



Citizen's / Client's Charter

for

ICAR-National Bureau of Soil Survey and Land Use Planning

(2015-2016)

| | |
|----------------|---|
| Address: | Amravati Road, Nagpur-440 033 |
| Website ID: | http://www.nbsslup.in |
| Date of Issue: | July, 2015 |
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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. S.K. Singh, Director | director@nbslupernet.in | 0712-2500386 07387109466 | <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. T. K. Sen, Principal Scientist, Division of Land Use Planning, Nagpur | tksen2005@rediffmail.com | 07588743823 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 S. Bakolia CAO | 0712-2500386 Extn.103 | 09799239000 | cao@nbsslup.ernet.in |
| 2. | Sh. Z.H. Khilji, SF&AO | 0712-2500315 Extn.104 | 07382602972 | sfao@nbsslup.ernet.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 nbsslup@vsnl.net | P.B. No. 2487, Hebbal, Agricultural Farm P.O. Bengaluru-560 024, Karnataka |
| 2. | NBSS&LUP Regional Centre, Delhi | 011-25840166, 25841624 | 09711128190 | rpy2004@yahoo.co.in 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 | dulalnayak@yahoo.co.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 | singsakal@gmail.com 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 |