

**Government of the Peoples' Republic of Bangladesh**  
**Office of the Upazila Agriculture Officer**  
**Chitalmari, Bagerhat**

**1.1 Citizen Services**

Sl.	Service name	Basic information related to services	The service delivery system	Required documents and availability	Service and payment method	Service timing	Designated Officer (Designation, Phone Number and email)
1	2	3	4	5	6	7	8
1.	Providing agricultural advice	Providing agricultural advice on receiving demand and in cases applicable conducting field visit/ training/ demonstration/field day/group meeting	Received Demand (personal communication, SMS, Telephone / Mobile Call, E-Mail) *Provide suggestions *Application received	-	Free	7 working days	Upazila Agriculture Officer Tel: 04652-56009: e-mail: <a href="mailto:uaochitalmaribagerhat@gmail.com">uaochitalmaribagerhat@gmail.com</a>
2.	Provide agricultural equipment through development assistance	Providing up to 30% development assistance for purchasing agricultural machinery in order to achieve agricultural mechanization	Approval of Upazila committee * Approval of Project Implementation Committee *Order issuance and transfer	Application in the prescribed form, concerned Upazila Agriculture Office	70% Cash Payment of the value of the device	45 working days	Upazila Agriculture Officer, Tel: 04652-56009: e-mail: <a href="mailto:uaochitalmaribagerhat@gmail.com">uaochitalmaribagerhat@gmail.com</a>
3.	Cooperation in the establishment of garden on the roof of the house	Provide assistance in setting up vegetable garden on the roof to meet the nutritional demand and provide training / demonstration / motivation / leaflet / booklet / brochure / poster / journal in applicable cases	*Demand Receipt (Personal Communication, SMS, Telephone / Mobile Call, EMail) *Inspection and technical assistance	-	Free	Years wide	Block and Upazila level officer in Department of Agricultural Extension, Chitalmari, Bagerhat
4.	Advice on cultivation of horticultural crops and support for setting up nurseries	Provide consultation and technical support for expansion of horticultural crops and establishment of nursery and provide training / demonstration / motivation / leaflet / booklet / brochure / poster / journal in applicable cases	Demand Receipt (Personal Communication, SMS, Telephone / Mobile Call, EMail) *Inspection and technical assistance *Sapling-supply after payment	-	At the cash price fixed by the Government	10 working days (year-over)	Block and Upazila level officer in Department of Agricultural Extension, Chitalmari, Bagerhat
5.	Pesticide Wholesale Licenses/ Renewal Wholesale Licenses	Provide All types of Pesticide whole sell licenses to ensure quality of pesticide supply at the peasant level	Receipt of application in the prescribed form *Evaluation and recommendation of plant protection wing *Provide license	1. Two copies of form 7, 2. Registration certificate, 3. Bank solvency certificate, 4. Trade license, 5. TIN Certificate.	1000 /- through treasury invoice	30 working days	Agriculture Extension Officer Tel: 04652-56009: e-mail: <a href="mailto:uaochitalmaribagerhat@gmail.com">uaochitalmaribagerhat@gmail.com</a>
6.	Pesticide Retail License/ Renewal Retail License	Provide all types of pesticide retail licenses to ensure quality pesticide supply at farmers' level	*Receipt of application in the prescribed form *Evaluation and recommendation of plant protection wing *Provide License	1. Two-copies application for form-8 2. Trade license, 3. Store details, 4 Citizenship certificates. District and Upazila offices of DAE.	300 / - through treasury invoice	30 working days	Agriculture Extension Officer Tel: 04652-56009: e-mail: <a href="mailto:uaochitalmaribagerhat@gmail.com">uaochitalmaribagerhat@gmail.com</a>
7.	Assist to Appointment of BCCIC Fertilizer Dealer/ Retail	Provide BCCIC fertilizer dealer licenses to ensure quality fertilizer supply at retail fertilizer dealer and farmers' level/ Provide Retail fertilizer	1. Absence of BCCIC fertilizer dealer in respective union	1. Application in the prescribed form 2. Passport size photocopy 4 copies	Earnest money: 200/- through pay order or DD	Send application to District committee	Upazila Agriculture Officer Tel: 04652-56009:

	fertilizer Dealer Licenses	dealer licenses to ensure quality fertilizer supply at farmers' level	2. Receipt of application in the prescribed form in response to reference of circular published in local newspaper 3. Send the application to district committee after evaluation and recommendation of Upazila committee 4. Final Appointment and Provide License by BCCIC	3. Bank solvency certificate, 4. Trade license, 5. TIN Certificate. 6. Have a store room with 50.0 tons fertilizer capacity	Surety: 30000/- (Refundable)	within 15 working days	e-mail: <a href="mailto:uaochitalmaribagerhat@gmail.com">uaochitalmaribagerhat@gmail.com</a>
8.	Retail fertilizer Dealer Licenses	Provide Retail fertilizer dealer licenses to ensure quality fertilizer supply at farmers' level	1. Received Demand 2. Recommendations of Union selection committee	1. Application in the prescribed form 2. stamp size photocopy 2 copies 3. Bank solvency 4. Trade license, 5. TIN Certificate. 6. Store Room Inspection Report by Agriculture Extension Officer	Earnest money: 200/- through pay order or DD Surety: 30000/- (Refundable)	Send application to District committee within 15 working days	Upazila Agriculture Officer Tel: 04652-56009: e-mail: <a href="mailto:uaochitalmaribagerhat@gmail.com">uaochitalmaribagerhat@gmail.com</a>
9.	Provide Information according to Right to Information Act, 2009	Providing information about agriculture related and office information for ensure quality services	Receipt of application and dispose of information	Receipt of application in the prescribed form	At the rate of TK. 2 per page information	10 working days (year-over)	Upazila Agriculture Officer Tel: 04652-56009: e-mail: <a href="mailto:uaochitalmaribagerhat@gmail.com">uaochitalmaribagerhat@gmail.com</a>

## 1.2 Grievance Resolve System (GRS)

If you are unhappy with the service, please communicate with the officer in charge. If the office in charge fails to give you a solution, please follow these steps to file your complaint

SI.no	When to communicate	Who to talk to	Contact address	Settlement time limit
1.	If the officer in charge fails to resolve the issue	Grievance resolve officer (ONIK)	Upazila Agriculture Officer Tel: 04652-56009: e-mail: <a href="mailto:uaochitalmaribagerhat@gmail.com">uaochitalmaribagerhat@gmail.com</a> Web: <a href="http://www.dae.chitalmari.bagerhat.gov.bd">www.dae.chitalmari.bagerhat.gov.bd</a>	25 working days
2.	If the grievance resolve officer fails to settle the matter	Appellate officer	Deputy Director, Department of Agricultural Extension, Khamarbari, Bagerhat.	30 working days
3.	If appeal officer fails to settle the issue within the stipulated time	Director General, Department of Agricultural Extension	Director General, Department of Agricultural Extension, Khamarbari, Dhaka.	60 working days