

GOVERNMENT ORDER

DEPARTMENT OF AGRICULTURE– AGRICULTURE LICENSES RELATED SERVICES

The purpose of this Government Order is to ensure that the defined process of service delivery for the issuance of various Agriculture Licenses in Electronic mode is followed. This would facilitate the electronic delivery of services through the instructions and guidelines as described in the following sections of the Government order.

Following services of agriculture department are covered under the project:

1. Issuance and renewal of license for sale of seeds / fertilizers / insecticides
2. Addition of Godown in seeds / fertilizers licenses
3. Issuance of Duplicate agricultural license of seeds/ fertilizers / insecticides
4. Addition of item in license for Seeds/ fertilizers / insecticides

The important components of service delivery process in electronic mode is being listed below –

1. Process for Receiving & Registering service request for Issuance of Agriculture License:

The request related to issuance of Agriculture License can be accepted at the Suwidha centers or Gram Suwidha Kendra's (GSK) or any other arrangement made by Government for accepting the request, without discretion of any kind. Gram Suwidha Kendra(GSK) are being established under (CSC) scheme of Government of India .Under this scheme 2112, Gram Suwidha Kendra (GSK) under NeGP will be set up in state of Punjab .The Government Official shall now onwards accept the service requests through electronic channel only. The applicant has option to submit a service request through any of the below mentioned procedures:

Application at Suwidha centers/Gram Suwidha Kendra	Application through Internet
Request for issuance of Agriculture License from citizen shall be acceptable in electronic form through any of the GSK/ Suwidha center. The systematic procedure for applying at a GSK/ Suwidha will be as follows: <ol style="list-style-type: none">i. The Applicant will submit his/her request for issuance of Agriculture License to the Authorized Suwidha operator/GSK by providing him required details and predefined service request form along with required supporting documents.ii. The Applicant will have to prove his/her identity to the	Any citizen will be able to apply for issuance of Agriculture License through internet. The systematic procedure for applying through internet will be as follows: <ol style="list-style-type: none">i. If the citizen is accessing the e-District Application for the first

<p>Authorized Operator using any government issued ID Proof.</p> <p>iii. The Authorized Suwidha Operator/GSK will login into the e-District Application using his User ID, Password and/or any other secure authentication.</p> <p>iv. The Authorized Suwidha Operator/GSK after receiving the pre defined form provided by applicant will fill up the details in e-District application.</p> <p>v. The Authorized Suwidha Operator/GSK shall scan pre defined service request form, along with the required supporting documents provided by the Applicant and attach the same with the form.</p> <p>vi. The Authorized Suwidha Operator/GSK then shall then take a photograph of the Applicant using a Web Camera attached with his workstation and capture in e-District application.</p> <p>vii. The Applicant will check the details in the application form & if found correct will sign the application form using a Pen or electronic pad or put his thumb impression using biometric device. Applicant will then pay the specified government fees and facilitation charges either manually by cash or electronically by Credit Card/Cash Card/Debit Card or by any other electronic payment method, if implemented to the Suwidha Operator/ Authorized GSK.</p> <p>viii. The Authorized Suwidha Operator/GSK shall collect the specified amount of fees either manually by cash or electronically by Credit Card/Cash Card/Debit Card or by any other electronic payment method if implemented, and will enter his/her details in the e-District application.</p> <p>ix. The Authorized Suwidha Operator/GSK shall then print the Acknowledgement Receipt, carrying unique acknowledgement number, generated automatically by the e-District Application, signs it and hand it over to the Applicant, under his\her signature.</p> <p>x. This unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request.</p> <p>xi. The Authorized Suwidha Operator/GSK shall then prepare application case file, containing the supporting</p>	<p>time, he/she will have to Register and provide all required details, after which he/she would be issued a User ID and Password.</p> <p>ii. The Applicant will login into the e-District Application using his User ID and Password & will select and open the issuance of Agriculture License Application form available on the e-District Application and fill in the required details.</p> <p>iii. The Applicant will scan and attach supporting documents, if any and will pay the fee using payment gateway. Upon successful payment of fee his request will be submitted on the e-District application.</p> <p>iv. Applicant will take a print of the acknowledgment receipt generated by the e-District application after submitting the service request.</p> <p>v. The Applicant will send the copy of supporting documents, if any to the concerned office through post</p>
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documents (attested copy) submitted by applicant & shall dispatch or deliver, every day to the concerned office.	
xii. Concerned ADO in CAO office will receive the Application case files.	
xiii. These application case files shall be made available to the CAO as and when required and otherwise shall be securely stored in the relevant record room.	

2. Supporting Documents Required for Processing of Various Agriculture licenses:

The applicant needs to attach attested copy of the following documents along-with his service request.

Department	Service Name	Mandatory Document/Requirements	Optional document
Agriculture	Agriculture Seed License (New/Renewal)	Self Declaration	Principal Certificates from Companies
		Residence Proof	
		Declaration	Partnership deed/Memorandum of Article
		Form A / C	Proof of Sales & Stock report of current license
		Electronic Signature	
		Applicant's Photo	
		Authority to sign the document	
		Map of Premises with proof of ownership or Rent Deed	
Agriculture	Agriculture Fertilizer License(New/Renewal)	Form A-I	Original License
		Self-Declaration with authorization	Memorandum of Article/List of Directors/Partnership deed
		Form O	Proof of sale stock report
		Residence Proofs	Map of Premises along with proof of ownership/rent deed
		Declaration of Responsible person	

		under clause 24 of FCO, 1985	
		Electronic Signature	
		Applicant's Photo	
Agriculture	Agriculture Insecticide License(New/Renewal)	Principal Certificates from Companies	Original License
		Residence Proof	Self Declaration
		Form VI	Form VII
		Declaration	Partnership deed
		Architect Map Premises architect	Proof of sale stock report previous 2 calendar years
		Applicant's Photo	
		Rent Deed / Proof of ownership	
Agriculture	Duplicate Agriculture License (Seed)	Residence Proof	
		Electronic Signature	
		Proof of lost, Damage old license	
Agriculture	Duplicate Agriculture License (Fertilizer)	Application along with License number, date of Issue and validity	
		Proof of lost/misplaced License	
		Electronic Signature	
Agriculture	Duplicate Agriculture License (Insecticide)	Residence Proof/Application for Duplicate License	
		Electronic Signature	
		Copy of FIR in case of lost license	
Agriculture	Addition of Godown in Agriculture License (Seed)	Map and proof of ownership	
		Electronic Signature	
Agriculture	Addition of Godown in Agriculture License (Fertilizer)	Application along with original license	

		Map of new Godown with proper location and proof of ownership / rent-deed	
		Electronic Signature	
Agriculture	Addition of Item in Agriculture License (Seed)	Source of seed	
		Original License	
		Electronic Signature	
Agriculture	Addition of Item in Agriculture License (Fertilizer)	Application along with original license	
		Source/Form O of all items	
		Declaration of Responsible person under clause 24 of FCO, 1985 for new items.	
		Electronic Signature	
Agriculture	Addition of Insecticide in Agriculture License (Insecticide)	Application regarding addition of Insecticide as per principle certificate	Original principle certificates.
			If any insecticide is proposed to be sold or stocked for sale at more than one place, separate applications shall be made and separate licences shall be issued in respect of every such place [and for every insecticides.
		Residence Proof	
		Electronic Signature	

3. Back End Detailed work flow for issuance of Various Agriculture Licenses

a. For Issuance and Renewal of license for sale of Seed/Fertilizers / Insecticides

All Government officers, directly or indirectly accountable for processing of agricultural license request will have log in ID and Password for accessing the Application workflow in e-

District portal for service delivery in Electronic mode for discharging their responsibility. The procedure for application and processing agricultural license service will be as follows.

- i. Once the agricultural license service request has been registered, the e-district application would forward the application to concerned Agricultural Development Officer (ADO) for further necessary action. (ADO (Enforcement) for Fertilizer Licenses, ADO (Seed) for Seed Licenses and ADO (Plant Protection for Insecticide Licenses).
- ii. ADO (Enforcement / Seed/ Insecticide) will log into his/her account daily, and shall receive the service requests. ADO will examine the complete application details, based on which he/she will enter his remarks in e-District application, whether to process the service request or not.
- iii. If ADO (Enforcement / Seed/ Insecticide) accepts the application details as ok, he/she processes it further and checks online the entry for requested item (New / Renewal in license) in the state permission list and adds remarks in e-District application suitably for further processing.
- iv. BAO logs into the e-District application on a regular basis and checks all the pending service requests for agricultural licenses (New / Renewal)
- v. BAO views the remarks of Concerned ADO adds remarks and do the following
 1. forwards the application request to concerned CAO or
 2. Mark the file to concerned ADO for physical verification
- vi. ADO conducts verification and update his remarks in e-District application. He forwards the file to concerned BAO.
- vii. BAO reviews remarks of ADO in e-District application and update his comments in the application. He then forwards the application to Agriculture Development Officer (ADO).
- viii. Agricultural Development Officer (ADO) checks the request and add remarks in e-District application. Then forwards the application to CAO for further action.
- ix. CAO logs into the e-District application on a regular basis and checks all the pending service requests for agricultural licenses.
- x. CAO shall examine the complete application details and the remarks of BAO and ADO (CAO office) in e-District application, based on which he further processes the service request.
- xi. In cases where CAO feels that physical verification needs to be conducted again, CAO adds remarks in e-District application for the same.
- xii. If CAO is satisfied, he asks the applicant through Agricultural Development Officer (ADO) to deposit the required fee in the office (If applicable). After the deposition of the fee CAO proceeds to accept the application and enter his remarks in e-District application.
- xiii. The e-District Application will present an agriculture license for CAO to sign digitally. The CAO shall check the details on the certificate and if satisfied shall

digitally sign it. He shall then submit the same back into the e-District Application to save it in the Agriculture license Database.

- xiv. If CAO rejects the Application he must provide a reason for the same and digitally sign his response.

b. For Issuance of Duplicate Agriculture licenses for Fertilizer / Seeds / Insecticides

All Government officers, directly or indirectly accountable for processing of agricultural license request will have log in ID and Password for accessing the Application workflow in e-District portal for service delivery in Electronic mode for discharging their responsibility. The procedure for application and processing agricultural duplicate license service will be as follows.

- i. Once the agricultural license service request has been registered, the e-district application would forward the application to concerned Agricultural Development Officer (ADO) for further necessary action. (ADO (Enforcement) for Fertilizer Licenses, ADO (Seed) for Seed Licenses and ADO (Plant Protection for Insecticide Licenses).
- ii. ADO will log into his/her account daily, and receive the service requests. ADO will examine the complete application details, based on which he/she will enter his remarks in e-District application whether to process the service request or not.
- iii. If ADO accepts the application details as ok, he processes it further and checks online the entry for requested item (Duplicate license) in the state permission list and adds remarks in e-District application suitably for further processing to CAO.
- iv. CAO logs into the e-District application on a regular basis and checks all the pending service requests for agricultural duplicate licenses.
- v. CAO shall examine the complete application details and the remarks of ADO in e-District application, based on which he further processes the service request.
- vi. If CAO is satisfied, he proceeds to accept the application and enter his remarks in e-District application. In case of document deficiency the same would be send back to Suwidha center/GSK.
- vii. The e-District Application will present an agriculture Duplicate license for CAO to sign digitally. The CAO shall check the details on the certificate and if satisfied shall digitally sign it. He shall then submit the same back into the e-District Application to save it in the Agriculture license Database.
- viii. If CAO rejects the Application he must provide a reason for the same in e-District application and digitally sign his response.

c. Process For Addition of Godown in Fertilizer / Seed licenses

All Government officers, directly or indirectly accountable for processing of agricultural license request will have log in ID and Password for accessing the Application workflow in e-District portal for service delivery in Electronic mode for discharging their responsibility. The procedure for application and processing agricultural license service will be as follows.

- i. Once the Addition of Godown license service request has been registered, the e-district application would forward the application to concerned Agricultural Development Officer (ADO) for further necessary action. (ADO (Enforcement) for Fertilizer Licenses and ADO (Seed) for Seed Licenses.
- ii. ADO will log into his/her account daily, and receive the service requests. ADO will examine the complete application details, based on which he/she will enter his remarks in e-District application whether to process the service request or not.
- iii. If ADO accepts the application details as ok, he processes it further (Addition of Godown in Fertilizer / Seed licenses) in the state permission list and adds remarks in e-District application , suitably for further processing to BAO
- iv. BAO logs into the e-District application on a regular basis and checks all the pending service requests for Addition of Godown in Fertilizer / Seed licenses.
- v. BAO views the remarks of Concerned ADO in e-District application and adds remarks and do the following
 1. forwards the application request to concerned CAO or
 2. Mark the file to concerned ADO for physical verification
- vi. CAO logs into the e-District application on a regular basis and checks all the pending service requests for addition of Godown in Fertilizer / Seed Licenses.
- vii. CAO shall examine the complete application details and the remarks of BAO and ADO in e-District application, based on which he further processes the service request.
- viii. In cases where CAO feels that physical verification needs to be conducted again, CAO adds remarks in e-District application for the same.
- ix. If CAO is satisfied, he asks the applicant through Agricultural Development Officer (ADO) to deposit the required fee in the office (If applicable). After the deposition of the fee CAO proceeds to accept the application and provide the approval
- x. The e-District Application will present an agriculture license for CAO to sign digitally. The CAO shall check the details on the certificate and if satisfied shall digitally sign it. He shall then submit the same back into the e-District Application to save it in the Agriculture license Database.
- xi. If CAO rejects the Application he must provide a reason for the same and digitally sign his response.

d. Process For Addition of item in Fertilizer / Seeds / Insecticides licenses

All Government officers, directly or indirectly accountable for processing of agricultural license request will have log in ID and Password for accessing the Application workflow in e-District portal for service delivery in Electronic mode for discharging their responsibility. The procedure for application and processing agricultural duplicate license service will be as follows.

- i. Once the Addition of item service request has been registered, the e-district application would forward the application to concerned Agricultural Development Officer (ADO) for further necessary action.(ADO(Enforcement) for Fertilizer Licenses, ADO (Seed) for Seed Licenses and ADO (Plant Protection for Insecticide Licenses).
- ii. ADO will log into his/her account daily, and receive the service requests. ADO will examine the complete application details, based on which he will enter his/her remarks in e-District application whether to process the service request or not.
- iii. If ADO accepts the application details as ok, he processes it further and checks online the entry for requested item in the state permission list and adds remarks in e-District application ,suitably for further processing to CAO
- iv. CAO logs into the e-District application on a regular basis and checks all the pending service requests for addition of item.
- v. CAO shall examine the complete application details and the remarks of ADO in e-District application, based on which he further processes the service request.
- vi. If CAO is satisfied, he asks the applicant through Agricultural Development Officer (ADO) to deposit the required fee in the office (If applicable). After the deposition of the fee CAO proceeds to accept the application and enter his remarks in e-District application. In case of document deficiency the same would be send back to Suwidha center/GSK.
- vii. The e-District Application will present an Addition of item for CAO to sign digitally. The CAO shall check the details on the certificate and if satisfied shall digitally sign it. He shall then submit the same back into the e-District Application to save it in the Agriculture license Database.
- viii. If CAO rejects the Application he must provide a reason for the same and digitally sign his response.

4. Process for delivery of Various Agricultural Licenses at Suwidha Center/GSK

- i. To collect the agricultural license the applicant shall visit any of the Suwidha center/GSK and provide the Acknowledgement receipt carrying the application request number.
- ii. The Authorized GSK/ Suwidha Operator shall login in to the e-District Application, using login ID and password and retrieve the digitally signed agricultural license details through the Application request Number

- iii. The agricultural license printout will have the details of the Suwidha center/GSK and the operator from where the certificate has been generated. The Authorized Operator shall duly stamp and sign the printout.
- iv. The Authorized GSK/ Suwidha Operator at e-district cell will receive the online intimation for delivery of final agricultural license through post. He will take print out of the agricultural license and post it to the postal address if the applicant as intimated by the e-district application. The above activity at Suwidha center/GSK will be performed as per the Service Levels agreement between SCA and State Government.
- v. The Authorized Suwidha Operator/GSK shall update the final status of the service request as delivered to the applicant.

5. Service Level for Processing of Agriculture Licenses

Service levels for all the intermediate process activities have been culture defined and given below. It is preferable for all the concerned process actors to observe them. However these service levels are for internal reference of the department and cannot be pursued to the court of law.

Issuance and Renewal of license for sale of Fertilizer / Seed / Insecticides Licenses

S. No.	Activities	Time required	Service Level (from date of service request)
1	Filing of application request	1day	Day 0
2	Generation of acknowledgement receipt		
3	Marking of application request to concerned ADO, district level		
4	Marking of application request to BAO for physical verification after verifying supporting documents and database details	3 days	1 st day
5	Marking of application request to ADO block level for physical verification	1 day	4 th day
6	Physical verification report from ADO	10 days	14 th day
7	Remarks from BAO on physical verification report and sends the file to CAO	4 days	18 th day
8	CAO logs onto e-district application and approves / rejects the license	6 day	24 th day

For Issue of Duplicate license for Fertilizer / Seeds / Insecticides

S. No.	Activities	Time required	Service Level (from date of service request)
1	Filing of application request	1day	Day 0
2	Generation of acknowledgement receipt		
3	Marking of application request to concerned ADO, district level		
4	Verification of application details from database and supporting documents	2 days	3 rd day
5	CAO logs onto e-district application and verifies remarks of ADO district Level	4 day	7 th day

For Addition of Godown in Fertilizer / Seed licenses

S. No.	Activities	Time required	Service Level (from date of service request)
1	Filing of application request	1day	Day 0
2	Generation of acknowledgement receipt		
3	Marking of application request to concerned ADO, district level		
4	Marking of application request to BAO for physical verification	1 day	1 st day
5	Verification of application details from database and supporting documents (in case of addition for new item for sale)	2 days	3 rd day
6	Marking of application request to ADO block level for physical verification	1 day	4 th day
7	Physical verification report from ADO	10 days	14 th day
8	Remarks from BAO on physical verification report and sends to CAO	4 days	18 th day
9	CAO logs onto e-district application and verifies remarks of ADO district Level	6 day	24 th day

Addition of item in Fertilizer / Seeds / Insecticides licenses

S. No.	Activities	Time required	Service Level (from date of service request)
1	Filing of application request	1day	Day 0
2	Generation of acknowledgement receipt		
3	Marking of application request to concerned ADO, district level		
4	Verification of application details from database and supporting documents	2 days	3 rd day

5	CAO logs onto e-district application and verifies remarks of ADO district Level	4 day	7 th day
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6. MIS reports for monitoring of processing of Agriculture licenses

Various MIS reports will be generated by e-District Application and shall be referred by the concerned official for various purposes.

7. Escalation Matrix for Various Agriculture licenses

Escalation matrix for the critical process activities has been clearly defined below and it is mandatory for all the concerned officials to take action on the computer generated escalations so as to meet the predefined service levels.

Issuance and renewal of license for sale of Seed/ Insecticide / Fertilizer License

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1	Verification of applicant details from database (In case of renewal) and Marking application request to concerned BAO for physical verification	ADO (District Level)	1 st day	CAO	1 day	DC	1 day	-	-
2	Marking application request to concerned ADO (Block Level) for physical verification	BAO	3 rd day	CAO	1 day	DC	1 day	-	-
3	Physical Verification report of	ADO (Block Level)	14 th day	BAO	1 day	CAO	1 day	DC	1 day

	ADO (Block Level)								
4	Remarks of BAO on physical verification report	BAO	18 th day	CAO	1 day	DC	1 day	-	-
5	Final approval by CAO	CAO	24 th day	DC	1 day	-		-	-

Addition of Godown in Seed / Fertilizer Licenses

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1	Verification of applicant details from database (In case of addition of sale item) and marking application request to concerned BAO for physical verification (In case of addition of godown)	ADO (District Level)	1 st day	CAO	1 day	DC	1 day	-	-
2	Marking application request to concerned ADO (Block Level) for physical verification	BAO	3 rd day	CAO	1 day	DC	1 day	-	-

3	Physical Verification report of ADO (Block Level)	ADO (Block Level)	14 th day	BAO	1 day	CAO	1 day	DC	1 day
4	Remarks of BAO on physical verification report	BAO	18 th day	CAO	1 day	DC	1 day	-	-
5	Final approval by CAO	CAO	24 th day	DC	1 day	-	-	-	-

Duplicate Seed/ Insecticide License and Addition of item in Seed/Fertilizer / Insecticides Licenses

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1	Verification of applicant details from database	ADO (District Level)	3 rd day	CAO	1 day	DC	1 day	-	-
2	Final approval by CAO	CAO	7 th day	DC	1 day	-	-	-	-