



सत्यमेव जयते

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

**2019**

**National Centre of Organic Farming**

Department of Agriculture, Cooperation & Farmers Welfare,  
Ministry of Agriculture & Farmers Welfare, Government of India

**Hapur Road, Kamla Nehru Nagar,**  
**Ghaziabad – 201 002, Uttar Pradesh**

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# CITIZEN'S /CLIENT'S CHARTER

## NATIONAL CENTRE OF ORGANIC FARMING, GHAZIABAD 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).
- ❖ NPOF scheme provides financial assistance through Capital Investment Subsidy Scheme (CISS) for agro-waste compost production units, bio-fertilizers/bio-pesticides production units, development and implementation of quality control regime, human resource development, etc.

### iv) Service standards

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

Sl. No.	Main services	Standards
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 (BF) Production unit (200 TPA).	Financial assistance under Capital Investment Subsidy Scheme is being provided through NABARD as back ended subsidy a. 33% of TFO or Rs 63 lakh whichever is less for FVMWC and b. 25% of TFO or Rs 40 lakh whichever is less for BF

2.	Human development through trainings	resource through	<ul style="list-style-type: none"> <li>a. Certificate Course on Organic Farming for Rural youth including women having Intermediate qualification (30 days).</li> <li>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).</li> <li>c. Farmers training and demonstration to create awareness at village about organic farming and its benefit including PGS and Jaivik Kheti portal operation (1 day).</li> <li>d. Jaivik Kisan Sammelan to motivate and sensitize the farmers to switch over to organic farming, PGS certification (1 day).</li> </ul>
3.	Quality control of organic and biological inputs		<ul style="list-style-type: none"> <li>a. Nodal quality analysis laboratory for inputs under FCO</li> <li>b. Development of standards and quality analysis protocols for new inputs</li> <li>c. Maintenance and supply of biofertilizer mother culture strains to industry.</li> </ul>
4.	Publication of Newsletters, Training manuals and literature		<ul style="list-style-type: none"> <li>a. Quarterly Organic Farming Newsletter</li> <li>b. Half yearly Biofertilizer Newsletter</li> <li>c. Uniform training literature and technology dissemination</li> </ul>
5.	Promotion of organic farming through low cost alternative certification – PGS-India		Setting up of alternative farmer group centric free of cost certification system for organic 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.

#### v). Grievances redressal mechanism

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

- a. A grievance 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/Assistant Directors functions as Grievances officer in their jurisdictions in order to ensure expeditious redressal of grievances.
- c. On every Tuesday between 10.00 am to 1.00pm 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 numbers of grievance redressing officers :

S. No.	Name of centre and Address	Contact Nos	Jurisdiction
1.	Shri Vipin Kumar Bansal, Director, National Centre of Organic Farming, Hapur Road, Kamla Nehru Nagar, GHAZIABAD – 201002 (Uttar Pradesh)	Appellate authority for All India activities of NCOF and RCOFs Phone:0120-2764906, 2764212, Fax : 0120-2764901 Email : <a href="mailto:ndbc@nic.in">ndbc@nic.in</a> Web: <a href="http://ncof.dacnet.nic.in">http://ncof.dacnet.nic.in</a>	All India in respect of NCOF and RCOFs
2	Dr. V.K. Verma, Regional Director-HQ, Regional Centre of Organic Farming (HQ), First Floor, Campus of NCOF, Hapur Road, Kamla Nehru Nagar, GHAZIABAD – 201002 (Uttar Pradesh)	Phone:0120-2764212, Fax : 0120-2764901 Email : <a href="mailto:rcofhq.gzb-agri@gov.in">rcofhq.gzb-agri@gov.in</a> Web: <a href="http://ncof.dacnet.nic.in">http://ncof.dacnet.nic.in</a>	Delhi, Rajasthan, Uttarakhand and 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)	080-28450503 Email: <a href="mailto:biofkk06@nic.in">biofkk06@nic.in</a> ,	Karnataka, Kerala, Tamilnadu, Pondicherry and Lakshdweep
4	Dr. A.S. Rajput, Regional Director Regional Centre of Organic Farming, GA-114, Niladri Vihar (Near KV-4), PO Sailashree Vihar, BHUBANESHWAR-751007 (Orissa).	Telefax : 0674-2721281 Email: <a href="mailto:biofor04@nic.in">biofor04@nic.in</a>	Orissa, West Bengal and Andman & Nicobar

5	Shri T.K. Ghosh, Regional Director Regional Centre of Organic Farming, Kisan Bhawan, Sector 14, PANCHKULA-134 109 (Haryana).	Telefax : 0172-2971718, Email: <a href="mailto:biofhr05@nic.in">biofhr05@nic.in</a>	Haryana, Himachal Pradesh, Punjab, Jammu & Kashmir and Chandigarh (UT).
6	Dr. Manoj Kumar Gupta, Assistant Director Regional Centre of Organic Farming, Langol Road, Lamphelpat, IMPHAL-795 004 (Manipur).	Telefax : 0385-2413239 Email: <a href="mailto:biofmm01@nic.in">biofmm01@nic.in</a>	Assam, Arunachal Pradesh, Meghalaya, Mizoram, Manipur, Nagaland, Tripura and Sikkim
7	Dr. Gagnesh Sharma, Regional Director Regional Centre of Organic Farming, 67/1, Keshav Smriti, Behind Muskan Plaza, JABALPUR-482 004 (Madhya Pradesh).	Telefax : 0761-2460972, Email: <a href="mailto:biofmp06@nic.in">biofmp06@nic.in</a>	Madhya Pradesh and Chhattisgarh.
8	Dr. D. Kumar, Regional Director Regional Centre of Organic Farming, Amravati Road, NH 6, Village Gondkhairy, Post Wadi, Kalmeshwar, NAGPUR-440 023 (Maharashtra).	Telefax : 07118-297054, Email: <a href="mailto:biofmh10@nic.in">biofmh10@nic.in</a>	Maharashtra, Andhra Pradesh and Telengana.
9	Shri Jagat Singh, Assistant Director Regional Centre of Organic Farming, Central Potato Research Station Campus, Sahaynagar, Jagdev Path, Patna-801 506 (Bihar).	Telefax : 0612-2452022, Email: <a href="mailto:rcof.pat-agri@gov.in">rcof.pat-agri@gov.in</a>	Bihar, Jharkhand and 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-382 010 (Gujrat).	Telefax : 079-23257465, Email : <a href="mailto:ad-gnagar@ncof.dacnet.nic.in">ad-gnagar@ncof.dacnet.nic.in</a>	Gujrat, Goa, Damn & Diu, Dadra and Nagar Haveli.

#### vi. Stakeholders/ 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