



सत्यमेव जयते

National Centre of Organic Farming
under National Mission for Sustainable Agriculture
(NMSA)

CITIZEN'S /CLIENT'S CHARTER

2020

National Centre of Organic Farming

Department of Agriculture, Cooperation & Farmers Welfare
Ministry of Agriculture & Farmers Welfare, Govt. of India
Hapur Road, Kamla Nehru Nagar, Ghaziabad-201002, Uttar Pradesh

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CITIZEN'S /CLIENT'S CHARTER

NATIONAL CENTRE OF ORGANIC FARMING under National Mission for Sustainable Agriculture

OBJECTIVES

- Promotion of organic farming in the country through technical capacity building of all the stakeholders including human resource development, transfer of technology, promotion and production of quality organic and biological inputs.
- Awareness creation and publicity through print and electronic media.
- To act as nodal quality control laboratory for analysis of biofertilizers and organic fertilizers as per the requirement of Fertilizer Control Order (FCO, 1985).
- Revision of standards and testing protocols keeping in view the advances in research and technology and bringing remaining organic inputs under quality control regime.
- Organic input resource management, technology development through support to research and market development,
- To maintain National and Regional culture collection bank of biofertilizer for supply to production units, development & procurement and efficacy evaluation of biofertilizer strains and mother cultures.
- Promotion of Organic Farming through low cost certification system known as "Participatory Guarantee System for India" (PGS-India).
- To provide financial assistance through NABARD under Capital Investment Subsidy Scheme (CISS) for agro-waste compost production units, bio-fertilizers/bio-pesticides production units.

SERVICE STANDARDS

Details of approved components being implemented by National and Regional Centers of Organic Farming, through State Governments, Agricultural Universities, ICAR and various other Government Agencies are as follows:

<i>S.No.</i>	<i>Main services</i>	<i>Standards</i>
1.	Financial support to input production units for setting up of Fruit/Vegetable market/ agro waste compost (FVMWC) production units (100 TPD) and State-of-Art liquid/carrier based Biofertilizer/ Biopesticide Production unit (200 TPA).	Financial assistance under Capital Investment Subsidy Scheme is being provided through NABARD as back ended subsidy a. 33% of Total Financial Outlay or Rs.63 lakh whichever is less for FVMWC and b. 25% of Total Financial Outlay or Rs.40 lakh whichever is less for BF

2.	Human resource development through trainings	<ul style="list-style-type: none"> a. Certificate Course on Organic Farming for Rural youth including women having Intermediate qualification (30 days). b. Training Extension staff and progressive farmers on organic input production, package of practice, on-farm resource management, certification and marketing of organic produce (02 days). c. Farmers training and demonstration to create awareness at village about organic farming and its benefit including PGS and Jaivik Kheti portal operation (01 day). d. Jaivik Kisan Sammelan to motivate and sensitize the farmers to switch over to organic farming, PGS-India certification (01 day).
3.	Quality control of organic and biological inputs	<ul style="list-style-type: none"> a. Nodal quality analysis laboratory for inputs under FCO b. Development of standards and quality analysis protocols for new inputs c. Maintenance and supply of biofertilizer mother culture strains to industry.
4.	Publication of Newsletters, Training manuals and literature	<ul style="list-style-type: none"> a. Quarterly Organic Farming Newsletter b. Half yearly Biofertilizer Newsletter c. Training literature and technology dissemination
5.	Promotion of organic farming through low cost PGS-India certification system	Facilitation of participatory farmer group centric certification system for organic produces/products with institutional structure.
6.	Awareness creation and Publicity	Through seminars/ conferences/ workshops/ exhibitions and publicity through print and electronic media
7.	Dissemination of Information on Organic Farming	To the visitors/ farmers who visits the centre of day to day basis.

GRIEVANCES REDRESSAL MECHANISM

The centre is sensitized to redress grievances in a responsible and effective manner through the following:

- a. A grievance redressal cell has been set up in the centre as well as its Regional offices in order to ensure speedy redressal of grievances received from public and employees directly or through Department of Administrative Reforms and Public Grievances.

- b. Director, National Centre of Organic Farming, Ghaziabad functions as Director (Public Grievances) and Regional Director/Head of Office functions as Grievance officer in their jurisdictions in order to ensure expeditious redressal of grievances.
- c. On every Tuesday between 10.00 AM to 1.00 PM or as consented by the officer, the public can meet the Director/Regional Director/Deputy Director/Assistant Director with regards to their grievances and complaints.

Name, address and contact details of grievance redressing officers:

S.No.	Name of officer with address	Contact No.s	Jurisdiction
1.	Shri Vipin Kumar Bansal, Director National Centre of Organic Farming Hapur Road, Kamla Nehru Nagar Ghaziabad – 201002 (Uttar Pradesh)	Phone:0120-2764906, 2764212, Email: nbdc@nic.in	All India in respect of NCOF and RCOFs
2	Dr. V.K. Verma, Regional Director Regional Centre of Organic Farming (HQ), First Floor, Campus of NCOF, Hapur Road, Kamla Nehru Nagar, Ghaziabad – 201002 (Uttar Pradesh)	Phone:0120-2764212, Email: rcofhq.gzb- agri@gov.in	Delhi, Rajasthan, Uttarakhand Uttar Pradesh (Except Districts Of Azamgarh, Ballia, Basti, Chandauli, Deoria, Faizabad, Ayodhya, Ghazipur & Gorakhpur).
3	Shri R.S. Harish Srivathsa, Assistant Director Regional Centre of Organic Farming Kannamangala, Cross, Whitefield – Hosekote Road, Kadugodi Post, Bengaluru-560067 (Karnataka)	Phone: 080-28450503 Email: biofkk06@nic.in ,	Karnataka, Kerala, Tamilnadu, Puducherry, Lakshdweep
4	Dr. A.S. Rajput, Regional Director Regional Centre of Organic Farming, Khandagiri-Chandaka Road, Near Kalinga Studio Chowk, Ghatikia Bhubaneshwar-751003 (Odisha)	Phone: 0674-2721281 Email: biofor04.or@nic.in	Odisha, West Bengal, Andman & Nicobar
5	Dr. V. K. Verma, Regional Director, RCOF(HQ) Ghaziabad -Additional charge Regional Centre of Organic Farming, Kisan Bhawan, Sector 14, Panchkula-134109 (Haryana)	Phone: 0172-2971718, Email: biofhr05@nic.in	Chandigarh (UT), Haryana, Himachal Pradesh, Jammu & Kashmir Punjab,

6	Dr. Manoj Kumar, Assistant Director Regional Centre of Organic Farming Langol Road, Lamphelpat, Imphal-795004 (Manipur)	Phone: 0385-2413239 Email: biofmn01@nic.in	Assam, Meghalaya, Mizoram, Manipur, Nagaland, Tripura Arunachal Pradesh, Sikkim
7	Dr. Gagnesh Sharma, Regional Director Regional Centre of Organic Farming 67/1, Keshav Smriti, Behind Muskan Plaza, Jabalpur-482004 (Madhya Pradesh)	Phone: 0761-2460972, Email: biofmp06@nic.in	Madhya Pradesh, Chhattisgarh.
8	Dr. D. Kumar, Regional Director Regional Centre of Organic Farming, Amravati Road, NH 6, Village Gondkhairi, Post Wadi, Kalmeshwar, Nagpur- 440023 (Maharashtra)	Phone: 07118-297054, Email: biofmh10@nic.in	Maharashtra Andhra Pradesh Telengana.
9	Dr. Gagnesh Sharma Regional Director, RCOF-Jabalpur -Additional charge Regional Centre of Organic Farming, Central Potato Research Station Campus, Sahaynagar, Jagdev Path, Patna-801506 (Bihar)	Phone: 0612-2452022, Email: rcof.pat-agri@gov.in	Bihar, Jharkhand Eastern Uttar Pradesh (Azamgarh, Ballia, Basti, Chandauli, Deoria, Faizabad, Ayodhya, Ghazipur & Gorakhpur Districts)
10	Dr. V.Y. Deoghare, Assistant Director Regional Centre of Organic Farming, APIC, Podium Level Krishi Bhawan, Sector 10-A Gandhinagar-382010 (Gujrat)	Phone: 079-23257465, Email : ad-gnagar@ncof.dacnet.nic.in	Gujrat, Goa, Daman & Diu, Dadra & Nagar Haveli.

STAKE HOLDERS/ CLIENTS

- a. State Governments
- b. State Agricultural Universities
- c. ICAR Research Institutions
- d. Organic Certification bodies
- e. State designated agencies.
- f. Farmers/ Farmer Producer Organizations (FPOs)/FPCs