

(ii) **Particulars of facilities available to citizens for obtaining information, including the working hours of library or reading room, if maintained for public.**

The Board has been awarded with ISO 9001 : 2008 certification (renewal) by M/S. Det Norske Veritas A.S. Hyderabad with effect from 28<sup>th</sup> March 2013 to 18<sup>th</sup> March, 2016 for implementation of quality management systems. Tobacco Board continually reviews Quality Policy and quality objectives and improves them to the satisfaction of the customer requirements.

The Board has introduced **Citizen's Charter** to help the growers and the trade for best possible services from the Board. A task force has been constituted in Tobacco Board to oversee the formulation of the Citizen's Charter. The Secretary, Tobacco Board is designated as Nodal Officer for the same.

The following are the benchmarks for delivery of services to its customers within a defined time framework:

- a) Register Growers, Barn operators and Commercial Nursery Growers within 5 working days of submission of eligible application.
- b) Enumeration of barns 5 days prior to starting of Registration process.
- c) Registration process time for traders is 30 days from the date of finalizing criteria subject to their eligibility.
- d) Intimation of rejection of Registration applications to the traders within 30 days.
- e) At least 5 training programs will be conducted every year for the growers and Field staff in Andhra Pradesh and Karnataka, as per the time schedule given below:

State	Preparatory cultivation	Nursery Management	Main crop Management	Harvesting & Curing	Bulking Grading & Packing	Marketing
Karnataka	January – March	March - May	May - August	July- September	August - November	Sept- February
Andhra Pradesh	May – July	August – October	Sept- December	November – February	December - July	February- July

- f) Complete soil/water tests and pass on test results to the Auction Superintendents, within 60 days of receipt of soil/water samples by the laboratories for taking necessary action.
- g) Supply of pure seed to the growers in Karnataka by the end of February and to the growers in Andhra Pradesh by the end of July.
- h) Receipt of payment from the traders within 10 days of purchase of tobacco on the auction platforms.
- i) Payment of sale proceeds to growers within 15 days of sale of tobacco.
- j) Redressal of grievances within 15 days from date of receipt of complaint.

- k) Issue of GSP certificate to exporters on the same working day of submission of the same in complete form.
- l) Issue of RCMC certificate to exporters within 5 working days of submission of eligible application.
- m) Issue of Visa Recommendation letter to exporters on promotion of exports of Indian tobacco within 2 working days of submission of eligible applications.
- n) Issue of "NO OBJECTION Certificate" for sending samples to abroad for promotion of Indian tobacco within 2 working days of submission of eligible application.
- o) At least one yearly inspection of all the godowns of trade, and verification of stocks by the designated officials.

To measure the satisfaction of customers, feedback formats are collected at least from 5% of growers and traders during every season.