

Office of the Upazila Agriculture Officer, Kaunia, Rangpur
Citizen Charter

Sl. No.	Name of Services	Service Delivery System	Required Papers	Service Charge and Payment System	Concerned Laws/Rules	Service delivery deadline	Concerned Officer/Staff
Citizen Service Information Table							
01	Provide information and advice on agriculture	1. Receipt of demand (personal contact, SMS, telephone call, e-mail) 2. Provide advice	-	Free	-	Immediate or 7 working days	UAO/AAO/AEO/AAEO, Phone No: +8805224-56008 Email: uaokaunia@yahoo.com
02	Providing agricultural machinery through development assistance	1. Receipt of application 2. Approval of Upazila Committee 3. Approval of Project Implementation Committee 4. Order issued and handed over	Attested copy of NID card, agricultural card, mobile number, photo	50% cash payment on the cost of the machinery	-	45 Working days	UAO
03	Issuance of wholesale licensing of pesticides	1. Receipt of application 2. Evaluation and recommendation by the inspector 3. Licensing	NID card, trade license, citizenship certificate, photo attested copy	300/- through Treasury Invoice	The Pesticide Ordinance 1971, Pesticide Rules 1995, Pesticide Rules Amendment 2010	30 Working days	UAO/AAO/SAPPO
04	Issuance of retail licensing of pesticides	1. Receipt of application 2. Evaluation and recommendation by the inspector 3. Licensing	NID card, trade license, citizenship certificate, photo attested copy	100/- through Treasury Invoice	The Pesticide Ordinance 1971, Pesticide Rules 1995, Pesticide Rules Amendment 2010	30 Working days	UAO/AAO/SAPPO
05	Provide assistance and advice in setting up gardens in the yard / roof of the house	1. Receipt of demand (Personal contact, SMS, telephone call, e-mail) 2. Provide inspection and technical assistance	-	Free	-	Year round	UAO/AAO/AEO/AAEO

06	Provide advice on horticulture and support for nursery establishment	1. Receipt of demand (Personal contact, SMS, telephone call, e-mail) 2. Provide inspection and technical assistance	-	Free	-	Year round	UAO/AAO/AEO/AAEO
07	Issuance of license of nursery traders	1. Receipt of application 2. On-the-spot inspection and recommendation sent to the district office 3. Issuance of certificate	NID card, trade license, citizenship certificate, photo attested copy	500/- through Treasury Invoice	Nursery Guideline, 2008	30 Working days	UAO
08	Appointment of BCIC Sub Dealer	1. Acceptance of application subject to absence of dealer in the specified union 2. Verification and selection by the committee 3. Final appointment	NID card, trade license, citizenship certificate, photo attested copy	2,00,000/- through Bank Draft	Integrated Policy on Sub Dealer Recruitment and Distribution of Fertilizers, 2009	45 Working days	UAO
09	Appointment of retail fertilizer seller	1. Acceptance of application subject to absence of retail dealer in the specified union 2. Verification and selection by the committee 3. Final appointment	NID card, trade license, citizenship certificate, photo attested copy	30,000/- through Bank Draft	Integrated Policy on Sub Dealer Recruitment and Distribution of Fertilizers, 2009	30 Working days	UAO
Official Service Information Table							
10	Exchange of information on agriculture in different departments	Receipt of demand (personal communication, SMS, telephone call, e-mail)	Correspondence	-	-	Scheduled time	UAO/AAO/AEO/AAEO
11	Providing nominations for awarding agricultural prizes in various departments	Receipt of demand (personal communication, SMS, telephone call, e-mail)	Correspondence	-	-	Scheduled time	UAO/AAO/AEO/AAEO

12	Mobile court implementation	Receipt of demand (personal communication, SMS, telephone call, e-mail)	-	-	-	Scheduled time	UAO/AAO/AEO/AAEO
13	Training	Receipt of demand (personal communication, SMS, telephone call, e-mail)	Copy of National Identity Card, Agriculture Card	Free	-	Scheduled time	UAO/AAO/AEO/AAEO

Internal Service Information Table

14	Preparation of annual work plan of the upazila	Receipt of demand (personal communication, SMS, telephone call, e-mail)	-	Free	-	July to June	UAO
15	Holiday proposals, Approval for special reasons, GPF, allotment etc.	As per application	As per need	Free	-	Scheduled time	UAO

****UAO: Upazila Agriculture Officer, AAO: Additional Agriculture Officer, AEO: Agriculture Extension Officer, AAEO: Assistant Agriculture Extension Officer, SAPPO: Sub-Assistant Plant Protection Officer**

Functions of This Office Provided By The Department of Agricultural Extension:

1. Expansion of agricultural technology and agricultural advice among all the farmers of the upazila.
2. Establishment of exhibition plots, field days, farmers 'rallies, agricultural fairs and farmers' rallies to cultivate improved varieties of crops and high value crops in an improved manner.
3. To establish communication with government, non-government organizations and agricultural research institutes on agriculture and to disseminate research information, technology and agricultural extension services to the farmers.
4. To increase the skills of extension workers and to provide subject based training to farmers.
5. To conduct e-agriculture service activities using information and communication technology.
6. Crop pest warning and weather forecast to be conveyed to the farmers and advice on what to do to protect the crop in adverse weather.
7. To open a round-the-clock monitoring room during natural calamities and collect damage information from the field level and send it to the ministry.
8. To assist the farmers by taking technical assistance and rehabilitation activities to compensate the loss of field and horticultural crops due to natural calamities.
9. To provide assistance in production, storage and exchange of quality seeds at the farmer level.
10. To collect and provide overall information about agriculture in the upazila.

Expectations of DAE, Kaunia, Rangpur to Farmers: Things to do to get the promised / desired service			
01	Submission of fully completed application in the prescribed form (if applicable)	03	Be present before the scheduled appointment
02	Pay the required fee properly (if applicable)	04	Provide full contact address (including telephone / mobile number)
Grievance Redress System (GRS)			
Sl. No.	When to contact	By whom to contact	Security deadline
01	If the concerned officer cannot give a solution	Deputy Director, Grievance Redress Officer	Dept. of Agricultural Extension, Rangpur Email: dae.rangpur@gmail.com Phone No: +880521-62915
02	If the Grievance Redress Officer fails to resolve the matter within the stipulated time	Additional Director, Appellate Officer	Dept. of Agricultural Extension Regional Office, Rangpur Email: adaerang@gmail.com Phone No: +880521-62176
03	If the appellate officer fails to resolve the matter within the stipulated time	Grievance Management Cell of the Cabinet Division	Complaint Center, Gate No. 05, Bangladesh Secretariat, Dhaka www.grs.gov.bd