



CITIZEN'S / CLIENT'S CHARTER

**Government of India
Directorate of Arecanut and Spices Development
Ministry of Agriculture and Farmers Welfare
(Department of Agriculture and Farmers Welfare)
Kannur Road, West Hill P.O.
Calicut, Kerala- 673005, India**

Website : <http://dasd.gov.in>

Preface

The Directorate of Arecanut and Spices Development is a national level agency engaged in the overall development of Spices, Arecanut, Betel vine and Aromatic Plants in the country. The Directorate was established in the year 1966 as a subordinate office under the Ministry of Agriculture & Farmers Welfare, Government of India to give a greater momentum for the development of Spices and Arecanut in the country through crop oriented approach. The Directorate fulfils its mandate by implementing development programmes, collection, compilation and maintenance of statistical data and involving in the publicity and propaganda for the promotion of the mandated crops. The Directorate is presently implementing and monitoring development programmes on spices, aromatic plants and Arecanut in major production centres of the respective crop under the aegis of Mission for Integrated Development of Horticulture (MIDH).

The mandate of the Directorate is as follows.

- ✓ Assessment of the developmental needs of the crops entrusted to it.
- ✓ Formulation of Central Sector / Centrally Sponsored Schemes and implementation of the same either directly or through the State Governments, Agricultural Universities etc.
- ✓ Monitoring the implementation of Central Sector / Centrally Sponsored Schemes and coordinating the development activities.
- ✓ Rendering technical assistance to State Governments and other agencies on commodity development programmes.
- ✓ Collection and compilation of statistics of area, production, export, import, prices etc. and dissemination of the same to the Central and State Governments and other agencies.
- ✓ Keeping liaison with the research institutes and extension agencies and acting as a two-way channel in the transfer of technology.
- ✓ Undertaking the publicity works relating to the commodities.

- ✓ Assisting the Central and State Governments on all matters relating to the development of the commodities.
- ✓ Accreditation of Spices Nurseries

The Directorate implements its programme through State Agriculture/ Horticulture Departments, State Agricultural Universities (SAU), ICAR Institutes and other Government agencies. It is because of this, the charter has been named as **‘Citizen/Clients Charter’**.

The Directorate has identified some of the core services being offered and fixed standards for its effective delivery. The first charter of this kind is prepared in line with the Performance Monitoring and Evaluation System and Sevottam guidelines. While identifying the services, the focus has been on measurable and verifiable services and their standards. The Charter also incorporates suitable Grievance Redress Mechanism. The charter is based on the well know principle that in a democratic system of governance the citizen is the king and Government Organizations exist not to administer, but to serve the citizens.

Vision

The Directorate functions to enhance production and productivity of the Spices, Arecanut, Betelvine and aromatic crops to meet the demand for domestic consumption and export.

Mission

To propagate scientific cultivation of spices, arecanut, betel vine and aromatic crops through implementation of development programmes to improve the production, productivity and sustainability of the crops.

Values

- Integrity and honesty
- Transparency and accountability
- Fairness and equity
- Discipline and courtesy

- Trustworthiness and reliability
- Initiatives and innovations

Commitment

Committed to the development of Spices, Arecanut, Betel vine and Aromatic Crops for sustainable production.

Service Delivery Standards

Please see Annexure

Indicative expectations from service recipients and stake holders

- Applications/ proposals for grant of financial assistance/subsidy are to be submitted in the formats prescribed, duly completed in all respect. Prescribed formats for various services can be accessed at <http://dasd.gov.in>
- Relevant documents/enclosures are to be submitted along with the applications.
- Release of funds to implementing agencies is subject to availability of utilization certificates in the format prescribed.
- Implementing agencies to submit progress report on monthly/quarterly/annual basis in time.
- Project proposals shall be submitted through proper channels.
- Most of the information useful to general public has been disclosed under RTI Act and placed at <http://dasd.gov.in>. Before submitting requests under RTI Act this information may please be made use of.

Complaints and Grievances

As a responsible and responsive Government of India Department we shall have in place the following mechanism to receive complaints and grievances and to address them in a timely and effective manner :-

- We shall promptly acknowledge all the complaints received within 48 hours of receipt and attempt to provide final replies within 15 working days from the date of receipt. In case it is not possible to send the final reply within the time specified, an interim reply shall be furnished to the complainant. For this purpose a Grievance Redress Officer (GRO) has been designated as per following details :-

Name of GRO	Shri. Babulal Meena
Designation	Deputy Director
Contact information	Phone: 0495-2369877 FAX : 0495-2765777 E mail: spicedte@ni.c.in
Postal address	Directorate of Arecanut & Spices Development Ministry of Agriculture (Department of Agriculture & Cooperation) Kannur Road, West Hill P.O. Calicut 673005, Kerala
Visiting time	Any time during working days (Monday to Friday 9.00 am to 5.30 pm)

- In case, the complaint is not attended to within the prescribed time or the final reply/remedy offered is not satisfactory, an appeal can be filed with the Director, Directorate of Arecanut and Spices Development, Calicut

Stake holders/clients

- State Agriculture/Horticulture Departments
- State Agriculture/Horticulture Universities (SAU)
- ICAR (Indian Council of Agricultural Research) Institutes

- Empanelled Non-Governmental Organisations
- Krishi Vigyan Kendras
- Pay and Accounts Office, Dept of Agriculture & Farmers Welfare, Cochin
- Spices Nurseries (Public/Private)
- Scientists, Research Scholars, Student Communities, Farmers
- Officials of DASD
- Citizens in general

Conclusion

This Charter is only a summary of functions/services the Directorate propose to offer to its clients and citizens in general. Constant feedback/ suggestions from the service recipients/stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback/suggestions on the Charter can be sent to “The Director, Directorate of Arecanut and Spices Development, Kannur Road, West Hill P.O, Kozhikode, Kerala 673005”.

SERVICE DELIVERY STANDARDS**ANNEXURE**

Sl No.	Services	Service /Performance standard	Contact details of officer concerned	Weightage (%)	Process	Documents required	Fee, if any
1.	Planting material production programmes and establishment of small nursery centre	State Agricultural Universities (SAU)/ ICAR institutes/ Empanelled NGOs	The Director Ph: 0495-2765501	40	1) Receipt of proposals from SAUs/ICAR institutes in prescribed format. 2) Examination of proposals	Detailed project proposal, Annual Progress Report, Audited Utilization Certificate	Nil
2.	Infrastructure for seed production			10	3) Submission of proposal to ministry for approval		Nil
3.	Establishment of demonstration plots			10	4) Allocation of approved programmes to the respective SAUs/ ICAR institutes for implementation		Nil
4.	Conduct of National/ State/ District level Seminars/ Workshops/ Farmers trainings/Skill development programmes.			10			Nil
5.	Accreditation of Nurseries	Public/Private Nurseries	The Director Ph: 0495-2765501	10	1) Receipt of application 2) Examination of application 3) Nursery Inspection & certification	1) Application in prescribed format with all relevant documents	Public – No fee Private – Rs 3000/-
6.	Dissemination of information technical / statistical data	10 Days	The Director Ph: 0495-2765501	05	1) Receipt of request 2) Examination of request and according approval 3) Dissemination	1) Proper request	Nil
5.	Financial claims of DASD officials for grant of TA/ CEA/ FA / Medical	10 Days	The Director Ph: 0494-2765501 spicedte@nic.in	05	1) Receipt of applications in prescribed format 2) Examination of applications 3) According administrative approval, preparation of bills and	1) Duly completed applications in all respect along with necessary enclosures.	Nil

					presentation to Pay and Accounts Officer (PAO) for payment.		
6.	Settlement of pensionary benefits of retiring officials	20 Days from the Date of retirement	The Director Ph: 0495-2765501 spicedte@nic.in	05	1) Receipt of applications in prescribed format 2) Examination of applications 3) According administrative approval, preparation of bills and presentation to Pay and Accounts Officer (PAO) for payment.	1) Duly completed applications in all respect along with necessary enclosures as per rules. 2) Necessary payment authority/sanction from PAO, Dept of Agriculture & Cooperation, Cochin	Nil
7	Payment to vendors for invoices/bills submitted	15 Days	Ph: 0495-2765501 spicedte@nic.in	05	1. Examination of invoices 2. Processing of invoicing 3. Issuing sanction order 4. Sending the bill to PAO for payment	Bills/Invoices complete in all respects	Nil

* Days indicated are actual working days