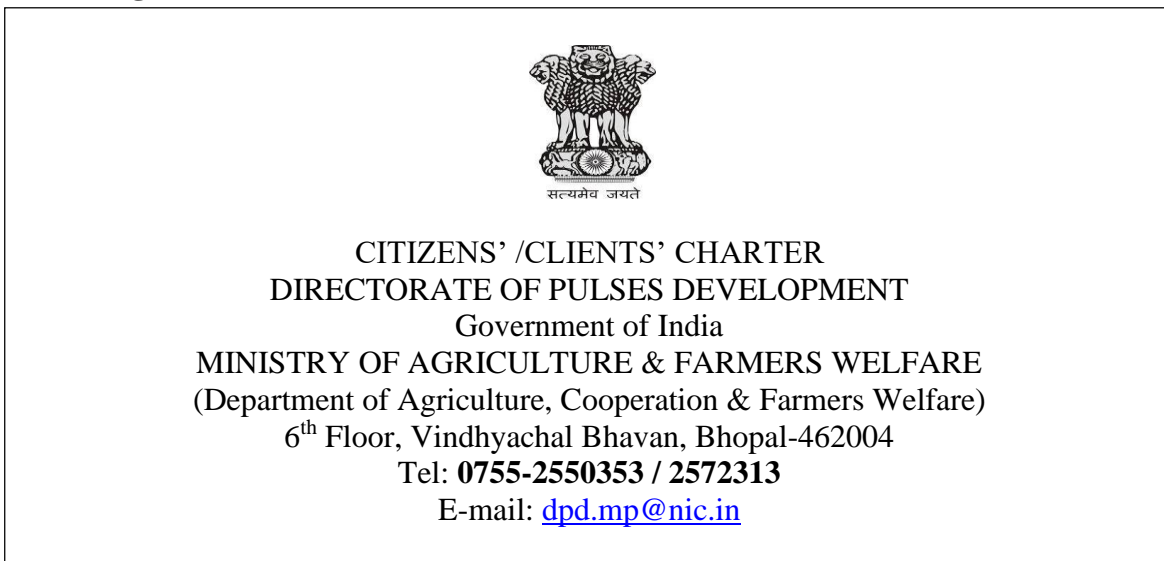


Preparation of Citizens’/ Clients’ Charter (CCC) in respect of Directorate of Pulses Development, Department of Agriculture, Cooperation & FW, Ministry of Agriculture & FW, Bhopal.

(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. Dte. 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, DAC & 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

Sl. No.	SERVICE STANDARD	
	MAIN SERVICE	STANDARD
3.	To function as Area-Office/ Nodal office of DAC&FW for the assigned states (presently Madhya Pradesh and Chhattisgarh) for coordination and monitoring of all CS/CSS/Mission programmes in agricultural development/crop sector.	Regularly
4.	To monitor field level implementation of the crop development programmes on behalf of DAC&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/Millet/Oilseeds.	Regularly
6.	To act as Convenor/Team leader for National Monitoring Team (NLMT) under NFSM and BGREI etc.	Once in each crop season
7.	To assist DAC & 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 Monthly 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 DAC & FW in fixing targets of production and suggest measures to achieve them.	Annually
10.	Represent DAC&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 (Chickpea / Pigeonpea / MULLaRP / Arid Legumes) 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 represent the Varietal Identification Committees (VICs) and to watch the performance of the newly evolved/released varieties of crops.	In Annual Group meet of ICAR-IIPR, Kanpur
14.	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
15.	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 DAC-ICAR interface at field level.	Regularly

Sl. No.	SERVICE STANDARD	
	MAIN SERVICE	STANDARD
16.	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
17.	To maintain liaison with State Governments/Departments and other states’ development agencies/Research organizations/SAUs/stake-holders on crop development programmes;	Regularly
18.	To participate in Kharif /Rabi/Zaid-Summer Conference.	Regularly
19.	To represent the DAC&FW/Ministry in Committees, SLSC, Conferences, Workshops, Seminars, project appraisal and reviews etc.	As when required
20.	Scrutiny of Annual Action Plan of the states, preparation of the Appraisal Notes on the proposal of each state.	Annually
21.	Assessment of inputs requirements, seed rolling plan etc for obtaining optimal yields.	Season wise
22.	Tracking progress and promotion of new crop varieties, including Seed Minikit implementation.	Regularly
23.	To co-ordinate between States’ Stake-holders and Mission Director (NFSM) on all issues related to NFSM/RKVY.	As when required
24.	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 DAC&FW;	As when required
25.	To act as Member State Coordination Committee (SCC) for “Doubling of Farmers’ Income by 2022” (vide No. 15-4/2017-FW Policy division dated 30th March 2017).	As when required
26.	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 Bringing Green Revolution to Eastern India (BGREI)-RKVY Scheme (Chhattisgarh state)	10
3.	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)	10
4.	Monitoring of implementation of Seed Hubs Project on Pulses, Oilseeds and Millets under NFSM (M.P. & Chhattisgarh States)	20
5.	Monitoring of implementation of Enhancing Breeder Seed Programme on Pulses under NFSM (M.P)	10
6.	Monitoring of implementation seed minikit programme on Pulses and Oilseeds under NFSM (M.P. & Chhattisgarh states)	10
7.	Monitoring the rainfall situation during South West Monsoon and its impact on Agricultural operations, in consultation with the States.	10
8.	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, HIL, KRIBHCO/ IFFDC, NAFED, IFFCO
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) Month and Year for the next review of the charter

Once in a year.
