J&K AGRO

Ref. No.: A/Ho/Adm/347-48

Dated: 20-8-2015

The Dy. Secretary to Govt.,
Agriculture Production Department,
J&K Government,
Civil Sectt. Srinagar.

Subject:- Citizen Charter of JK Agro Ind.Dev.Corp. Limited.

Sir,

Kindly refer your letter No: Agri/Coord/72/2014 dated 06.08.2015. Enclosed please find citizen charter alongwith organizational chart of JK Agro Ind.Dev.Corp. for your perusal please. The citizen charter is also uploaded in our website www.jkagro.com.

Thank you,

Yours faithfully,

Encl: Citizen charter alongwith
Organizational Chart.

(Z. M. Khan)
General Manager

Copy to the:

1. M/S Say Technologies for information. He is requested to please upload the citizen charter alongwith organizational chart in our website.

J&K State Agro Industries Development Corporation Limited
Head Office & Regional : Agro Complex, Lal Mandi, Srinagar Ph.: 0194-2311732, 2311081 Fax : 2310404
Regional Office Jammu : House No.7, Ramesh Market, Shastri Nagar, Jammu Ph.: 0194-2430443, 243361, Fax : 2456741
Delhi Office : B-13 & 14, Lawrence Road, Delhi-110035 Ph.: 011-27182127, 27188031 Fax : 27194328
Website :- www.jkagro.com E-mail:- md@jkagro.com, fc@jkagro.com

Jammu and Kashmir State Agro Industries Dev.Corp.Ltd.
Lalmandi Srinagar.

CITIZEN CHARTER

J&K State Agro Industries Development Corporation was incorporated in 1970 under Company's Act 1956 with Tractor Hiring and land reclamation as main activity.

1. Vision and Mission Statement:-

VISION:-

To provide post harvest infrastructure, quality agriculture inputs, machinery and marketing support to farmers with reasonable profit margins for the Corporation.

MISSION:-

1. Creating of Cold Stores, C.A. Stores, Warehouses, for storing of Agriculture products.
2. Provide High quality Agriculture, Inputs and Machinery to farmers.
3. Provide marketing support to farmers for their Agriculture/Horticulture productswith economic viability for Corporation.
4. To make the Corporation financially viable.

The Organization is registered in the Company's Act 1956 as a Govt. Company working under the Ministry of Agriculture Production, "Govt. of Jammu and Kashmir". The executive body of the Corporation is Board of Directors which constitutes Members/Directors from State Govt. as well as from Govt. of India

with Hon'ble Agriculture Minister as Chairman and other members like

1	Hon'ble Minister for Agriculture, J&K Government	Chairman
2	Hon'ble Minister of State for Agriculture, J&K Government	Vice Chairman
3	Administrative Secretary to Govt., Planning & Dev Department, Civil Secretariat, Srinagar	Director
4	Administrative Secretary to Govt., Agriculture Production Deptt. J&K Government, Civil Secretariat, Srinagar	Director
5	Administrative Secretary to Govt., Industries & Commerce Deptt., J&K Government, Civil Secretariat, Srinagar.	Director
6	Administrative Secretary to Govt. Finance Deptt. J&K Government, Civil Secretariat,Srinagar.	Director
7	Director Northern Region Farm Machinery Training and Testing Institute,Hissar (A representative from Ministry of Agriculture, Govt. of India)	Director
8	Director, Horticulture Department, Kashmir	Director
9	Director, Horticulture Department, Jammu.	Director
10	Director, Agriculture Department Kashmir	Director

11	Director, Agriculture Department, Jammu.	Director
12	Director, Animal Husbandry Department, Kashmir.	Director
13	Director, Animal Husbandry Department, Jammu.	Director
14	Managing Director, JK Agro Industries Dev. Corp.Limited.	Director
15	Chief General Manager, NABARD.	Director

The day today affairs of the company are being managed by Managing Director who is Executive Head of the organization. Managing Director functions through team of officers heading various business units and sections/departments. Each of the business unit is supervised by General Manager/Divisional Manager who report to Managing Director. The finance matters are looked after by Director Finance who also report to Managing Director. The Administration Section which includes the Board Section is supervised by Divisional Manager Administration who reports to Managing Director. Besides one General Manager Head Quarter monitors all the divisions.

The divisions have their own sections like Accounts Section, Administration Section, Production Section etc. which are looked after by divisional level Accountant, Section Officer/Jr. Asstt Head Asstt. and Foreman etc.

The organizational chart showing the functional hierarchy is enclosed herewith.

2. Details of Business transacted by the Organization:-

1. Functions:

1. Production and Marketing of Cattle Feed.
2. Processing of various food products like jams, honey and Kashmiri Wazwan etc.
3. Marketing of Dry Fruits saffron, Olive Oil and other local Agricultural produce especially pulses etc.
4. Trading of Agricultural Machinery.
5. Trading of various types of fertilizers (chemical and Bio-Fertilizers)
6. Cold Storage and warehouse at Delhi.

2. Activities

1. Cold Storage Plant at Delhi.

Corporation has a 4000 Mts. Cold Storage Plant at Delhi which was established in 1970's. The plant is under modernization.

2. Cattle Feed Plant

Corporation established a Cattle Feed Plant at Baribrahmana Jammu during 1989 with 550 Mts. Capacity per day. The plant also needs modernization. The proposal for has been prepared and is being sent to Administrative Department for approval and funding.

3. **Canning & Processing Division Khonmoh.**

Corporation established a Food Processing Division during 1981 at Khonmoh where honey and jams besides different canned products including Kashmiri Wazwan are being processed. The Division is being modernized and sofar an amount of Rs. 125.11 lacs has been spent on renovation of the Plant Building and two Sales Centers. The unit is being equipped with modernized machines as well.

Procurement and Sales Division

Corporation has two such Divisions one each at Jammu and Srinagar. The Division is engaged in trading of various Agriculture machinery, Fertilizer and Inputs etc. Besides this Jammu Division is also operating a Petrol Pump at Baribrahmana.

3. **Details of the clients and details of services/goods provided to each client group.**

Corporation generally deals with following clients for its business.

1. Director Agriculture, Jammu/Srinagar. For supply of Agri. Machinery & Inputs
2. Director Horticulture/Jammu/Srinagar. For supply of Agri. Machinery & Inputs
3. Director Floriculture/Jammu/Srinagar. For supply of Agri. Machinery & Inputs
4. Director Sericulture Jammu/Srinagar For supply of Agri. Machinery & Inputs

5. Farmers for supply of fertilizer and other Agriculture Inputs.

6. General public for sale of Food items like Honey, Jams of different varieties, Dry Fruits and other local Agri. Produce.

7. Farmers, Cattle owners, Dairy owners for supply of ISI mark palleted cattle feed.

8. Farmers/traders for providing Cold Storage space on rental basis.

4. Details of grievance redressal mechanism and how to access it:-

The clients having any problem/complaint with regard to services provided by the Corporation and goods supplied by the Corporation can contact or lodge their complaint with any of following official on their phone numbers mentioned here with:-

S.No.	Name	Designation	Mobile Phone No.	Office Land Line
1.	Sh. Asif Hamid Khan	Managing Director	09867856392	0194-2310254 0194-2311732 0191-2437667
2.	Sh. Rakesh Khajuria	Director Finance	9419027954	0194-2311103 0191-2430443
3	Sh. Z. M. Khan	General Manager (HQ)	9419068479	0194-2311081
4	Mrs. Gulshan Ara Sheikh	General Manager(CFP)	9419288672	01923-220397
5	Sh. Abhinav Bakaya	Divisional Manager(CSP) Delhi	09891023410	011-27182127 011-27194328
6.	Sh. M.M. Gani	Divisional Manager(Food Processing Plant) Kashmir	9419068473	

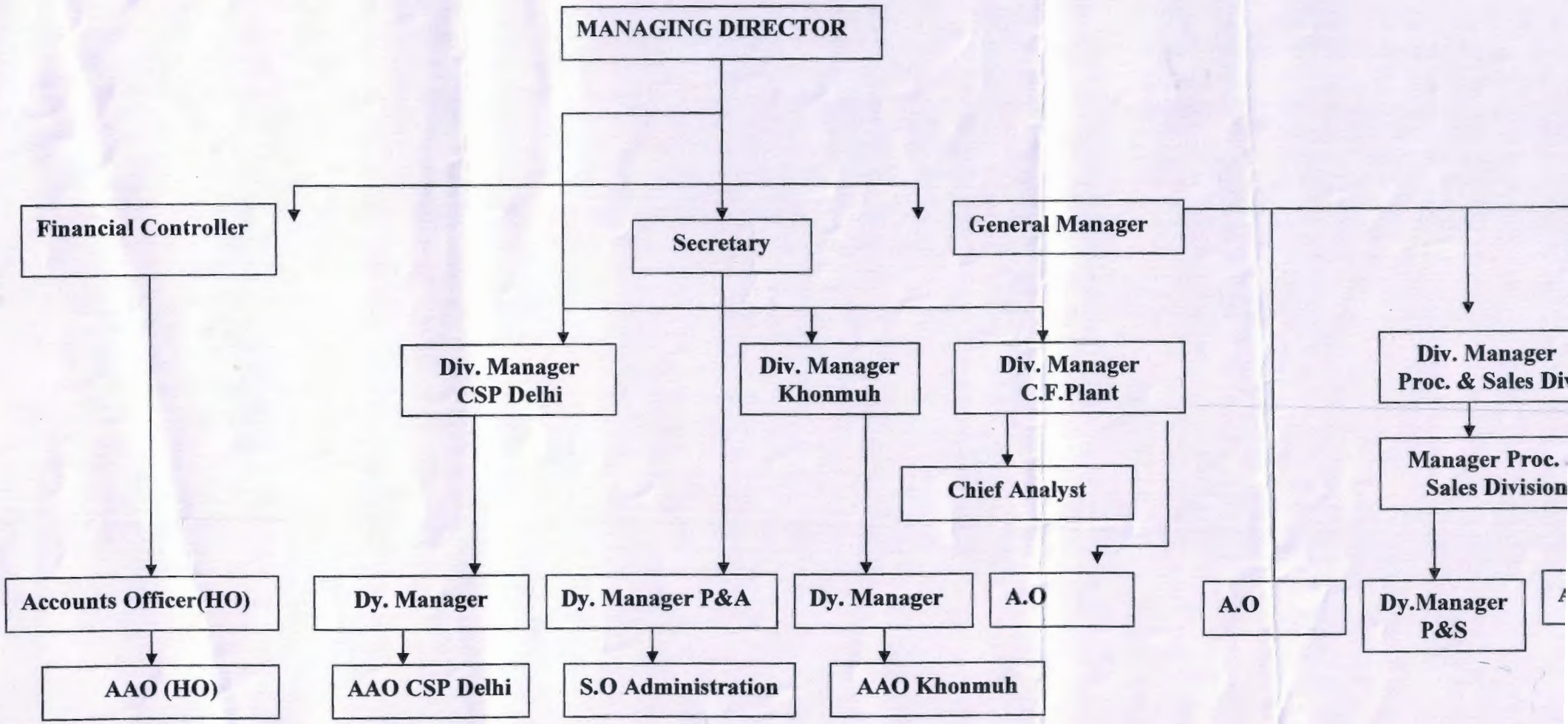
The clients can also mail their grievance on the mail Id md@jkagor.com .

Expectations from the clients.

The Corporation is a commercial organization having the objective to promote the growth of Agriculture Industries in the State and has been working in this direction. Corporation expects suitable suggestions from the citizens about its services and goods which will enable the organization to improve the service delivery and quality of the goods. The citizens are also expected to contribute in their own way for promotion of Agriculture activities/industries in the State by making citizens aware about the facilities/subsidy provided by the Corporation for such purposes.

Website:- www.jkagro.com

(Z. M. Khan)
General Manager

Encl: Organization chart.

ORGANIZATIONAL CHART