



Citizen's / Client's Charter

for

ICAR-National Bureau of Soil Survey and Land Use Planning

(2021-2022)

Address:	Amravati Road, Nagpur-440 033
Website ID:	http://www.nbsslup.in
Date of Issue:	July, 2021
Next Review:	July, 2022

Vision and Mission

Vision

- To be the National Custodian of country's land and soil resources and land use related database and to support scientific and judicious land use planning at various levels to ensure food and income security.

Mission

- To spread the knowledge/awareness on land and soil resources of the country for its preservation, conservation, increasing productivity and ensuring sustainable agricultural production.
- To monitor the state of health of soil resources in the country and subsequent need based corrective measures.

Main Services/Transactions

S. No.	Service(s)/ Transaction(s)	Weight	Responsible person along with designation	E-mail	Mobile and Landline phone	Process	Document(s) Required	Fees		
								Category	Mode	Amount
1.	Development of soil resource maps /Land use plans at different scales	88	Dr. B.S. Dwivedi, Director	director.nbslup@icar.gov.in	0712-2500386 09811365124	<ul style="list-style-type: none"> • Receipt of indent • Working out the costing • Survey & collection and analysis of soil and socio-economic data • Mapping • Developing of land use plans • Supply to Service Seekers • 	Proforma for placing indent submission of fees	Govt. Organization, NGO, private agencies	DD	As per ICAR norms
2.	Capacity building of stakeholders	12	Dr. M.S. Raghuvanshi, Principal Scientist, Division of Land Use Planning, Nagpur	Omsai.msr@gmail.com	09424371588 0712-2500545 (Extn.503)	<ul style="list-style-type: none"> • Receiving proposals • Evaluation of proposals • Approval of competent authority • Submission of required fee • Conduct of training • 	<ul style="list-style-type: none"> • Written request • Biodata • Submission of fees 	Govt. Organization, NGO, private agencies	DD	As per ICAR norms

Service Standards

S. No.	Service(s)/ Transaction(s)	Weight	Success Indicator(s)	Service Standards	Unit	Weight	Data Sources
1.	Development of soil resource maps Land use plans at different scales	88	Time taken for soil survey and mapping soil resources, their analysis and supply of maps to service seekers	18	Months	88	NBSS&LUP
2.	Capacity building of stakeholders	12	Providing training and demonstration to the farmers	3	Months	12	NBSS&LUP

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	E-mail
1.	Shri Sanjay Bakolia CAO	0712-2500386 Extn.103	09423675500	sanjay.bokolia@yahoo.com
2.	Sh. Ashwani Garg, SF&AO	0712-2500315 Extn.104	09990448288	ashwani.garg@icar.gov.in

List of Stakeholders / Clients

S. No.	Stakeholders/Clients
1.	State Department of Agriculture
2.	District Development Authorities
3.	State Agricultural Universities (SAUs)
4.	Planning Commission, Govt of India
5.	Soil and Land Use Survey of India (SLUSI), Govt. Of India
6.	State Planning Board
7.	CSIR Institutes
8.	Farmers
9.	NGOs
10.	Students and Research Scholars

Regional Stations/ Centres

S. No.	Name of the Regional Stations /Centres	Landline Number	Mobile Number	E-mail	Address
1.	NBSS&LUP Regional Centre, Bengaluru	080-23412242, 23415683, 23410993	09448738297	rajendranagar@gmail.com	P.B. No. 2487, Hebbal, Agricultural Farm P.O. Bengaluru-560 024, Karnataka
2.	NBSS&LUP Regional Centre, Delhi	011-25840166, 25841624	09711128190	jayansurya@yahoo.com nbsslup_rcd@yahoo.com	IARI Campus, NTC Building, New Delhi-110 012
3.	NBSS&LUP Regional Centre, Jorhat	0376-2311358	09860089974	skraysrs@yahoo.com headnbssjorhat@gmail.com	Jamuguri Road, Rawriah, Jorhat-785 004, Assam
4.	NBSS&LUP Regional Centre, Kolkata	033-23586926, 23590727	09433350117 08902458846	s.gangopadhyay@icar.gov.in head.nbsscal@gmail.com	Sector II, D.K. Block, Salt Lake City, Kolkata-700 091, West Bengal
5.	NBSS&LUP Regional Centre, Udaipur	0294-2471421	09414758088	ram.meena7@icar.gov.in nbsslup_udaipur@rediffmail.com	Bohra Ganesji Road, University Campus, Udaipur-313 001, Rajasthan

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Timely submission of indents or requirements by the line departments
2.	Timely follow up action by the recipients
3.	Stakeholder's response and participation in utilization of soil resource information for varied uses
4.	Adoption/implementation of land use plans for efficient resource utilization
5.	Regular feedback of the adoption measures and constraints in implementation
6.	Timely submission of applications from SAU's, ICAR Institutes, State Governments for knowledge enhancement and skill improvement
7.	Deployment of the personnel trained in soil survey and land use planning in related activities