



Citizens'/Clients' Charter for

Directorate of Sugarcane Development, Lucknow

Government of India

Ministry of Agriculture & Farmers Welfare

Department of Agriculture & Farmers Welfare

(2024)

Address: 8th Floor, Kendriya Bhawan, Sector- H, Aliganj,
Lucknow (U.P.) PIN - 226 024

Website ID: <https://sugarcane.dac.gov.in>

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Telephone: 0522- 2323913 (Director), 0522-2324480 (Office)

Citizens'/Clients' Charter

Vision

To enhance productivity and production of Sugarcane to fulfill sugar demand of the Nation and also to make Sugarcane farming sustainable and profitable for the farming community.

Mission

Enhancing Sugarcane production and improving income level of all farmers by successful implementation of various new initiatives and Centrally Sponsored Crop Development Schemes, such as, National Food Security Mission (NFSM), Rashtriya Krishi Vikas Yojna (RKVY) etc in various implementing states and effective coordination & monitoring of such scheme.

Objectives of the Directorate

The main objective is to assist the Department of Agriculture Cooperation & Farmers' Welfare, Govt. of India to plan, coordinate and monitor nodal crop development programme at the National level and Centrally Sponsored crop development programmes in Assigned States (U.P. & UK) and recommend measures to improve them.

Function of Directorate

- i. To plan, Coordinate and monitor nodal commodity (crops) development programmes i.e. NFSM- Commercial Crops (Sugarcane) at the National level and coordinating the efforts to formulate and implement Crop Development programmes for other states/UTs and recommend measure to improve them;
- ii. To monitor Centrally Sponsored Schemes (CSS) viz. National Food Security Mission (NFSM–Rice, Pulses, Wheat, Nutri Cereals, Coarse Cereals Commercial Crops-Sugarcane, Cotton, Jute,).
- iii. To monitor other CSS like CDP under Rashtriya Krishi Vikas Yojana (RKVY) in Uttar Pradesh, and analyze progress report.
- iv. To monitor CSS NFSM- Oilseeds and Tree Borne Oilseeds (TBOs) in Uttar Pradesh and NFSM- Oilseeds in Uttarkhand state.
- v. To act as Convener/Team Leader, National Level Monitoring Team (NLMT) for Uttar Pradesh and Uttarkhand under NFSM (Rice, Pulses, Wheat, Nutri Cereals, Coarse Cereals Commercial Crops-Sugarcane, Cotton, Jute) in Uttar Pradesh.
- vi. To liaise with the other Central Ministries ICAR institutes, SAUs, International Research Organizations, NGOs and other stake holders in the field of Agri. and allied sectors for better Research-Development interface. Also represent Department of Agriculture and Cooperation on their Committee/ events with a view to have direct interface for onward benefits to formulate farmer friendly

schemes at national level with a unified approach for the overall development of agriculture sector as a whole;

- vii. To have closer interaction/coordination with the Project Directorates/Institutes/SAUs/KVKs and other Research Centers of the ICAR and represent.
- viii. Built data base and maintain the flow of information and ideas between research and development.
- ix. To provide technical support to the Extension agencies with respect to the nodal crop as and when required. To participate in the State Level Crop Training Programmes; Developing leaflets/ Literatures on training manuals;
- x. To provide crop specific advisories technical inputs to extension agencies and to Extension Division of the Ministry of Agriculture for skill development, national policies and for the Plan year.
- xi. To represent the Varietal Identification Committee (VIC) on Sugarcane and evaluate the performance of the newly evolved/ released sugarcane varieties;
- xii. To study and analyze trends in weather, crop area, production and productivity.
- xiii. Preparing weekly weather and crop prospect reports in respect of sugarcane in all states and all crops in nodal states for review at the national level i.e. to Department of Agriculture and Cooperation.
- xiv. Build up state wise & district wise area, production & productivity data on sugarcane;
- xv. To assist Department of Agriculture and Cooperation in fixing targets of production and suggest measures to achieve them;
- xvi. To help states in formulation of specific contingent plan;
- xvii. To represent Central team in the event of natural disaster;
- xviii. To organize and coordinate Seminar/Workshop/Conference /Review Meetings at state and national level.
- xix. To function as “Area Officers” to the Assigned States.

Citizens'/ Clients' Charter for Directorate of Sugarcane Development, Department of Agriculture, Cooperation & Farmers Welfare

Sl. No.	Services/ Transactions	Weight %	Responsible Person (Designation)	E-mail	Mobile/ Ph. Number)	Process	Document Required	Fee		
								Category	Mode	Amount
1.	Monitoring of implementation of National Food Security Mission – NFSM	20	Dr. Virendra Singh, Director	dsd@nic.in	9473030788	i) Monitoring the implementation of NFSM- CC (Sugarcane) implementing states. ii) Monitoring the implementation of NFSM (Pulses, Rice, Wheat, Nutri-cereals, Coarse Cereal , Oilseeds and Commercial crops), CDP, CFLDs, Seed hubs in Nodal states i.e. UP & UK through field visits and report submission. iii) Collection & Compilation and Submission of analytical progress report of NFSM-CC (Sugarcane) implementing states. iv) Collection & Compilation and Submission of analytical progress report of NFSM (Pulses, Rice, Wheat, Nutri-cereals, Coarse Cereal, Oilseeds and Commercial crops), CDP in Nodal states i.e. UP & UK . v) Submission of Monthly	Report from implementing agencies	Nil	Nil	Nil

						Report on Scheme implementation of Nodal crop and assigned states crops.				
2.	Crop coverage and Weather Watch Report	10	Dr.Mahesh Kumar Joint Director	dsd@nic.in	9313518211	Government to Government i) Collection and compilation of sugarcane sowing data from all the states. ii) Collection of data regarding nodal states of UP and Uttarakhand for all crops iii) Compilation and submission of report to the Ministry	Report from states/ Rainfall data from IMD	Nil	Nil	Nil
3.	Trend Analysis of area, production and productivity of Sugarcane state-wise and district-wise.	10	Dr.Mahesh Kumar Joint Director	dsd@nic.in	9313518211	i) Collection of Area, Production and yield of Sugarcane from all states/ DES. ii) Trend analysis of area, production and productivity of Sugarcane state-wise iii) Trend analysis of area, production and productivity for all crops of nodal states i.e. UP and Uttarakhand	Report from states/DES	Nil	Nil	Nil
4.	Organization/ Participation in meetings/Workshop /Seminar/Conference and national	10	Dr. Virendra Singh, Director	dsd@nic.in	9473030788	i) Organization of Workshop /Training on Sugarcane. ii) Participation in Workshop/ Seminar/Conference and national exhibitions	Proposal from Organizing institute	Nil	Nil	Nil

	exhibitions across the country									
5.	Parliament Question	10	Dr. Virendra Singh, Director	dsd@nic.in	9473030788	Draft reply of various parliament questions, preparation and submission to the Ministry	Reports/ materials from the states	Nil	Nil	Nil
6.	Application on RTI	10	Dr.Mahesh Kumar Joint Director	dsd@nic.in	9313518211	Reply as and when received from applicant and also from CPIO , Ministry of Agriculture and Farmers Welfare	Request application		On line/DD	Rs.10/-
7.	Participation in the Annual Group Meet on Sugarcane organized by ICAR	10	Dr. Virendra Singh, Director	dsd@nic.in	9473030788	i) To represent DAC and present development aspects. ii) participation in Varietal Identification Committee (VIC) as member	Invitation from organizing agency	Nil	Nil	Nil
8.	Assessment of crop damage due to Natural calamities.	05	Dr. Virendra Singh, Director	dsd@nic.in	9473030788	Compile information and send to the Ministry	Report from states	Nil	Nil	Nil
9.	Coordinator/Member of various Team/committees in the state of UP and Uttarakhand	05	Dr. Virendra Singh, Director	dsd@nic.in	9473030788	Attend meeting as and when convened	Invitation from states	Nil	Nil	Nil
10.	Administrative and Accounts matter	10	Dr.Mahesh Kumar Joint Director	dsd@nic.in	9313518211	i) Administration and Accounts matter of the Directorate. ii) Service //Grievance matter of the employees iii) Preparation of pension papers on superannuation		Nil	Nil	Nil

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S. No.	Services/Transactions	Weight	Success indicator	Service Standards	Unit	Weight	Data Source
1	Monitoring of implementation of National Food Security Mission – NFSM	20	Monitoring the implementation of NFSM- CC (Sugarcane) implementing states.	Field visits to other states as an when required		03	
			Monitoring the implementation of NFSM (Pulses, Rice, Wheat, Nutri-cereals, Coarse Cereal and Commercial crops, Oilseeds), CDP, CFLDs, Seed hubs in Nodal states i.e. UP & UK through field visits and report submission.	NLMT-NFSM - Seasonal visit 4 visit (2 Kharif & 2 Rabi) Field visits- One per month per officer- Total 04 Report Submission- 15 Days after completion of visit	Season- Kharif & Rabi Number Days	05	
			Collection & Compilation and Submission of analytical progress report of NFSM-CC (Sugarcane).	Collection- 1 st week of every Quarter Compilation & Submission of Analytical Report-2 nd week of every Quarter Total 4 reports	Quarter	04	

			Collection & Compilation and Submission of analytical progress report of NFSM (Pulses, Rice, Wheat, Nutri-cereals, Coarse Cereal and Commercial crops, Oilseeds), CDP in Nodal states i.e. UP & UK .	Collection- 1 st week of every Quarter Compilation & Submission of Analytical Report-2 nd week of every Quarter Total 4 reports per state	Quarter	04	
			Collection & Compilation and Submission of analytical progress report of NFSM (Pulses, Rice, Wheat, Nutri-cereals, Coarse Cereal and Commercial crops, Oilseeds), CDP in Nodal states i.e. UP & UK .	Collection- 1 st week of every Quarter Compilation & Submission of Analytical Report-2 nd week of every Quarter Total 4 reports per state	Quarter	04	
			Submission of Monthly Report on Scheme implementation of Nodal crop and assigned states crops.	10 th of every month Total 12 reports	Monthly	04	
2	Crop coverage and Weather Watch Report	10	Collection and compilation of sugarcane sowing data from all the states.	Every Wednesday	Weekly	3	
			Collection of data regarding nodal states of UP and Uttarakhand for all crops	Every Wednesday	Weekly	3	
			Compilation and submission of report to the Ministry	Every Thursday	Weekly	4	

3.	Trend Analysis of area, production and productivity of Sugarcane state-wise and district-wise.	10	Collection of Area, Production and yield of Sugarcane from all states/DES	Annual	Annual	2	
			Collection of Area, Production and yield of all crops in nodal states i.e. UP and Uttarakhand	Seasonal	Seasonal	3	
			Trend analysis of area, production and productivity of Sugarcane & for all crops of nodal states i.e. UP and Uttarakhand	within one month after receipt of the data	Month	5	
4.	Organization/ Participation in meetings/Workshop /Seminar/Conference and national exhibitions across the country	10	Organization of Workshop /Training on Sugarcane.	As per target given by Ministry	Annual	7	
			Participation in Workshop/ Seminar/Conference and national exhibitions	As an when organized		3	
5.	Parliament Question	10	Draft reply of various parliament questions, preparation and submission to the Ministry	As per requirement during session		10	
6.	Application on RTI	10	Reply as and when received from applicant and also from CPIO , Ministry of Agriculture and Farmers Welfare	within 30 days after receipt of the application	Days	10	
7.	Participation in the Annual Group Meet on Sugarcane	10	To represent DAC& FW and present development aspects.	01	Annual	5	

	organized by ICAR						
			Participation in Varietal Identification Committee (VIC) as member	01	Annual	5	
8.	Assessment of crop damage due to Natural calamities.	5	Compile information and send to the Ministry	As per Occurrence of natural calamities		5	
9.	Coordinator/Member of various Team/committees in the state of UP and Uttarakhand	5	Attend meeting as and when convened	As per requirement		5	
10.	Administrative and Accounts matter	10	Administration and Accounts matter of the Directorate.	As per requirement		5	
			Service //Grievance matter of the employees	As per requirement/receipt of grievance		3	
			Preparation of pension papers on superannuation	As per requirement		2	

**Citizens'/ Clients' Charter for Department of Agriculture, Cooperation & Farmers Welfare(2024)
Grievance Redress**

S.No.	Names of Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Dr. Mahesh Kumar, Joint Director	0522-2324480	dsd@ nic.in	9313518211

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List of Stakeholders/ Clients

Sl. No.	Stakeholders/ Clients
1.	State Agriculture/ Cane Departments
2.	ICAR organizations - IISR, SBI, ATARI (Kanpur & Ludhiana)
3.	Sugarcane Research Institute – UPCSR, VSI, AICRIP- Sugarcane centers
4.	State Agriculture University
5.	KVKs of U.P. & Uttarakhand
6.	Indian Meteorological Department
7.	National Federation of Cooperative Sugar Factories etc.
8.	National Sugar Institute, Kanpur
9.	Farmers
10.	Citizens in General

Responsibility Centers and Subordinate Organizations

Sl. No.	Responsibility Centers and subordinate Organization	Land Line No.	E- mail	Mobile No.	Address
There is no responsibility centre & sub office of this Directorate					

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Indicative expectations from service recipients

Sl. No.	Indicative expectations from service recipients
1.	Encourage farmers to adopt progressive farming practices and higher technology in agriculture.
2.	Weekly rainfall Data (UP & Uttarakhand) during June-December from India Meteorological Department (IMD)
3.	Weekly reservoir storage status in U.P. & Uttarakhand important reservoirs monitored by Central Water Commission
4.	State Governments/Agencies to submit the proper utilization certificate.
5.	Progress report of CSS from state Government Should be submit in time.
6.	Awareness about soil test based application of balanced fertilizers and integrated nutrients