



Citizens'/Clients' Charter
of

DIRECTORATE OF RICE DEVELOPMENT, PATNA

Government of India

Ministry of Agriculture & Farmers' Welfare

Department of Agriculture, Cooperation & Farmers' Welfare

(2020)

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DIRECTORATE OF RICE DEVELOPMENT, PATNA

Government of India

PATNA

CITIZEN CHARTER

Vision

To enhance the production and productivity of Rice crop to insure to food security of the growing population of the country and also to make agriculture sustainable and viable vocation for livelihood support.

Mission

To achieve targeted growth rate for agricultural sector by providing technical backstopping to the states for enhancing agriculture production and improving income level of all farmers by successful implementation of various new initiatives and Centrally sponsored crop developments schemes such as National Food Security Mission (NFSM), Rashtriya Krishi Vikas Yojna (RKVY), Bringing Green Revolution in Eastern India (BGREI), National Mission on Oilseeds and Oilpalms (NMOOP) in Assigned states.

Objectives of the Directorate

The main objective is to Assist the Department of Agriculture , Cooperation & Farmer's Welfare, Govt. of India to plan, coordinate and monitor nodal crop development programme at the National level and Centrally Sponsored crop development programmes an assigned States (Bihar, Jharkhand & Odisha) and recommend measures to improve them.

Key Functions of Directorate

- i) To assist the Department of Agriculture, Cooperation & Farmers' Welfare to plan, coordinate and monitor nodal crop development programmes at the national level and recommend measure to improve them;
- ii) To assist the States/Union Territories to plan, formulate and implement Crops programmes to increase production and productivity;
- iii) To monitor implementation of Centrally sponsored schemes i.e. National Food Security Mission (NFSM – Rice/ Wheat/ Pulses/ Coarse Cereals / Commercial crops), BGREI, NAMOOP programme in the Assigned states i.e. Bihar, Jharkhand, Odisha and analyse their progress and report to the Ministry.
- iv) To interact with national and state level institutions in planning the production of seeds;
- v) To liaise with State Agricultural Universities and Central Government Institutes for organizing training courses in improved production technology;
- vi) To have closer interaction/coordination with the Project Directorates/Institutes and other Research Centres of the ICAR and represent Department of Agriculture, Cooperation & F.W. on their Management Committee and ICAR's Regional Committee, with a view to benefit from research and improved production technology and assist the Ministry of Agriculture & F.W. to formulate farmer friendly scheme with a unified approach for the overall development of agriculture sector as a whole;

- vii) To keep in touch with research developments by Agricultural Universities, National and International Organizations and maintain the flow of information and ideas between research and development;
- Viii) To provide technical support to the Extension agencies with respect to the nodal crop as and when required. In this context the Director of Directorate attend the State Level Crop Training Programmes; provide literature on training manuals; and also periodically visit some such projects relating to their respective nodal crops and provide feedback to the Ministry.
- ix) To participate in meeting of Zonal Research and Extension Advisory Committee(ZERAC) and have closer interaction/coordination through this forum in relevant functions and responsibilities;
- x) To watch the performance of the newly evolved released varieties of seeds;
- xi) To study and analyze trends in weather, crop area, production and productivity as well as transport, marketing and prices;
- xii) To report regularly to Department of Agriculture, Cooperation & Farmers' Welfare on weather and crop prospects as well as market and price trends;
- xiii) To assist Department of Agriculture Cooperation& Farmers' Welfare in fixing targets of production and suggest measures to achieve them;
- xiv) To function as "Area Officers" to the Assigned States.

Impact/ Outcome of Activities:

Objective	Impact/ Outcome
Tracking crop sowing progress & crop health of assigned crop in the states during <i>kharif</i> & Rabi	Helpful in crop production estimates
Monitoring the implementation of DAC & FW Scheme in the Assigned states including NFSM, BGREI, NAMOOP etc.	Enhanced production and productivity of crops
Assessment of crop damage by natural calamity (Drought, Flood, etc.)	Timely decision on compensation to be paid to the farmers

COMPLAINTS AND GRIEVANCES

This Directorate is a small subordinate office of Govt. of India, Ministry of Agriculture & Farmers' Welfare and not directly dealing with public. The Directorate is providing technical know-how in respect of Rice crop in all over India round the year and all crops in our nodal states (Bihar, Jharkhand and Orissa). If any grievances arises or received through Right to Information Act, 2005, the information is provided within reasonable time.

Citizens'/ Clients' Charter for Directorate of Rice Development, Department of Agriculture, Cooperation & Farmers Welfare

Sl. No.	Services/ Transactions	Weight %	Responsible Person (Designation)	E-mail	Mobile/ Ph. Number)	Process	Document Required	Fee		
								Category	Mode	Amount
1.	Monitoring of implementation of National Food Security Mission – NFSM	20	Dr. Virendra Singh, Director	drdpatna@nic.in	9473030788	i) Monitoring the implementation of NFSM-Rice & implementing states. ii) Monitoring the implementation of NFSM (Pulses, Rice, Wheat, Nutri-cereals, Coarse Cereal , Oilseeds and Commercial crops), BGREI, CDP, CFLDs, Seed hubs in Nodal states i.e. Bihar, Jharkhand and Odisha through field visits and report submission. iii) Collection & Compilation and Submission of analytical progress report of NFSM - Rice implementing states. iv) Collection & Compilation and Submission of analytical progress report of NFSM (Pulses, Rice, Wheat, Nutri-cereals, Coarse Cereal, Oilseeds and Commercial crops), BGREI, CDP in Nodal states i.e. Bihar, Jharkhand and Odisha . v) Submission of Monthly Report on Scheme implementation of Nodal crop and assigned states crops.	Report from implementing agencies	Nil	Nil	Nil

3.	Crop coverage and Weather Watch Report	10	Dr. Atul Kumar Singh, Astd. Director	drdpatna@nic.in	9149014753	Government to Government i) Collection and compilation of Rice sowing data from all the states. ii) Collection of data regarding nodal states of Bihar, Jharkhand and Odisha for all crops iii) Compilation and submission of report to the Ministry	Report from states/ Rainfall data from IMD	Nil	Nil	Nil
3.	Trend Analysis of area, production and productivity of Rice state-wise and district-wise.	10	Dr.Arvind Kumar S.T.A.	drdpatna@nic.in	9431062542	i) Collection of Area, Production and yield of Rice from all states/ DES. ii) Trend analysis of area, production and productivity of Rice state-wise iii) Trend analysis of area, production and productivity for all crops of nodal states i.e. Bihar, Jharkhand and Odisha.	Report from states/DES	Nil	Nil	Nil
4.	Organization/ Participation in meetings/Workshop /Seminar/Conference and national exhibitions across the country	10	Dr. Virendra Singh, Director	drdpatna@nic.in	9473030788	i) Organization of Workshop /Training on Rice. ii) Participation in Workshop/ Seminar/Conference and national exhibitions	Proposal from Organizing institute	Nil	Nil	Nil
5.	Parliament Question	10	Dr. Ashish Kumar Pal, S.T.A.	drdpatna@nic.in	8902240786	Draft reply of various parliament questions,	Reports/ materials	Nil	Nil	Nil

						preparation and submission to the Ministry	from the states			
6.	Application on RTI	10	Dr. Arvind Kumar, S.T.A.	drdpatna@nic.in	9431062542	Reply as and when received from applicant and also from CPIO , Ministry of Agriculture and Farmers Welfare	Request application		On line/DD	Rs.10/-
7.	Participation in the Annual Group Meet on Rice organized by ICAR	10	Dr. Virendra Singh, Director	drdpatna@nic.in	9473030788	i) To represent DAC and present development aspects. ii) participation in Varietal Identification Committee (VIC) as member	Invitation from organizing agency	Nil	Nil	Nil
8.	Assessment of crop damage due to Natural calamities.	05	Dr. Virendra Singh, Director	drdpatna@nic.in	9473030788	Compile information and send to the Ministry	Report from states	Nil	Nil	Nil
9.	Coordinator/Member of various Team/committees in the state of Bihar, Jharkhand and Odisha	05	Dr. Virendra Singh, Director	drdpatna@nic.in	9473030788	Attend meeting as and when convened	Invitation from states	Nil	Nil	Nil
10.	Administrative and Accounts matter	10	Dr. Sumit Mishra Joint Director	drdpatna@nic.in	9450464180	i) Administration and Accounts matter of the Directorate. ii) Service /Grievance matter of the employees iii) Preparation of pension papers on superannuation		Nil	Nil	Nil

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S. No.	Services/Transactions	Weight	Success indicator	Service Standards	Unit	Weight	Data Source
1	Monitoring of implementation of National Food Security Mission – NFSM	20	Monitoring the implementation of NFSM-Rice.	Field visits to other states as an when required		03	
			Monitoring the implementation of NFSM (Pulses, Rice, Wheat, Nutri-cereals, Coarse Cereal and Commercial crops, Oilseeds), BGREI, CDP, CFLDs, Seed hubs in Nodal states i.e. Bihar, Jharkhand and Odisha through field visits and report submission.	NLMT-NFSM - Seasonal visit 4 visit (2 Kharif & 2 Rabi) NLMT-BGREI- 2 visit (1 Kharif & 1 Rabi) Field visits- One per month per officer- Report Submission-15 Days after completion of visit	Season-Kharif & Rabi Number Days	05	
			Collection & Compilation and Submission of analytical progress report of NFSM-Rice with Rice implementing states.	Collection- 1 st week of every Quarter Compilation & Submission of Analytical Report-2 nd week of every Quarter Total 4 reports	Quarter	04	
			Collection & Compilation and Submission of analytical progress report of NFSM (Pulses, Rice, Wheat, Nutri-cereals, Coarse Cereal and Commercial crops, Oilseeds), BGREI, CDP in Nodal states i.e. Bihar, Jharkhand and Odisha.	Collection- 1 st week of every Quarter Compilation & Submission of Analytical Report-2 nd week of every Quarter Total 4 reports per state	Quarter	04	
			Submission of Monthly Report on Scheme implementation of Nodal crop and assigned states crops.	10 th of every month Total 12 reports	Monthly	04	
2	Crop coverage and Weather Watch Report	10	Collection and compilation of Rice sowing	Every Wednesday	Weekly	3	

			data from all the states.				
			Collection of data regarding nodal states of Bihar, Jharkhand and Odisha for all crops	Every Wednesday	Weekly	3	
			Compilation and submission of report to the Ministry	Every Thursday	Weekly	4	
3.	Trend Analysis of area, production and productivity of Rice state-wise and district-wise.	10	Collection of Area, Production and yield of Rice from all states/DES	Annual	Annual	2	
			Collection of Area, Production and yield of all crops in nodal states i.e. Bihar, Jharkhand and Odisha	Seasonal	Seasonal	3	
			Trend analysis of area, production and productivity of Rice & for all crops of nodal states i.e. Bihar, Jharkhand and Odisha	within one month after receipt of the data	Month	5	
4.	Organization/ Participation in meetings/Workshop /Seminar/Conference and national exhibitions across the country	10	Organization of Workshop /Training on Rice.	As per target given by Ministry	Annual	7	
			Participation in Workshop/ Seminar/Conference and national exhibitions	As an when organized		3	
5.	Parliament Question	10	Draft reply of various parliament questions, preparation and submission to the Ministry	As per requirement during session		10	
6.	Application on RTI	10	Reply as and when received from applicant and also from CPIO , Ministry of Agriculture and Farmers Welfare	within 30 days after receipt of the application	Days	10	
7.	Participation in the Annual Group Meet on Rice organized by ICAR	10	To represent DAC& FW and present development aspects.	01	Annual	5	
			Participation in Varietal Identification Committee (VIC) as member	01	Annual	5	
8.	Assessment of crop damage due to Natural	5	Compile information and send to the Ministry	As per Occurrence of natural calamities		5	

	calamities.						
9.	Coordinator/Member of various Team/committees in the state of Bihar, Jharkhand and Odisha	5	Attend meeting as and when convened	As per requirement		5	
10.	Administrative and Accounts matter	10	Administration and Accounts matter of the Directorate.	As per requirement		5	
			Service //Grievance matter of the employees	As per requirement/receipt of grievance		3	
			Preparation of pension papers on superannuation	As per requirement		2	

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Grievance Redress

S.No.	Names of Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Dr. Sumit Mishra, Joint Director	0612-2565720	drdpatna@nic.in	9450464180

Citizens'/ Clients' Charter for Department of Agriculture, Cooperation & Farmers Welfare (2020)

List of Stakeholders/ Clients

Sl. No.	Stakeholders/ Clients
1.	State Agriculture/ Cane Departments
2.	ICAR organizations - NRRI, IIRR, ATARI (Patna & Kolkata)
3.	NSC & BRBN
4.	State Agriculture University
5.	KVKs of Bihar, Jharkhand and Odisha
6.	Indian Meteorological Department
7.	APEDA
8.	National Rice Mill Association
9.	Farmers
10.	Citizens in General

Responsibility Centre's and Subordinate Organizations

Sl. No.	Responsibility Centres and subordinate Organization	Land Line No.	E- mail	Mobile No.	Address
There is no responsibility centre & sub office of this Directorate					

Citizens'/ Clients' Charter for Department of Agriculture, Cooperation & Farmers Welfare(2020)**Indicative expectations from service recipients**

Sl. No.	Indicative expectations from service recipients
1.	Encourage farmers to adopt progressive farming practices and higher technology in agriculture.
2.	Weekly rainfall Data (Bihar, Jharkhand and Odisha) during June-December from India Meteorological Department (IMD)
3.	Weekly reservoir storage status in Bihar, Jharkhand and Odisha important reservoirs monitored by Central Water Commission
4.	State Governments/Agencies to submit the proper utilization certificate.
5.	Progress report of CSS from state Government Should be submit in time.
6.	Awareness about soil test based application of balanced fertilizers and integrated nutrients