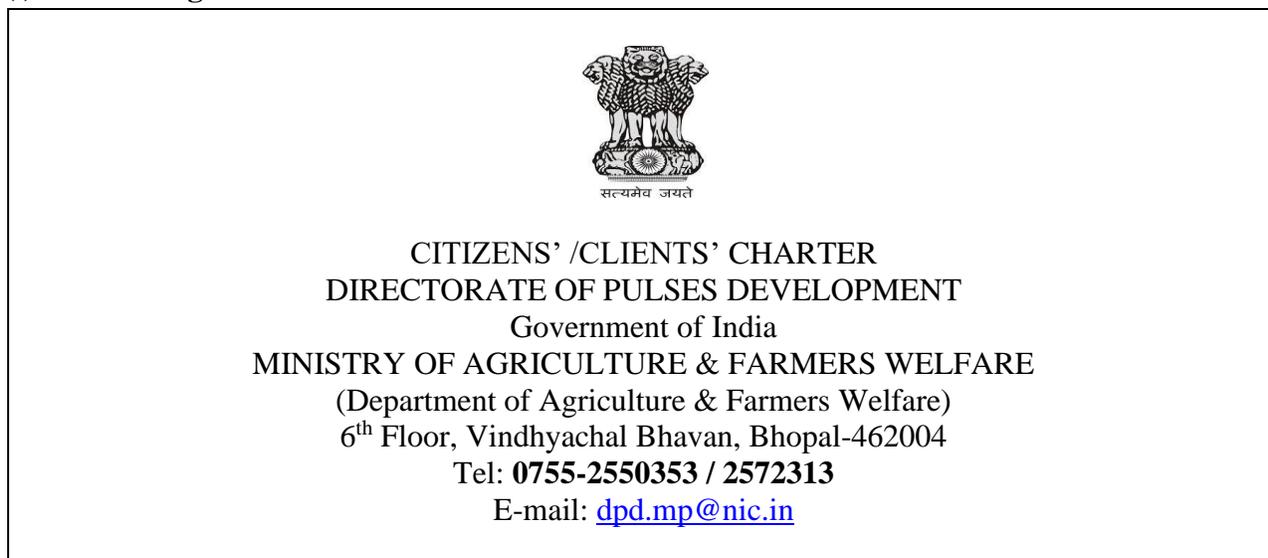


Preparation of Citizens'/Clients' Charter (CCC) in respect of Directorate of Pulses Development, Department of Agriculture & FW, Ministry of Agriculture & FW, Bhopal. (YEAR-2024)

(i) Cover Page



(ii) Vision

To enhance productivity and production of pulses to ensure food and nutritional security of the Nation and also to make agriculture a sustainable and viable vocation. Holistic development of agriculture, especially the crop sector, in the assigned states of MP & Chhattisgarh.

(iii) Mission

To achieve targeted growth rate for agriculture sector with the help of State Department of Agriculture, ICAR- Institutes, State Agricultural Universities (SAUs), KVKs and other Departments of the Government of India by enhancing pulses production and ensuring farmers welfare by successful implementation of Centrally Sponsored /Central Sector schemes.

(iv) Service Standards

Sl. No.	SERVICE STANDARD	
	MAIN SERVICE	STANDARD
1.	As field Directorate and Commodity Specific Crop Development Directorate i. e. Directorate of Pulses Development, concurrent monitoring of “Crop Scenario Pulses-All India, All crops in Assigned States of MP & CG”	On weekly basis for appraisal of High-Level Committee (HLC) under the chairmanship of Secretary, DA& FW, GoI.
2.	To study and analyze trends in weather, crop area, production and productivity, on weather and crop prospects as well as market and price trends.	On weekly basis on every Thursday to the Ministry
3.	To function as Area-Office/ Nodal office of DA&FW for the	Regularly

Sl. No.	SERVICE STANDARD	
	MAIN SERVICE	STANDARD
	assigned states (presently Madhya Pradesh and Chhattisgarh) for coordination and monitoring of all CS/CSS/Mission programmes in agricultural development/crop sector.	
4.	To monitor field level implementation of the crop development programmes on behalf of DA&FW and appraise the Ministry/States about the gap between planning and performance and for further follow-up;	Regularly
5.	Monitoring of Seed Hubs, Additional Breeder Seed Production Programme and Cluster Frontline Demonstrations (CFLDs) under NFSM – Pulses/Millets/Oilseeds.	Regularly
6.	To act as Convenor/Team leader for National Monitoring Team (NLMT) under NFSM etc.	Once in each crop season
7.	To assist DA&FW to plan, co-ordinate and monitor implementation of “nodal crop” development programmes on Pulses at National level and recommend measures to improve them;	On Quarterly basis
8.	To assist states/UTs to formulating their Action Plans on CSS and implement crops development programmes to increase production and productivity.	Collection of Annual Action Plan from State and onward submission to Ministry.
9.	To assist DA & FW in fixing targets of production and suggest measures to achieve them.	Annually
10.	Represent DA&FW in IMCTs Central Teams/Committees.	As when needed
11.	To obtain, compile MPR/QPR/APR of all CSS in assigned states and Nodal crop (Pulses) at National level. Utilization Certificates and ensure timely	Regularly
12.	To have closer interactions/coordination with ICAR Project Directorate’s / Coordinators (Kharif Pulses and Rabi Pulses) and represent Department on their Committees/Regional Committees, with a view to benefit from research and improved production technology;	In Annual Group meet of ICAR-IIPR, Kanpur and conference
13.	To liaise with State Agricultural Universities and Central Institutes/ICAR/KVK institutes/ other stake holder organizations for organizing training courses in improved production technologies and also research related feed backs.	Interaction with ICAR/Research Institutes regularly
14.	To participate in conference meetings of ICAR-Agricultural Techno Application Research Institutes (ATARI) to have closer interaction/coordination for need based field extension activities /technology transfer as an effective DA& FW-ICAR interface at field level.	Regularly
15.	Additional Nodal Officer for MP & CG for All crops development programmes under the umbrella scheme “Green Revolution – Krishonnati Yojana” (vide No. 44015/06/2006-Estt.I dated 6th April, 2017).	Regularly

Sl. No.	SERVICE STANDARD	
	MAIN SERVICE	STANDARD
16.	To maintain liaison with State Governments/Departments and other states' development agencies/Research organizations/SAUs/stake-holders on crop development programmes;	Regularly
17.	To participate in Kharif /Rabi/Zaid-Summer Conference.	Regularly
18.	To represent the DA&FW/Ministry in Committees, SLSC, Conferences, Workshops, Seminars, project appraisal and reviews etc.	As when required
19.	Assessment of inputs requirements, seed rolling plan etc for obtaining optimal yields.	Season wise
20.	Tracking progress and promotion of new crop varieties, including Seed Minikit implementation.	Regularly
21.	To co-ordinate between States' Stake-holders and Mission Director (NFSM) on all issues related to NFSM/RKVY.	As when required
22.	To provide technical support to the Extension agencies with respect to the nodal crop, provide literatures on training manuals; and also periodically visit such projects relating to their respective nodal crops and provide feed backs to Extension Division of DA&FW;	As when required
23.	To act as 2 nd Additional Nodal Officer, State Level Sanctioning Committee (SLSC) under RKVY scheme for the States of Madhya Pradesh and Chhattisgarh (vide No. 58011/77/2022-E.I dated 25.06.2024.	As when required
24.	To plan and formulate projects/programmes, vision documents of National importance, to assisting states in formulation of their crop development schemes/Annual Action Plans, Contingency Plan etc.	As when required

Any other information

Sl. No.	Indicator	Weight %
1.	Monitoring of implementation of National Food Security Mission -NFSM (M.P./Chhattisgarh states)	20
2.	Monitoring of implementation of Cluster Front Line Demonstration on Pulses, Oilseeds / Front Line Demonstration on Rice, Wheat, Pulses & Coarse Cereals under NFSM(M.P. / Chhattisgarh States)	20
3.	Monitoring of implementation of Seed Hubs Project on Pulses, Oilseeds and Millets under NFSM (M.P. & Chhattisgarh States)	20
4.	Monitoring of implementation of Enhancing Breeder Seed Programme on Pulses under NFSM (M.P)	10
5.	Monitoring of implementation seed minikit programme on Pulses and Oilseeds under NFSM (M.P. & Chhattisgarh states)	10
6.	Monitoring the rainfall situation during South West Monsoon and its impact on Agricultural operations, in consultation with the States.	10
7.	Member of Inter- Ministerial central teams to States affected by drought/ flood/ hailstorm for assessment of losses of relief.	10
	Total	100

(v) Grievance Redressal Mechanism**a) Name and contact details of Public Grievance Officer**

S.No.	Names of Public Grievance Officer	Helpline Number	Email
1.	Shri Rajesh Pawar, Administrative Officer	0755-2572313	dpd.mp@nic.in

b) Helpline Number and e-mail to lodge grievance :Tel. No.0755-2550353E-mail:dpd.mp@nic.in**c) Response to be expected by person lodging the grievance**

Grievances are redressed properly within reasonable time.

d) Timeliness for redress

Although no public dealings by the Directorate, however, in the event of any grievances received, these are properly responded within a reasonable time frame.

(vi) Stakeholders

Sl. No.	Stakeholders
1.	State Department of Agriculture and allied sectors including other related Central Govt. departments
2.	Scientific and Research Organizations/Institutes etc. ICAR- Indian Institute of Pulses Research-Kanpur, IISR-Indore, DWR-Jabalpur, CIAE- Bhopal , IISS-Bhopal Indian Meteorological Department(IMD)
3.	Central and State Seed Certification Agencies
4.	Krishi Vigyan Kendras, ATARI's
5.	State and Central Agriculture Universities of the country
6.	National Informatics Centre
7.	Seed supplying agencies i.e. NSC, NAFED, HIL, IFFDC, KVSSL, NCCF, BBSSL, NDDB, KRIBHCO
8.	APMCs/ ware house/ PACS/NABARD
9.	FPOs/ NGOs/ stake holders/

(vii) Responsibility Centers and Subordinate Organizations

-NIL-

(viii) Indicative expectations from service recipients

Received quarries/ grievances, to be satisfied/ replied/ responded in all respects viz; enclosures if any, duly attested wherever required after cross-checking of available information.

(ix) Establishment & Accounts Work

Fixation of maximum number of days for disposal/finalization of various applications received from Officers/ Members of the Staff- reg.

To streamline the existing practice of disposal of cases, it is proposed to lay down the norms for disposal of applications/requests on a time bound basis under normal circumstances. The under mentioned nature of cases have been considered important and feasible for the purpose of timely disposal/finalization of applications received from the officers members of the staff.

Sl. No.	Item	Maximum no. of working days/ months disposal/ for finalization application
1.	राजभाषा हिंदी की तिमाही प्रगति रिपोर्ट	तिमाही के दूसरे सप्ताह)
2.	राजभाषा हिंदी कार्यशाला की तिमाही रिपोर्ट	तिमाही के प्रथम सप्ताह)
3.	राजभाषा हिंदी की कार्यान्वयन समिति रिपोर्ट	तिमाही के प्रथम सप्ताह)
4.	राजभाषा हिंदी की वार्षिक मूल्यांकन रिपोर्ट	वार्षिक (राजभाषा विभाग द्वारा मांगने पर)

5.	नगर राजभाषा कार्यान्वयन समिति की रिपोर्ट	छमाही (मांगने पर)
6.	GeM Report	Monthly
7.	Expenditure Report	Monthly
8.	Surrender of savings	Yearly
9.	Expenditure Reconciliation Report	Monthly
10.	Immovable Property return report	Yearly
11.	GPF Reconciliation Report	Monthly
12.	RTI Report	Quarterly
13.	Review of Mechanism to ensure probity among Govt. Servants under FR 56(J)	Monthly
14.	APAR Circulation	Yearly
15.	Report of the O/o Chief Commissioner for person with disabilities	Yearly
16.	Processing of Newspapers bills	15 days
17.	Time taken for issuance of Vigilance Clearance up to the Pay Level-11.	03 days
18.	Online updating of data on representation of SCs, STs, OBCs & persons with Disability (PwDs) in the Central Government Services.	Yearly
19.	Review of Mechanisms to ensure probity among Govt. servants	Monthly
20.	Review of pending disciplinary proceedings against Government Servants	Monthly
21.	Quarterly progress report on civil/ electrical/ horticultural works-Submission to the chief Technical Examiner's Organization.	Quarterly
22.	Incumbency Position	Monthly
23.	Forwarding of application to UPSC/SSC etc.	10 days
24.	Forwarding of application for deputation posts.	10 days
25.	Forwarding of application for training/ passport etc.	10 days
26.	Processing of VRS application	30 days
27.	Sanction of LTC advance	5 days
28.	Time taken for processing & verification of LTC claims	10 days
29.	Time taken by DDO – LTC claims	5 days
30.	Allotment of GPF A/c No.	5 days
31.	Advance/withdrawal from GPF	5 days
32.	Transfer of GPF balance	30 days
33.	House building advance	30 days
34.	Motor Car Advance	10 days
35.	Processing & Payment of TA advance	5 days
36.	Processing & Payment of TA bills	15 days
37.	Election duty TA payment	30 days
38.	Conveyance reimbursement bills	15 days
39.	Preparation of month wise regular salary bill of all officers & staff members	In due time
40.	Transfer of GPF balance and final GPF payment of concerned transfer/ retiring officers/staff members.	30 days

41.	Calculation of Income Tax month wise/ year wise & issue of Form-16 the all officers & staff members.	In due date
42.	Preparation of Tuition fee bills of concerned officers/staff members in due time	With Salary
43.	Preparation of Medical bills of all concerned officers & staff members.	07 days
44.	Preparation of bills of DCRG. Commutation Pension, CGEGIS, Earned Leave Encashment, GPF, PLI etc of retired officers/staff members.	03 days
45.	Issue of LPC of the Transfer/Posting & retiring officials.	07 days
46.	Maintenance of License fee records of the all concerned officials	15 days
47.	Preparation Arrear bills of the officers/ staff who are joining from other Department and on account of Promotion/ MACP etc.	10-15 days
48.	Issue of pay slip month wise to all officers/staff members.	In time
49.	Annual verification of all service book of the all officers/ staff members.	02 days
50.	Verification of Interest workout on HBA, Motor Car, Computer Advance etc. calculated by Accounts Section.	02 days
51.	Entries in PBR of GPF Advance/withdrawal	03 days
52.	Preparation of Bonus bills of concerned officers staff members.	05 days
53.	Preparation of Honorarium bills of concerned officers Staff members.	05 days
54.	Maintaining the records of all kinds of Loan Advance/ HBA/ Motor Car Advance etc.	02 days
55.	Attending the all related enquiry of all officers/ staff members in due time	05 days
56.	Verification of GPF Advance/ Withdrawal, LTC etc and entry in the PBR	02 days
57.	Maintaining the records of incoming/ outgoing.	02 days
58.	Forwarding of CGHS form to CGHS	Same day - Admin section is signing the CGHS forms as sponsoring authority. The forms are being submitted to the CGHS, HQ by the beneficiaries
59.	Processing and forwarding to PAO for payment of medical reimbursement claim.	15 days
60.	Permission for treatment in CGHS empanelled hospital from the date of application.	03 days
61.	Permission for follow-up treatment, if required	03 days
62.	Medical advance	03 days
63.	Issue of NOC on surrender of CGHS Card	Same day
64.	Any other work assigned by Senior Officers from time to time	In stipulated time

(x) **Month and Year for the next review of the charter** : Once in a year.
