

Government of the People's Republic of Bangladesh
Office of the Upazila Agriculture Officer

Rupsha, Khulna

<http://www.dae.rupsha.khulna.gov.bd>

CITIZEN CHARTER

1. Vision and Mission:

1.1) **Vision:** Sustainable and profitable production of crops.

1.2) **Mission:** To increase the technical knowledge and skills of all classes of farmers by providing efficient, effective, decentralized, area based, demand based and integrated agricultural extension services for the purpose of increasing sustainable and profitable crop production.

2. Promise to provide services:

2.1) Citizen Charter:

Sr. No.	Name of service	Method of service delivery	Prices of service and payment method	Relevant laws / regulations	Deadline for delivery of services	Responsible officer	Appeal Officer
1.	Provide agricultural advice	Provide advice on demand (personal communication, SMS, telephone / mobile, e-mail)	Free of cost		7 working days	UAO/AAO/AEO/AAEO/SAPPO/SAAO	Deputy Director, DAE, Khulna.
2.	Providing agricultural machinery through development assistance	Receipt of application, approval of Upazila Committee, approval of Project Implementation Committee, issuance and handing over of orders	50% development assistance from government and 50% cash council from farmers		45 working days	UAO	Deputy Director, DAE, Khulna.
3.	Licensing of pesticide wholesalers	Receipt of application, evaluation and recommendation by the inspector and issuance of license	1000 / - through treasury invoice	Pesticide Ordinance 1981, Pesticide Rules 1985 and Pesticide Amendment 2010	30 working days	Additional Deputy Director (Plant Protection), DAE, Khulna .	Deputy Director, DAE, Khulna.
4.	Licensing of pesticide retailers	Receipt of application, evaluation and	300 / - through treasury invoice	Pesticide Ordinance 1981,	30 working days	Additional Deputy Director (Plant	Deputy Director, DAE, Khulna

		recommendation by the inspector and issuance of license		Pesticide Rules 1985 and Pesticide Amendment 2010		Protection), DAE, Khulna .	
5.	Assist in setting up garden in the yard / roof of the house	Provide advice subject to demand (personal contact, SMS, telephone / mobile, e-mail)	Free of cost		7 working days	UAO/AAO/AEO/AAEO/SAPPO/SAAO	Deputy Director, DAE, Khulna.
6.	Provide advice on horticulture and support for nursery establishment	Provide advice subject to demand (personal contact, SMS, telephone / mobile, e-mail)	Free of cost		7 working days	UAO/AAO/AEO/AAEO/SAPPO/SAAO	Deputy Director, DAE, Khulna.
7.	Issuance of certificate to nursery traders / seedling growers and sellers	Receipt of application, on-the-spot inspection and referral to district office and issue of certificate	300 / - through treasury invoice	Nursery Guidelines 2008	30 working days	UAO/AEO	Deputy Director, DAE, Khulna.
8.	Provide training	Provide advice subject to demand (personal contact, SMS, telephone / mobile, e-mail)	Free of cost		30 working days	UAO/AAO/AEO	Deputy Director, DAE, Khulna.
9.	BCIC Fertilizer Dealer Recruitment	Subject to absence of dealers of the specified union, verification, selection and final appointment by the receiving committee.	2,00,000 / - through treasury invoice	Fertilizer Dealer Recruitment and Fertilizer Distribution Policy 2009	45 working days	District Fertilizer and Seed Monitoring Committee, Khulna .	Deputy Commissioner, Khulna.
10.	Recruitment of retailers of fertilizer	Application received subject to absence of retailer of specific ward Verification Selection and Final Appointment by Committee	30,000 / - through treasury invoice	Fertilizer Dealer Recruitment and Fertilizer Distribution Policy 2009	30 working days	UAO	Deputy Commissioner, Khulna.

2.2 E-services provided by the Department of Agricultural Extension

E-services	Link
Krishoker Janala	http://www.infokosh.gov.bd/krishokerjanala/home.html
Krishoker Digital Thikana	http://qais.ml/
e-Pesticide Prescriber	http://pest2.bengalsols.com/
Annual Report 2014-15	http://www.dae.gov.bd/site/view/annual_reports/%E0%A6%AC%E0%A6%BE%E0%A6%B0%E0%A7%8D%E0%A6%B7%E0%A6%BF%E0%A6%95-%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%A4%E0%A6%BF%E0%A6%AC%E0%A7%87%E0%A6%A6%E0%A6%A8-%E0%A7%A8%E0%A7%A6%E0%A7%A7%E0%A7%AA-%E0%A7%A7%E0%A7%AB
Pest Risk Analysis Report	http://www.dae.gov.bd/site/page/d6606e75-2382-43c3-bb96-d82134d81289/%E0%A6%AC%E0%A6%BE%E0%A6%B2%E0%A6%BE%E0%A6%87-%E0%A6%9D%E0%A7%81%E0%A6%81%E0%A6%95%E0%A6%BF%E0%A6%AC%E0%A6%BF%E0%A6%B6%E0%A7%8D%E0%A6%B2%E0%A7%87%E0%A6%B7%E0%A6%A3%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%A4%E0%A6%BF%E0%A6%AC%E0%A7%87%E

Weekly Report of Field Crops	http://www.dae.gov.bd/site/page/93625464-1a16-4ee7-8f20-9dc49eca1c58/%E0%A6%AE%E0%A6%BE%E0%A6%A0-%E0%A6%AB%E0%A6%B8%E0%A6%B2%E0%A7%87%E0%A6%B0-%E0%A6%B8%E0%A6%BE%E0%A6%AA%E0%A7%8D%E0%A6%A4%E0%A6%BE%E0%A6%B9%E0%A6%BF%E0%A6%95-%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%A4%E0%A6%BF%E0%A6%AC%E0%A7%87%E0%A6%A6%E0%A6%A8
Ongoing fortnightly production report	http://www.dae.gov.bd/site/paee/464071b2-5cf6-4a5f-b07c-d5c556c9eca8/%E0%A6%9A%E0%A6%B2%E0%A6%AE%E0%A6%BE%E0%A6%A8-%E0%A6%AA%E0%A6%BE%E0%A6%95%E0%A7%8D%E0%A6%B7%E0%A6%BF%E0%A6%95%E0%A6%89%E0%A7%8E%E0%A6%AA%E0%A6%BE%E0%A6%A6%E0%A6%A8%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%A4%E0%A6%BF%E0%A6%AC%E0%A7%87%E0%A6%A6%E0%A6%A8
Crop production technology Grain crop	http://www.dae.gov.bd/site/page/b14d34b3-fd88-48b3-a7d3-06e9a7f5b6f5/%E0%A6%A6%E0%A6%BE%E0%A6%A8%E0%A6%BE-%E0%A6%9C%E0%A6%BE%E0%A6%A4%E0%A7%80%E0%A7%9F-%E0%A6%AB%E0%A6%B8%E0%A6%B2
Pulse, Oil and Spice Crops	http://www.dae.gov.bd/site/page/d78cdee7-684e-4276-a3a0-eecc69b635fd7/%E0%A6%A1%E0%A6%BE%E0%A6%B2,-%E0%A6%A4%E0%A7%87%E0%A6%B2-%E0%A6%93-%E0%A6%AE%E0%A6%B8%E0%A6%B2%E0%A6%BE-%E0%A6%AB%E0%A6%B8%E0%A6%B2-
Vegetable and Tuber Crops	http://www.dae.gov.bd/site/page/3d0f176f-2d1b-4b0a-b3f6-052b94d9fa38/%E0%A6%B6%E0%A6%BE%E0%A6%95-%E0%A6%B8%E0%A6%AC%E0%A6%9C%E0%A6%BF-%E0%A6%93%E0%A6%95%E0%A6%A8%E0%A7%8D%E0%A6%A6%E0%A6%BE%E0%A6%B2-%E0%A6%AB%E0%A6%B8%E0%A6%B2
Fruit, Flower and Cash Crops	http://www.dae.gov.bd/site/page/5021a197-223f-4fd1-96d5-51df6488bccd/%E0%A6%AB%E0%A6%B2,-%E0%A6%AB%E0%A7%81%E0%A6%B2-%E0%A6%93-%E0%A6%85%E0%A6%B0%E0%A7%8D%E0%A6%A5%E0%A6%95%E0%A6%B0%E0%A7%80-%E0%A6%B8%E0%A6%B0%E0%A7%87%E0%A6%9C%E0%A6%AE%E0%A6%BF%E0%A6%A8-%E0%A6%89%E0%A6%87%E0%A6%82-%E0%A6%8F%E0%A6%B0-%E0%A6%AB%E0%A6%B0%E0%A6%AE
Forms of Field Service Wing	http://www.dae.gov.bd/site/page/3ecf3ea7-5fb9-4b57-95a8-62e5e319a0ac/%E0%A6%B8%E0%A6%B0%E0%A7%87%E0%A6%9C%E0%A6%AE%E0%A6%BF%E0%A6%A8-%E0%A6%89%E0%A6%87%E0%A6%82-%E0%A6%8F%E0%A6%B0-%E0%A6%AB%E0%A6%B0%E0%A6%AE
Forms of Plant Protection Wing	http://www.dae.gov.bd/site/page/eee54e41-6302-430c-a835-d2133071b80a/%E0%A6%89%E0%A6%A6%E0%A7%8D%E0%A6%AD%E0%A6%BF%E0%A6%A6-%E0%A6%B8%E0%A6%82%E0%A6%B0%E0%A6%95%E0%A7%8D%E0%A6%B7%E0%A6%A3-%E0%A6%89%E0%A6%87%E0%A6%82-%E0%A6%8F%E0%A6%B0-%E0%A6%AB%E0%A6%B0%E0%A6%AE
Forms of Plant Quarantine Wing	http://www.dae.gov.bd/site/page/3e7e1baa-fbc3-4027-b2aa-d673aa218280/%E0%A6%89%E0%A6%A6%E0%A7%8D%E0%A6%AD%E0%A6%BF%E0%A6%A6-%E0%A6%B8%E0%A6%82%E0%A6%97%E0%A6%A8%E0%A6%BF%E0%A6%B0%E0%A7%8B%E0%A6%A7-%E0%A6%89%E0%A6%87%E0%A6%82-%E0%A6%8F%E0%A6%B0-%E0%A6%AB%E0%A6%B0%E0%A6%AE
Online Reporting System	http://www.dae2.marssil.com/RainReport3Day.aspx
Crop Production Conditions	http://www.dae3.marssil.com/CultivationStatusReport.aspx
Fertilizer Conditions	http://www.dae3.marssil.com/FertilizerUseReport.aspx
Crops Stage Conditions	http://www.dae3.marssil.com/CropDailyStageReport.aspx
Admission to Diploma in Agriculture	http://www.btebadmission.gov.bd/

Notice Board	http://www.dae.gov.bd/site/view/notices
Daily Phytosanitary Certificate	http://www.dae.gov.bd/site/view/phytosanitary/%E0%A6%A6%E0%A6%BF%E0%A6%A8-%E0%A6%AD%E0%A6%BF%E0%A6%A4%E0%A7%8D%E0%A6%A4%E0%A6%BF%E0%A6%95-%E0%A6%AB%E0%A6%BE%E0%A6%87%E0%A6%9F%E0%A7%8B%E0%A6%B8%E0%A7%8D%E0%A6%AF%E0%A6%BE%E0%A6%A8%E0%A6%BF%E0%A6%9F%E0%A6%BE%E0%A6%B0%E0%A7%80-%E0%A6%B8%E0%A6%A8%E0%A6%A6

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

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