

CITIZEN CHARTER OF DEPARTMENT OF AGRICULTURE AND FARMERS' WELFARE, GOVERNMENT OF MEGHALAYA

I. Vision Statement: To ensure farmer centric, holistic, sustained and equitable intervention towards attaining food security; conservation, management, protection and sustainable use of natural resources for improved livelihood; generating gainful rural employment opportunities to alleviate poverty and striving towards an overall balanced economic development.

II. Mission Statement: Propagation of modern agricultural production techniques and scientific methods of farming for increasing crop output; making farmers self reliant and to accelerate the economic growth of the State.

III. Functions/Duties and Responsibilities:

- Formulation of Programs and Projects relating to the farming sector
- Implementation of development schemes of the State and Central Government
- Distribution of subsidies for purchase of agriculture machineries and implements
- Supply and sale of Inputs like seeds, organic inputs, equipments, etc at subsidized rate
- Hiring of agriculture machineries like Tractors, Power Tillers, power pumps
- Capacity building, training and provision of agricultural advisory and market price services
- Provision of Soil Health Cards to farmers
- Provision of credit and insurance services through the banking system for farmers
- Sponsorship for Graduate agriculture studies for stipendiary students
- Organising agriculture fairs, crop melas, crop competition
- Institution of farmers' awards and recognition of best plantation
- Creation of infrastructures such as ropeways, water harvesting structures, packhouses, etc

IV. Details of Business Transacted:

- Sale of seedlings, plants, grafts, agriculture inputs (biofertiliser/biopesticides/seeds), agriculture equipments, implements and machineries (Full cost)
- Subsidy Sale of seedlings, plants, grafts, agriculture inputs (biofertiliser/biopesticides/seeds), agriculture equipments, implements and machineries.
- Free distribution of seedlings, plants, grafts, agriculture inputs (fertiliser/pesticides/seeds), agriculture implements for demonstration purposes only.
- Construction of horticulture Nurseries, greenhouses, polyhouses, shadehouses

- Construction of mini check dams, water harvesting structures of all kinds
- Provision of Grant-in-Aid to institutions and groups.
- Provide Expert services, Organic Certification and Consultancies
- Organising/sponsoring Farmer's tours inside and outside the State and abroad
- Sponsoring farmers' participation in trade fairs, agri expo, exhibitions, Kisan Melas, crop shows etc.
- Provide marketing services through regulated market and buy back arrangements on specified crops through specific MOU's with Service providers.

V. Details of Clients:

- Small and Marginal Farmers
- Medium and Large Farmers (Progressive)
- Rural Educated Unemployed Youths
- SHGs, NGOs, Farmer Groups, Co-operatives
- Crop Association, Growers Association
- Youth Groups
- Input Dealers/Nurseries/Small and Micro enterprises/Individual Entrepreneurs
- Agriculture and Horticulture Service Providers
- Member of the public

VI. List of Services provided by the Department:

i) Information Services: Imparting and dissemination of information relating to agriculture practices and technology.

- Information on Schemes of the Department
- Information on Package of Practices of Crops
- Information on Crop Calendar of Agriculture Operations
- Information on recommended crop varieties as per agro climatic zones
- Information on wholesale price of agriculture/horticulture crops in the State(online)
- Information on climate and weather parameters (Temperature/Humidity/Rainfall)

- Information on crop production and productivity statistics in the State
- ii) Advisory Services: Mainly technical advisory in nature pertaining to Crop production technology.
- Diagnostic and Advisory on Crop pests and diseases (online) for Plant Health Management
 - Provision of Soil Health Card and Soil Testing for Plant Nutrient Management
 - Advisory on Seeds
 - Advisory on best practices
 - Advisory on latest crop production technologies and practices
- iii) Financial Services: Providing subsidy assistance as well as grant in aid in certain areas.
- Grant in Aid
 - Subsidy
 - Seed Fund
 - Crop Insurance and Credit linkage
- iv) Extension & Training services: Providing short term, medium term training to farmers
- Capacity Building services
 - Conducting Farmer Field Schools and Farmer Farm Schools
 - Conducting 1/3/5 Days training including specialised training
 - Conducting Short term training of 3 months and 5 months duration
- v) Technical services:
- Soil Testing/Soil Health Card (online) –Both static and mobile
 - Seed Testing service(online) (Tetrazolium and Phenol Rapid Tests)
 - Irrigation Water testing
 - Leaf Analysis of crop for nutrient deficiencies -GIS and Mapping services
 - Sale of agricultural inputs and implements
 - Community canning and packaging of fruits and vegetable products -Issue of Crop phyto-sanitary certificates for exports
 - Crop Demonstration in Farmer’s Field/Supply of Minikits

vi) Sponsorships/Student services

- Sponsoring of Seats for B.Sc (Agri) and B.Sc (Horticulture) 4 years courses
- Students scholarship and book grants
- Sponsorship for Post Graduate and Phd Courses on deputation

vii) Agriculture Mechanization Services:

- Hiring of Power tillers/Bulldozers/JCB etc
- Subsidy sale of Power tillers/Power pumps/brush cutter, etc

VII. Details of Grievance Redress and how to access it:

- Grievances can be given in writing to the concerned District Agricultural Officer of the district during office hours or directly to the Director of Agriculture and Director of Horticulture respectively in the Headquarters.
- Online grievances can also be filed in the online grievance portal of the state government at www.mii.nic.in

VIII. Procedure to Access the Service /Schemes/ Forms which have to be submitted:

To access the schemes and services of the department, bonafide farmers can apply in prescribed forms or in plain paper (If the prescribe form is not available) to the following Officers having jurisdiction in the area where the applicant ordinarily resides. Prescribed forms can also be downloaded from www.megagriculture.gov.in:

- i) The Agriculture Development Officer (ADO) of a CD Block (39 Blocks) for Agriculture schemes
- ii) The Agriculture Development Officer (ADO) of Agriculture Circle (all 16 Agri.Circles) for Agriculture schemes
- iii) The Horticulture Development Officer (HDO) of a CD Block (39 Blocks) for Horticulture Schemes
- iv) The Horticulture Development Officer (HDO) of Horticulture Circle (all Horti 6 Circles) for Horticulture Schemes
- v) The Sub-Divisional Agriculture Officer (SDAO) of an Agriculture Sub-Division (11 Sub Divisions)
- vi) The District Agriculture Officer (DAO) of a District (11 Districts) for Agriculture schemes
- vii) The District Horticulture Officer (DHO) of a District (11 Districts) for Horticulture Schemes

viii) The Project Director (PD), Agriculture Technology Management Agency (ATMA) of all the 11 districts

IX. Name and Address of Contact Points to obtain the Service and the Time

i) District Agricultural Officer of the 11 districts (10.00 AM – 5.00 P.M) - Summer; (10.00 AM – 4.30 P.M) - Winter

ii) District Horticulture Officer of the 11 districts (-do)

iii) The Research Officer, District local Research Station & Lab, East Khasi Hills, Shillong; West Jaintia Hills, Jowai and West Garo Hills, Tura. (-do)

iv) District Training Officer, Upper Shillong, Tura and Jowai (-do)

For further Information on the Schemes/List of Services, the Citizens can also contact

1. Director of Agriculture, Cleve Colony, Government Fruit Garden Shillong-793003, Meghalaya Tel: (0364)2222460(off) Fax: (0364)2223228, Email: agri-meg@nic.in, Website: www.megagriculture.gov.in

2. Director of Horticulture, Cleve Colony, Government Fruit Garden Shillong-793003, Meghalaya, Tel: (0364)2227464(Off) Fax: (0364)2227464, Email: hort-meg@nic.in , Website: www.megagriculture.gov.in

3. Agriculture Information Officer, Cleve Colony, Government Fruit Garden Shillong-793003, Meghalaya, Tel: (0364)2229127(Off) Fax: (0364)2223228, Email: aio-agri-meg@nic.in, Website: www.megagriculture.gov.in

X. Additional Information:

(a) Farmers can also call Kisan Call Centre by dialling Toll Free number 1800-180-1551 from 6.00 AM to 10.00 PM daily including Sunday.

(b) Farmers can call 1917- Toll Free Number for market connect, agro-advisory services and for hiring of Agri Response Vehicle (ARV) @Rs.2/KM/quintal. All these services are provided through 1917ITEAMS. Website- www.1917iteams.in

Information on Schemes, Input dealers, Forms etc. is also available on Department Agriculture Portal at www.megagriculture.gov.in.

Director of Agriculture,
Meghalaya, Shillong.