

## 6. DZONGKHAG SERVICE DELIVERY STANDARDS

Type of Service: i. **Agriculture Services**

Responsible Sector : **Dzongkhag Agriculture Sector**

Sl. No.	Name of Service	Access – Where and When	Timeliness – Turnaround Time	Accuracy- Reliability, currency and validity of service provided	Citizens Requirement – Forms, documents, fees, etc. needed to avail the service	Operational Target
1.	Laboratory Services - soil and plants nutrients / disease analysis	Dzongkhag Agriculture Office, Five days a week, during Office hours	1 month	Copy of report received from SPAL is given to applicant.	Need to fill 1 Form (In the form need to include name of the farmers, location, number of samples, etc.)	90%
2.	Supply of Agricultural Inputs - seed, seedling, fertilizer, weedicide	-do-	1 month	Receipt of advance collected.	Advance cash payment has to be made for the input.	90%

<b>Sl. No.</b>	<b>Name of Service</b>	<b>Access – Where and When</b>	<b>Timeliness – Turnaround Time</b>	<b>Accuracy- Reliability, currency and validity of service provided</b>	<b>Citizens Requirement – Forms, documents, fees, etc. needed to avail the service</b>	<b>Operational Target</b>
3.	Supply of Machinery and Mechanical Parts	Dzongkhag Agriculture Office, Five days a week, during Office hours	1 month	Copy to applicant	Application should contain name of the thram holder, total land holding and inventory of the machines in his/her name. Application verified by Gewog EA/Gup.	90%
4.	Supply of Plant Protection Inputs	-do-	1 month	Receipt of advance cash collected.	Duly verified application from Gewog EA along with cash.	90%
5.	Technical Guidance - Repair/Maintenance	-do-	3 weeks	Copy to applicant	Farmers may need to purchase spare parts	90%
6.	Plant Protection Advisory Service	-do-	2 days	Application and advise recorded	Application verified by concerned Gewog EA on the service required.	98%
7.	Installation of Electric Fence	-do-	1 month	Fencing installed and operational	Purchase materials and arrange local materials	100%
8.	Inspection of Land and Crop for Compensation	-do-	1 week	Copy of report	Application routed through gewog administration.	90%

<b>Sl. No.</b>	<b>Name of Service</b>	<b>Access – Where and When</b>	<b>Timeliness – Turnaround Time</b>	<b>Accuracy- Reliability, currency and validity of service provided</b>	<b>Citizens Requirement – Forms, documents, fees, etc. needed to avail the service</b>	<b>Operational Target</b>
9.	Wetland Conversion Application	Dzongkhag Agriculture Office, Five days a week, during Office hours	1 month	Approval order/letter	Verified land conversion application, LC FORM-1 & 2 with field report, thram copy, public clearance from gewog/dungkhag administration.	80%
10.	Land Exchange Application	-do-	1 month	Approval order/letter	Verified land exchange application, LE FORM-1 & 2 with field report, thram copy, public clearance from gewog/dungkhag administration.	80%
11.	Commercial Agriculture Proposal	-do-	1 week	Approved Proposal/Letter	Detailed project proposal routed through gewog administration	90%
12.	Farmers Training	-do-	2 days	Certificate	Need to fill training forms	90%