



सत्यमेव जयते

CITIZEN'S/ CLIENT'S CHARTER

UNION TERRITORY OF DAMAN & DIU

DEPARTMENT OF AGRICULTURE

O/o THE ZONAL AGRICULTURE OFFICER

DAMAN & DIU

Website: [www. Daman.nic.in](http://www.Daman.nic.in)

Email:

**DEPARTMENT OF AGRICULTURE
DAMAN & DIU
CITIZEN'S CHARTER**

THE VISION

To empower the citizen's/ client's to demand and receive the committed standards of services subscribed by the Department of Agriculture and to avail remedies in case of non-compliance by it.

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THE MISSION

To ensure all-round development and economic viability of agriculture sector by providing necessary services, encouragement and incentives to the citizens/ clients. It focuses on providing best possible services through regulation and implementation.

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SERVICE STANDARDS

Sr. No.	Service rendered	Procedure	Time limit	Contact person	To whom to contact if no solace is received from the contact person.
1	Licences under the Insecticide Act, 1968 & Insecticide Rules, 1971.	<p>1. (a) Application for the grant or renewal of a licence to manufacture any insecticide shall be made in Form III or Form IV of the Insecticide Rules, 1971, as the case may be, to the Licencing Officer along with a fee of Rs. 2,000/- for every insecticide and maximum of Rs. 20,000/- for all insecticides for which the licence is applied for (b) If insecticide is to be manufactured at more than one place, separate applications needs to be made.</p> <p>2. (a) Applications for the grant or renewal of a licence for sell stock or exhibit for sale or distribute insecticides needs to be made in Form VI or Form VII of the Insecticide Rules, 1971, as the case may be, to the Licencing Officer along with prescribed fee. For grant or renewal of the licence the fee payable is Rs. 500/- for every insecticide for which the licence is applied. There separate fee needs to be paid for each place, if any insecticide is sold, stocked or exhibited for sale at more than one place. (b) The maximum fee payable in respect of insecticides commonly used for household purposes and registered as such is Rs. 7500/- for every place. If the place of sale is established in the rural areas, the fee is one-fifth of the fee specified in the rules. (c) If any pesticide is proposed to be sold or stocked for sale at more than one place, separate applications needs to be made and separate licences will be issued in respect of every such place and for every insecticides.</p>	<p>90 Days from receipt of an application form (duly completed in all respect).</p> <p>-do-</p>	<p>Licencing Officer/ Dy. Director (Agriculture), Daman/ Diu</p> <p>-do-</p>	<p>Secretary (Agriculture), Daman/ Diu</p> <p>-do-</p>

		<p>3. Application for licence for pest control operations needs to be made in the Form VI-A of the Insecticide Rules, 1971 along with fee of Rs. 1000/- for each operation. The application for renewal is to be made in the Form VI-B of the Insecticide Rules, 1971.</p> <p>4. Every person needs to file a certificate, addressed to the Licencing Officer, from the principal whom he represents or desires to represent in Form VI-D of the Insecticide Rules, 1971, for grant or renewal of a licence to undertake operation or sell, stock or exhibit for sale or distribute insecticides.</p>	-do-	-do-	-do-
2	Registration under the Fertilizer (Control) Order, 1985	<p>1. (a) The person intending to sell or offer for sell or carrying on the business of selling of fertilizer as Industrial Dealer requires obtaining Certificate of Registration from the Controller of Fertilizers. They need to apply in the Form A along with prescribed fee. (b) Application for renewal of Certificate of Registration needs to be made in Form C.</p> <p>2. Every person including manufacturer, an importer, a pool handling agency, wholesaler and a retail dealer intending to sell or offer for sale or carrying on the business of selling of fertilizer requires to make a Memorandum of Intimation to the Notified Authority in Form A1 along with prescribed fee and certificate of source in Form O.</p>	30 Days from receipt of an application form (duly completed in all respect).	Controller Fertilizers/ Collector, Daman	of -do-
			-do-	Collector Notified Authority	& -do-
3	Registration of Farmers	Every person holding Agricultural Land in the U.T. of Daman & Diu is eligible for registration. They need to apply in prescribed format along with required documents.	-do-	Zonal Agriculture Officer, Daman/ Diu	Dy. Director (Agriculture), Daman/ Diu
4	Subsidy & supply of agricultural inputs under various schemes	Registered and eligible farmers will be given subsidy and agricultural inputs under various approved schemes every year, subject to availability of funds and stock of inputs respectively in that particular financial year, on first come first serve basis. The intended farmers needs to apply in prescribed format.	-do-	E.O.(Agril.),Dist. Panchayat, Daman & A.A.O.Gr.II, Dist. Panchayat, Diu.	D.D.O., Agriculture Section, Dist..Panchayat.

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GRIEVANCE REDRESS MECHANISM

- A. Name & contact details of Public Grievance Officer: Zonal Agriculture Officer
O/o. the Zonal Agriculture Officer,
Fort Area, Moti Daman,
Daman- 396 220 (UT)
- B. Helpline number/ Website URL: Telefax: +91 260 2230856
Website: www.daman.nic.in
Email: ddir
- C. Grievance redress: Online, if possible or through paper
correspondence or through personal contact
- D. Timeline for grievance redress: Grievances related to registration: One week
Grievance related to schemes : One week
Grievance related to licences : Two weeks

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STAKEHOLDERS

Following are the stakeholders/ clients for the services offered by the Department of Agriculture, Daman & Diu:

1. The Farmers
2. Self-help Groups
3. Farmer Club
4. Local Self Government Institutions
5. Informal Groups
6. Manufacturers of pesticides, fertilizers, seeds, etc.
7. Seller of pesticides, fertilizers, seeds, etc.
8. Stockiest of pesticides, fertilizers, seeds, etc.
9. Distributors of pesticides, fertilizers, seeds, etc.
10. Pest Control Operators

