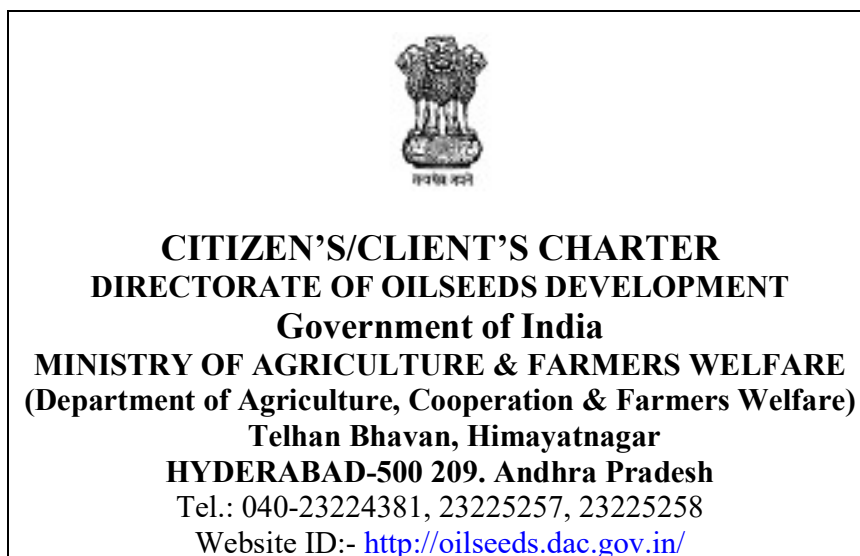


Preparation of “Citizen Charter” in respect of the Directorate of Oilseeds Development, Department of Agriculture & Cooperation, Ministry of Agriculture, Hyderabad.

(i) Cover Page



(ii) Vision

To achieve greater sufficiency in Oilseeds & Oil Palm through increased domestic production.

(iii) Mission

To increase Production & Productivity of Oilseeds and Area Expansion under Oil Palm through focused interventions.

(iv) Service Standards

Sl. No.	SERVICE STANDARDS	
	MAIN SERVICES	STANDARD
1	To Assist Department of Agri., Coopn & Farmers Welfare; to plan, coordinate and monitor nodal crops development programmes (Oilseeds & Oil Palm) at the National level by submitting compiled monthly progress reports on the implementation of NFSM : Oilseeds & NFSM : Oil Palm including comments thereon.	On Monthly basis

Sl. No.	SERVICE STANDARDS	
	MAIN SERVICES	STANDARD
2	To assist States/Union Territories to plan, formulate and implement crops programmes to increase the production and productivity of nine (9) Oilseed crops and area expansion under Oil palm through focused interventions.	Collection of AAP from State and onward submission to Ministry
3	To have closer interaction/coordination with the Project Directorates/Institutes and other Research Centers of the ICAR in FLDs and represent Deptt. of Agri., Coopn & Farmers Welfare; in Annual Group Meetings; etc.	Interaction with ICAR institute regularly
4	To study and analyze trends in weather, crop area, production and productivity through periodical progress reports received from SDAs.	On weekly basis
5	To report regularly to Department of Agriculture, Cooperation & Farmers Welfare on weather and crop prospect through Weekly Weather Watch Reports.	On weekly basis
6	To assist Department of Agriculture, Cooperation & Farmers Welfare and fixing targets of production and suggest measures to achieve them.	Annually
7	To function as 'eyes and ears' of Department of Agriculture Cooperation & Farmers Welfare, also for all major crops grown in the assigned States and to function as "Area Officers" for Andhra Pradesh, Karnataka, Kerala, Tamil Nadu & Telangana States.	Associating with SDA

(v) Grievance Redress Mechanism

(a) Name and contact details of Public Grievance Officer

Dr. K. Manoharan, Director, Directorate of Oilseeds Development,
Hyderabad-500 029; Tel. No. 040-23224381.

(b) Helpline Number & Website to lodge grievance

Tel. No. 040-23224381;
Website: <http://oilseeds.dac.gov.in/>
E-mail: dod@nic.in

(c) Response to be expected by person lodging the grievance

Grievances are redressed properly within reasonable time.

(d) Timeliness for redress

No public dealing by the Directorate, However, if any grievances received by the Directorate are properly responded within reasonable time.

(vi) Stakeholders

State Governments, ICAR Oilseeds Directorates and related organizations.

(vii) Responsibility Centers and Subordinate Organizations

-No-

(viii) Indicative expectations from service recipients

Submitted grievances should be complete in all respects viz; enclosures if any, duly attested wherever required after cross-checking of available information on this Directorate's Website.

(ix) Month and Year for the next review of the charter

Once in a year.