



सत्यमेव जयते

# **NATIONAL CENTRE FOR ORGANIC AND NATURAL FARMING**

## **CITIZEN'S /CLIENT'S CHARTER**

### **2024-25**

## **NATIONAL CENTRE FOR ORGANIC AND NATURAL FARMING**

Department of Agriculture & Farmers Welfare  
Ministry of Agriculture & Farmers Welfare,  
Govt. of India

Hapur Road, Kamla Nehru Nagar, Ghaziabad-201002, Uttar Pradesh

Phone Number: 0120-2764212, 2764906

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**Date of Issue :** June, 2024

**Next Review:** After Six Month from date of issue

## **CITIZEN'S /CLIENT'S CHARTER FOR NATIONAL CENTRE FOR ORGANIC AND NATURAL FARMING (2024)**

### **VISION**

The main objective of citizens'/clients charter is to improve the quality of public services. This is done by creating awareness among stakeholders about the mandates of National Centre for Organic and Natural Farming, Ghaziabad and its five Regional Centres (RCONFs) situated at Ghaziabad, Bhubaneswar, Bangalore, Imphal and Nagpur; how to reach officers and; what to expect in terms of services and how to seek remedy in case of problem.

To promote organic and natural farming, quality control analysis of organic inputs as per FCO 1985 including certification of sustainable produce for ensuring soil health, better environment along with safe and healthy foods to consumers.

In addition to ensure availability of certified produce at affordable rates to local consumers through awareness capacity building and monitoring and to make a viable alternative solution for sustainable farming.

### **MISSION:**

To achieve targeted capacity building and awareness programmes on organic and natural farming through RCONFs and other Government Agencies. Enhancing the competence of stakeholders to ensure quality assurance of organic produce and to develop standards and testing protocols for various organic agricultural inputs along with developing facilities for testing and quality assessment of organic inputs.

**As per the directives/guidelines issued by DA&FW and DAPRG.**

## CITIZEN'S /CLIENT'S CHARTER FOR NATIONAL CENTRE FOR ORGANIC AND NATURAL FARMING (2024)

### MAIN SERVICES / TRANSACTIONS:

SI No.	Service	Responsible persons (Designations)	E-mail and Phone Number	Process	Documents required	Documents required/Fee
1.	Organizing Online and offline human resource development training and awareness programmes	Director NCONF and Regional Directors / Assistant Directors of RCONFs.	As per Annexure -1	Target as per approved action plan by DA&FW	As per Approved Annual Action Plan guidelines	NIL
2.	Testing of Organic inputs (Biofertilizers and Organic fertilizers) as per FCO-1985 procedures	Director NCONF and Regional Directors / Assistant Directors of RCONFs.	As per Annexure -1	As per Schedule-III, IV and V of FCO-1985	As per Schedule-III, IV and V of FCO-1985 and NABL accreditation procedure	NIL
3.	Development of standards and testing protocols for various organic agricultural inputs	Director NCONF	As per Annexure-1	By consultation with research & development Institutions of the repute.	Nil	Nil
4.	Implementation of Low cost Quality assurance programme as National secretariat and Zonal Council for PGS-India Organic certification system by authorization of Regional Councils and Service providers	Director NCONF	As per Annexure -1	Eligible Applicant organization can apply through PGS India Portal and to submit the relevant documents along with processing fee.	As per PGS-India Guidelines / direction of DA & FW/ NEC	25,000/- for Regional Councils
5.	IEC activities related to organic and natural farming system by organizing/participating in National / International Exhibitions/ Trade Fairs, Seminars and events.	Director NCONF and Regional Directors / Assistant Directors of RCONFs.	As per Annexure -1	As per Directions of DA & FW, MoA & FW	Nil	NIL
6.	Awareness and publicity by print and electronic media and publication of training literature, quarterly organic farming newsletter, half-yearly biofertiliser newsletter and validated and documented indigenous practices	Director NCONF and Regional Directors / Assistant Directors of RCONFs.	As per Annexure -1	Publicity and technical literature prepared and compiled by NCONF and RCONFs can be downloaded from official website.	Nil	NIL
7.	Administrative reforms	Director NCONF and Regional Directors / Assistant Directors of RCONFs.	As per Annexure -1	Examination of Invoices Processing of Invoices Issuing Sanction for payment as per GFR and GeM portal process flow.	Bill / Invoices complete in all respect / As per GeM timeline	NIL

**CITIZEN'S /CLIENT'S CHARTER FOR NATIONAL CENTRE FOR ORGANIC AND NATURAL FARMING (2024)**  
**SERVICE STANDARDS:**

SI No.	Service	Success Indicators	Service Standards	Units	Data Source
1.	Online and offline training programmes	Number of training programs conducted and beneficiaries	As per Annual action plan and Guidelines by DA & FW.	Number of training programmes and beneficiaries	Participation / nomination form clients
2.	Testing of Organic inputs (Biofertilizers and Organic fertilizers) as per FCO-1985 Development of standards and testing protocols for various organic agricultural inputs	Time taken for testing	30-45 (As per FCO-1985)	days	Deptt. Record
3.	Development of standards and testing protocols for various organic agricultural inputs	Incorporation of testing protocol in FCO-1985.	As per FCO-1985	-	Departmental Record
4.	Implementation of Low cost Quality assurance programme as PGS-India Certification National secretariat and Zonal Council for PGS-India Organic certification system by authorization of Regional Councils.	Number of Local Groups, Large Area, processors, handlers, and Individual Farmers registered and Certificate issued	As per PGS-India Guidelines	Number of local groups and farmers / Hectares in case of Large area and certificates generated.	Deptt. Record on PGS-India portal
5.	IEC activities related to organic and natural farming system by organizing/participating in National / International Exhibitions/ Trade Fairs, Seminars and events.	Number of Participation	Display and demonstration through charts, expert lectures, training, manual and pamphlets	Numbers	Deptt. Records
6.	Awareness and publicity by print and electronic media and publication of training literature, quarterly organic farming newsletter, half-yearly biofertiliser newsletter and validated and documented indigenous practices	Number of Publications	Compilation of validated literature, progressive farmers practices information and technical knowledge	Numbers	Deptt. Records / client departments
7.	Administrative reform	Measures for transparency	Time taken for disposal of claims, coding & decoding, e-office, user friendly PGS-India portal and addition of scopes. NCONF Web portal updation.	Days	Deptt. Records

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### GRIEVANCES REDRESS

Website URL to lodge <http://pgportal.gov.in>

SI No.	Name of Public Grievance Officer	Helpline Number	E-mail
1.	Dr. Gagnesh Sharma Director National Centre for Organic and Natural Farming Hapur Road, Kamla Nehru Nagar, Ghaziabad-201002, Uttar Pradesh	0120-2764212, 2764906	<a href="mailto:nbdc@nic.in">nbdc@nic.in</a>

### Right to Information Act, 2005

Website URL to lodge <http://rtionline.gov.in>

SI No.	Name of Nodal Officer	Helpline Number	E-mail
1.	Dr. A. K. Shukla Assistant Director National Centre for Organic and Natural Farming Hapur Road, Kamla Nehru Nagar, Ghaziabad-201002, Uttar Pradesh	0120-2764212, 2764906	<a href="mailto:nbdc@nic.in">nbdc@nic.in</a>

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### STAKE HOLDERS/ CLIENTS

SI No.	STAKE HOLDERS/ CLIENTS
1.	Ministries / Departments of Government of India
2.	State Governments and Government Undertakings
3.	Local Authorities in Central and State Governments
4.	State Agricultural Universities / Central Agriculture Universities
5.	ICAR Research Institutions
6.	Research Scholars and Student Communities
7.	Regional Councils, Facilitating Agencies and Service Providers under PGS-India
8.	Organic Certification bodies
9.	Public Financial Institution.
10.	State designated agencies on organic and natural farming
11.	Farmers/ Farmer Producer Organizations (FPOs)/FPCs / Agricultural Functionaries
12.	Organic Input Production Units
13.	Civil Societies / NGOs working in Organic and Natural Farming
14.	Corporate and Private sector working in Organic and Natural farming sector
15.	National Informatics Center
16.	Associations on Organic and Input Industry.
17.	Citizens in General

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### Indicative expectations from Service recipients

Service / transection at SI No.	Indicative expectations from service recipients
1.	<ul style="list-style-type: none"> <li>• Farmers to adopt sustainable farming practices</li> <li>• Extension officials and field functionaries to update their knowledge to disseminate sustainable farming practices among farmers.</li> </ul>
2.	<ul style="list-style-type: none"> <li>• Sampling and sample sending Authorities of State Governments to send Biofertilizer, Organic fertilizer and non-edible de-oiled cake fertilizers as per FCO-1985.</li> <li>• Enforcement authorities of state Government to take appropriate action as per results of Quality control analysis as per FCO-1985.</li> </ul>
3.	<ul style="list-style-type: none"> <li>• Research and Development institutes to share novel analysis protocols for Biofertilizer, Organic fertilizer and non-edible de-oiled cake fertilizers</li> </ul>
4.	<ul style="list-style-type: none"> <li>• Applicant organizations and authorities to submit required documents to fulfilling criteria for Regional Council authorization / renewal and Large Area Certification.</li> <li>• State governments/ implementing agencies to engage regional councils (RCs) for organic certification in various schemes of repute.</li> </ul>
5.	<ul style="list-style-type: none"> <li>• Farmers and stakeholders to visit stalls/expert lectures for updating their knowledge and adopt organic and natural farming practices</li> <li>• Institutions/organisations organizing any event related to organic, natural and sustainable farming system to send invitation and to allot expert lecture time slot and display stall area.</li> </ul>
6.	<ul style="list-style-type: none"> <li>• Students, researchers and farmers to send articles, innovations and detailed practices related to organic and natural farming as well as using publications of NCONF as reference.</li> </ul>
7.	<ul style="list-style-type: none"> <li>• Submission of proper invoices.</li> </ul>

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**Annexure -1**

### Name, address and contact details of National Center for Organic and Natural Farming (NCONF) and Regional Centers for Organic and Natural Farming (RCONFs) and their respective Jurisdiction

SI No.	NCONF /RCONFs	Name of Officer with address	Contact Details	Jurisdiction
1.	National Centre for Organic and Natural Farming <b>(NCONF Ghaziabad)</b>	<b>Dr. Gagnesh Sharma , Director</b> National Centre for Organic and Natural Farming Hapur Road, Kamla Nehru Nagar Ghaziabad – 201002 (Uttar Pradesh)	Phone:0120-2764906, 2764212, Email: <a href="mailto:nbdc@nic.in">nbdc@nic.in</a>	All India in respect of NCONF and RCONFs
2.	Regional Centre for Organic and Natural Farming (HQ), Ghaziabad <b>(RCONF (HQ) Ghaziabad)</b>	<b>Sri Ravinder Kumar, Regional Director</b> Regional Centre of Organic Farming (HQ), First Floor, Campus of NCOF, Hapur Road, Kamla Nehru Nagar, Ghaziabad – 201002 (Uttar Pradesh)	Phone:0120-2764212, Email: <a href="mailto:rcofhq.gzbagri@gov.in">rcofhq.gzbagri@gov.in</a>	Delhi, Rajasthan, Uttarakhand Uttar Pradesh, Haryana,Rajasthan, Punjab, H.P. Ladakh, Chandigarh, Delhi.
3.	Regional Centre for Organic and Natural Farming, Nagpur <b>(RCONF Nagpur)</b>	<b>Dr. A. S. Rajput, Regional Director (Additional Charge)</b> Regional Centre for Organic and Natural Farming, Amravati Road, NH 6, Village Gondkhairy, Post Wadi, Kalmeshwar, Nagpur- 440023 (Maharashtra)	Phone: 07118-297054, Email: <a href="mailto:biofmh10@nic.in">biofmh10@nic.in</a>	Maharashtra Andhra Pradesh, Madhya Pradesh, Telangana, Gujarat, Dadra and Nagra Havelli.



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4.	Regional Centre for Organic and Natural Farming, Bengaluru  <b>(RCONF Bengaluru)</b>	<b>Dr. V. K. Verma,</b> <b>Regional Director</b> Regional Centre for Organic and Natural Farming, Khandagiri-Chandaka Road, Near Kalinga Studio Chowk, Ghatikia Bhubaneshwar-751003 (Odisha)	Phone: 080-28450503 Email: <a href="mailto:biofkk06@nic.in">biofkk06@nic.in</a> ,	Karnataka, Kerala, Tamilnadu, Puducherry, Lakshdweep . Daman and Diu and Goa
5.	Regional Centre for Organic and Natural Farming, Bhubaneshwar  <b>(RCONF Bhubaneshwar)</b>	<b>Sh. Jagat Singh,</b> Head of Office Regional Centre for Organic and Natural Farming, Khandagiri-Chandaka Road, Near Kalinga Studio Chowk, Ghatikia Bhubaneshwar-751003 (Odisha)	Phone: 0674-2721281 Email: <a href="mailto:biofor04.or@nic.in">biofor04.or@nic.in</a>	Odisha, West Bengal, Jharkhand, Bihar Andaman & Nicobar
6.	<b>Regional Centre for Organic and Natural Farming, Imphal</b>  <b>(RCONF Imphal)</b>	<b>Dr.V.Y. Deoghare</b> Deputy Director Regional Centre for Organic and Natural Farming, Langol Road, Lamphelpat, Manipur- 795004	Phone:-0385-2950914 Email-biofmm01@nic.in	Arunachal Pradesh, Assam, Mesghalya, Manipur, Mizoram, Nagaland and Tripura

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