
(i) Cover Page

CITIZEN’S/CLIENT’S CHARTER
DIRECTORATE OF OILSEEDS DEVELOPMENT
Government of India
MINISTRY OF AGRICULTURE & FARMERS WELFARE
(Department of Agriculture, Cooperation & Farmers Welfare)
Telhan Bhavan, Himayatnagar
HYDERABAD-500 209. Andhra Pradesh
Tel.: 040-23224381, 23225257, 23225258
Website ID:- http://oilseeds.dac.gov.in/

(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

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>SERVICE STANDARDS</th>
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<tr>
<td></td>
<td>MAIN SERVICES</td>
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<tr>
<td>1</td>
<td>To Assist Department of Agri., Coopn &amp; Farmers Welfare; to plan, coordinate and monitor nodal crops development programmes (Oilseeds &amp; Oil Palm) at the National level by submitting compiled monthly progress reports on the implementation of NFSM : Oilseeds &amp; NFSM : Oil Palm including comments thereon.</td>
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<td>Sl. No.</td>
<td>MAIN SERVICES</td>
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<td>2</td>
<td>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.</td>
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<td>3</td>
<td>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 &amp; Farmers Welfare; in Annual Group Meetings; etc.</td>
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<td>4</td>
<td>To study and analyze trends in weather, crop area, production and productivity through periodical progress reports received from SDAs.</td>
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<td>5</td>
<td>To report regularly to Department of Agriculture, Cooperation &amp; Farmers Welfare on weather and crop prospect through Weekly Weather Watch Reports.</td>
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<td>6</td>
<td>To assist Department of Agriculture, Cooperation &amp; Farmers Welfare and fixing targets of production and suggest measures to achieve them.</td>
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<td>7</td>
<td>To function as ‘eyes and ears’ of Department of Agriculture Cooperation &amp; 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 &amp; Telangana States.</td>
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</table>
(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/](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.