of claim.	In case of Death  In case of Disability	1)The claim application on the prescribed proforma from the legal heir of the deceased & verified by the Panchayat Pardhan/ Secretary of the Panchayat & in case of municipality, by the Municipal Commissioner/ Secretary/ Executive Officer. 2) Legal Heir certificate. 3) Post mortem report & death certificate issued by the registered qualified medical practitioner on prescribed proforma.  1)The claim application on the prescribed proforma from the applicant verified by the Panchayat Pradhan/Secretary of the Panchayat & in case of Municipality by the Municipal Commissioner/Secretary/ Executive Officer. 2) In case of medical treatment, disability partial or complete or incapacitation of	Free of cost  Free of cost

						body/limb, the medical certificate of only Registered Qualified Medical Practitioner shall be accepted as per prescribed proforma. 3) Photograph of the leftover limb be also attached.	
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NOC: No objection Certificate

PACS: Primary Agril. Cooperative Society

GP: Gram Panchayat

### **Information on services:**

Information on the services can be obtained from the following district level officers:-

<b>Sr. No.</b>	<b>Name &amp; Designation</b>	<b>Address</b>	<b>STD Code</b>	<b>Office</b>	<b>Fax</b>	<b>E.Mail</b>	<b>Mobile</b>
1.	Sh. Balwant Thakur, Dy Director of Agri, Bilaspur	Dy Director of Agri, Bilaspur-174001	01978	222454	223065	ddabilaspur@ymail.com	98172-96288
2.	Sh. Anil Kumar Saklani, Dy Director of Agri, Chamba	Dy Director of Agri, Chamba-176310	01899	222206	225371	ddachamba@ymail.com	94184-52387
3.	Sh. Albel Singh, Dy Director of Agri, Hamirpur	Dy Director of Agri, Hamirpur-177001	01972	225482	222437	ddahamirpur@ymail.com	94180-46105
4.	Sh. Rajinder Singh Verma, Dy Director of Agri, Kullu	Dy Director of Agri, Kullu-175101	01902	222215	222541	ddakullu@ymail.com	94184-66767
5.	Sh. Rakesh Kumar Kondal, Dy Director of Agri, Mandi	Dy Director of Agri, Mandi- 175001	01905	236926	236922	ddamandi@ymail.com	94180-38662
6.	Sh Kulwant Singh, Dy Director of Agri, Sirmour	Dy Director of Agri, Sirmour at Nahani-173001	01702	222225	222277	ddasirmour@ymail.com	94183-37762
7.	Sh. Desh Raj, Dy Director of Agri, Kangra at Palampur	Dy Director of Agri, Palampur-176061	01894	230528	223323	ddakangra@ymail.com	94180-17145
8.	Dr. Rattan Singh Thakur, Dy Director of Agri, Shimla	Dy Director of Agri, Shimla-171005	0177	2831558	2831402	ddashimla@ymail.com	94180-77442
9.	Sh. Harnam Singh, Dy Director of Agri, Solan	Dy Director of Agri, Solan-173212	01792	230734	231235	ddasolan@ymail.com	94180-05990
10.	Sh. Yashpal Choudhary, Dy Director of Agri, Una	Dy Director of Agri, Una-1740303	01975	223082	226101	ddauna@ymail.com	94183-30700
11.	Sh. Balbir Thakur, District Agriculture Officer, Kinnaur	Distt. Agriculture Officer, Kinnaur at Rekong Peo- 172107	01786	222364	222252	daokinnaur@ymail.com	94184-85798
12.	Sh. Dhian Chand, District Agriculture Officer, Lahaul and Spiti	Distt. Agriculture Officer, Lahaul and Spiti at Keylong-175132	01900	222251	222502	daolspiti@ymail.com	94182-68805
13.	Sh. Bijender Singh Malik, Assistant Project Officer, Kaza	Assistant Project Officer, Kaza-172114	01906	222259	222259	apokaza1906@gmail.com	89881-07494

The detail of the schemes and programmes of the department are also available on the departmental website [http:// www.hpagriculture.com](http://www.hpagriculture.com)

### **Redress of Grievance**

In case of non-compliance of the service standards, the service recipients/ stakeholders can contact the following Public Grievance Officer:-

#### **North Zone: (District Kangra, Chamba, Hamirpur, Una & Mandi)**

<b>Name</b>	<b>Address</b>	<b>Tel No.</b>	<b>E mail</b>	<b>Mobile No.</b>
	Additional Director of Agriculture, Dharamshala	01892223642	adadshala@ymail.com	

#### **South Zone: (District Shimla, Solan, Sirmour, Kullu, Bilaspur, Kinnaur and Lahul & Spiti)**

<b>Name</b>	<b>Address</b>	<b>Tel No.</b>	<b>E mail</b>	<b>Mobile No.</b>
	Joint Director of Agriculture, Directorate of Agriculture, Himachal Pradesh, Shimla-5	0177-2830345	krishibhawan-hp@gov.in	

### **Escalation of Grievance:**

In case the grievance is not redressed at zonal level, the same can be taken up at higher level to the following nodal authority:

<b>Name</b>	<b>Address</b>	<b>Tel No.</b>	<b>E mail</b>	<b>Mobile No.</b>
Sh Ramesh Chand	Director of Agriculture, Himachal Pradesh Shimla-5	0177-2830620	krishibhawan-hp@gov.in	9816132705

The grievance can also be lodged on-line on the following link:

**<http://admis.hp.nic.in/esamadhan/>**

**LIST OF STAKEHOLDERS/ CLIENTS OF THE DEPARTMENT**

<b>Sr. No.</b>	<b>Stakeholders</b>
1.	Farmers of the state.
2.	Farmer groups/ Primary Agricultural Cooperative Societies/NGOs
3.	Input dealers (seeds, pesticides, implements & machinery, fertilizers)
4.	Seed producers
5.	Manufacturers of fertilizers, pesticides, implements & machinery etc.
6.	HP Govt. Departments
7.	HP Marketing Board
8.	HIMFED
9.	IFFCO
10.	NFL
11.	KRIBHCO
12.	Banking Sector
13.	SAUs/KVKs/ZRS



**List of Responsibility Centers /Attached/Subordinate Organizations:**

<b>Sr. No.</b>	<b>Responsibility Centers &amp; Subordinate Organizations</b>	<b>Address</b>	<b>Tel. No.</b>	<b>Email</b>
1.	Director State Seed & Organic Produce Certification Agency	Boileauganj, Shimla-05	01772830643	hpssopca@gmail.com
2.	Addl. Director of Agriculture	North Zone, Dharamshala	01892223642	adadshala@ymail.com
3.	Jt. Director of Agriculture	1. Joint Director-I 2. Joint Director-II	01772831263 01772830644	krishibhawan-hp@gov.in krishibhawan-hp@gov.in
4.	Director, SAMETI	Craigneno, Mashobra, Shimla-07	01772740240	sametimashobra@ymail.com
5.	Principal, FTC	Sundernagar, Mandi	01907267238	ftcsundernagar@ymail.com
6.	Divisional Engineer	Div. Shimla, Div. Mandi Div. Palampur	01772831341 01905242234 01894231446	deshimla@ymail.com debangrotu@ymail.com depalampur@ymail.com
7.	Dy Director of Agriculture	DDAs in 10 Districts and DAOs in Kinnaur and Lahul & Spiti		
8.	Sr. Analytical Chemist	Hawthornvilla, Shimla-05	01772650110	sacshimla@ymail.com
9.	Sub. Div. Soil Conservation Officer	SDSCOs in 21 soil conservation sub divisions		
10.	Soil Testing Officer	STOs in 11 districts except Lahul & Spiti		
11.	Subject Matter Specialist (Agri.)	One SMS in each block		
12.	Agri. Dev. Officer	2 in each block		
13.	Agri. Extension Officer	4-6 in each block		

**Indicative Expectations from Service Recipients/ Stakeholders:**

Sr. No.	Expectations
1.	The service recipients to submit proposals complete in all respects as per the guidelines
2.	Contact details with mobile number and email id (if any) to be mentioned in application form.
3.	For various registration certificates/licenses, all the documents along with the required fees are submitted to designated authority.
4.	The service recipient should deposit the beneficiary share for getting assistance under the schemes
5.	The soil samples are submitted in time along with the farmers/ land details.
6.	The service recipient must be interested to learn and adopt the innovations

We welcome suggestions/ feedback from our users. Please log on to <http://www.hpagriculture.com/feedback2.htm>.

The various forms mentioned here are available on the departmental website <http://www.hpagriculture.com/> under the heading “Forms”

We are committed to constantly revise and improve the services being offered under the Charter.

**Month and Year for the next Review of the Charter: April, 2017**

**“LET US JOIN HANDS IN MAKING THIS CHARTER A SUCCESS”**