



SEVOTTAM

CITIZEN'S/ CLIENT'S CHARTER

DEPARTMENT OF AGRICULTURE

GOVERNMENT OF HIMACHAL PRADESH

ADDRESS: DIRECTORATE OF AGRICULTURE

KRISHI BHAWAN, BOILEAUGANJ, SHIMLA-05, H.P.

WEBSITE: <https://agriculture.hp.gov.in>

Citizen's/ Client's Charter for Department of Agriculture, HP (2024-25)

CONCEPT

A set of commitments made by a department regarding the standards of service delivery provided to the Citizens.

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

1. Transfer of technology for increasing 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 crop diversification 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.
8. To provide insurance cover to farmers under PMFBY and R-WBCIS to mitigate the losses occurred during natural calamities.
9. To ensure safe food to all through natural farming.

SERVICE STANDARDS

[illegible]

					Renewal Within 1 month of expiry date	6. Rent agreement or proprietorship; if any 7. Inspection report of Seed Inspector 1. Form C (with 2 photographs) (in duplicate) 2. Principal Certificates 3. Fee paid challan (in original) 4. Site map 5. Affidavit 6. Rent agreement or proprietorship; if any 7. Inspection report of Seed Inspector	Rs. 500+500
4.	Grant of license 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 4 districts i.e., Shimla, Kullu, Kinnaur, Lahaul & Spiti	Examination of Feasibility as per the Insecticide Act 1968/ Insecticide Rules 1971 and submission to the DDA of concerned district for examination and issue of licence.	Fresh dealer license Renewal of licence	1. Form VII 2. Fee paid challan 3. Principal Certificates (Form- IX) 4. Site map 1. Form VII 2. Fee paid challan 3. Principal Certificates (Form- IX) 4. Site map	Rs. 500/- for every insecticide or Rs. 7500/- maximum and For rural areas the fees shall be 1/5 th Rs. 500/- for every insecticide or Rs. 7500/- maximum and For rural areas the fees shall be 1/5 th
5.	Fertilizer license	30 days	ADO/SMS of the concerned block	Examination of Feasibility as per the Fertilizer Control Order 1985	Fresh dealer license	1. Form A1 (in duplicate) 2. Fee paid challan 3. Form "O" Certificate of source	Rs. 500/-

			Deputy Director of Agriculture of the concerned district	and submission to the DDA of concerned district for examination and issue of license.	Renewal before expiry date	4. Site map 1. Form A1 (in duplicate) 2. Fee paid challan 3. Form "O" Certificate of source	Rs. 500/-
					Renewal Within 1 month of expiry date	1. Form A1 (in duplicate) 2. Fee paid challan 3. Form "O" Certificate of source	Rs.500+60
6.	Mukhya Mantri Krishi Utpadan Sanrakshan Yojna (Badhbandi)	Sanction of fencing system - 30 days (*Subject to availability of budget) Release of subsidy after completion and bill submission - 30 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 installation of Fencing System and SMS (Agri.) will raise the subsidy bill to the DDA for payment.	1. Prescribed application form with pass port size photo of applicant. 2. Jamabandi and tatima of land. 3. Affidavit on judicial paper attested by notary. 4. Photocopy of Aadhaar Card. 5. Photocopy of 1 st Page of Bank Pass Book.		1) For all type of Fencings 30% of the total cost of construction has to bear by the beneficiary and 70% assistance will be provided by the Govt.
7.	Mukhya Mantri Kisaan Evam Khetihar Mazdoor Jeevan Suraksha Yojna (Compensation to the farmers)	45 days After submission of complete claim.	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 & further	In case of Death	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.	Free of cost

	and agricultural labourers in the event of sustaining injury or death during the operation of farm machinery)			submission by DDA to Director Agriculture for approval.	In case of Disability	<ol style="list-style-type: none"> 2. Legal Heir certificate. 3. Post mortem report & death certificate issued by the registered qualified medical practitioner on prescribed proforma. <ol style="list-style-type: none"> 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 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. 	Free of cost
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NOC: No objection Certificate

PACS: Primary Agriculture Cooperative Society

GP: Gram Panchayat

INFORMATION ON SERVICES

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

Sr. No.	Name & Designation	Address	STD Code	Office	Fax	E-Mail ID	Mobile
1.	Dr. Prem Chand Dy. Director of Agri., Bilaspur	Dy. Director of Agriculture, Bilaspur-174001	01978	222454	223065	ddabilaspur@ymail.com	94595-64208
2.	Dr. Bhupinder Singh, Dy. Director of Agri., Chamba	Dy. Director of Agriculture, Chamba-176310	01899	222206	225371	ddachamba@ymail.com	94591-31100
3.	Dr. Sashi Pal Attri, Dy. Director of Agri., Hamirpur	Dy. Director of Agriculture, Hamirpur-177001	01972	225482	222437	ddahamirpur@ymail.com	70184-31069
4.	Dr. Sushil Kumar, Dy. Director of Agri., Kullu	Dy. Director of Agriculture, Kullu-175101	01902	222215	222541	ddakullu@ymail.com	62304-64074
5.	Sh. Ram Chander, Dy. Director of Agri., Mandi	Dy. Director of Agriculture, Mandi-175001	01905	236926	236922	ddamandi@ymail.com	70181-26001
6.	Sh. Raj Kumar, Dy. Director of Agri., Sirmour	Dy. Director of Agriculture, Sirmour at Nahan-173001	01702	222225	222277	ddasirmour@ymail.com	94596-64000
7.	Dr. Kuldeep Singh Dhiman, Dy. Director of Agri., Kangra	Dy. Director of Agriculture, Kangra at Palampur-176061	01894	230528	223323	ddakangra@ymail.com	94180-16546
8.	Dr. Ajab Kumar Negi, Dy. Director of Agri., Shimla	Dy. Director of Agriculture, Shimla-171005	0177	2831558	2831402	ddashimla@ymail.com	94183-33549
9.	Sh. Dev Raj Kashyap, Dy. Director of Agri., Solan	Dy. Director of Agriculture, Solan-173212	01792	230734	231235	ddasolan@ymail.com	88945-92939
10.	Dr. Kulbhushan Dhiman, Dy. Director of Agri., Una	Dy. Director of Agriculture, Una-1740303	01975	223082	226101	ddauna@ymail.com	78070-20360
11.	Dr. Rakesh Kumar Dhiman, District Agriculture Officer, Kinnaur (Addl. Charge)	District Agriculture Officer, Kinnaur at Reckong Peo- 172107	01786	222364	222252	daokinnaur@ymail.com	94188-58140
12.	Dr. Munshi Ram Thakur, District Agriculture Officer, Lahaul and Spiti	District Agriculture Officer, Lahaul & Spiti at Keylong- 175132	01900	222251	222123	daolspiti@ymail.com	94184-84725
13.	Dr. Anil Saini, Assistant Project Officer, Kaza	Assistant Project Officer, Kaza-172114	01906	222259	222259	apokaza2016@gmail.com	98171-72500

The detail of the schemes and programmes of the department are also available on the departmental website (<https://agriculture.hp.gov.in>)

REDRESSAL 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)

Name	Address	Tel No.	E-Mail ID	Mobile No.
Dr. Rahul Katoch	Joint Director of Agriculture, Office of Additional Director of Agriculture, Dharamshala	0189223642	adadshala@ymail.com	70181-50991

SOUTH ZONE: (District Shimla, Solan, Sirmour, Kullu, Bilaspur, Kinnaur and Lahaul & Spiti)

Name	Address	Tel No.	E-Mail ID	Mobile No.
Dr. Suresh Sharma	Additional Director of Agriculture, Directorate of Agriculture, Himachal Pradesh, Shimla-05	0177-2831263	krishibhawan-hp@gov.in	98057-40341

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:

Name	Address	Tel No.	E-Mail ID	Mobile No.
Dr. Ravinder Singh Jasrotia	Director of Agriculture, Krishi Bhawan, Boileauganj, Himachal Pradesh Shimla-05	0177-2830620	krishibhawan-hp@gov.in	94187-85407

The grievance can also be lodged on-line on the following link: <https://esamadhan.nic.in/>

LIST OF STAKEHOLDERS/ CLIENTS OF THE DEPARTMENT

Sr. No.	Stakeholders
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

Sr. No.	Responsibility Centers & Subordinate Organizations	Address	Telephone No.	E-mail ID's
1.	Additional Director of Agriculture	Directorate of Agriculture	0177-2831263	krishibhawan-hp@gov.in
2.	Additional Director of Agriculture	North Zone, Dharamshala	01892-23642	adadshala@ymail.com
3.	Joint Director of Agriculture	1. Joint Director-I 2. Joint Director-II 3. Joint Director-III	0177-2830174 0177-2830644 0177-2832629	krishibhawan-hp@gov.in
4.	Superintending Engineer	Boileauganj, Shimla-05	0177-2830145	deshimla@ymail.com
5.	Director State Seed & Organic Produce Certification Agency	Boileauganj, Shimla-05	0177-2830643	hpssopca@gmail.com
6.	Director, SAMETI	Craignano, Mashobra, Shimla-07	0177-2740240	himsameti@gmail.com
7.	Principal, FTC	Sunder Nagar, Mandi	01907267238	ftcsundernagar@ymail.com
8.	Divisional Engineer	1. Div. Shimla 2. Div. Mandi 3. Div. Palampur	0177-2830145 01905-242234 01894-231446	deshimla@ymail.com debhangrotu@ymail.com depalampur@ymail.com
9.	Deputy Director of Agriculture	DDAs in 10 Districts and DAOs in Kinnaur and Lahaul & Spiti		
10.	Senior Analytical Chemist	Hawthornvilla, Shimla-05	0177-2650110	sacshimla@ymail.com
11.	Sub-Division Soil Conservation Officer	SDSCOs in 22 soil conservation sub divisions	-	-
12.	Soil Testing Officer	STOs in 11 districts except Lahaul & Spiti	-	-
13.	Subject Matter Specialist (Agri.)	One SMS in each block	-	-
14.	Agriculture Development Officer	2 in each block	-	-
15.	Agriculture 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 <https://agriculture.hp.gov.in/contact-us/>

The various forms mentioned here are available on the departmental website.

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, 2025.

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