

SERVICE STANDARDS FOR AGRICULTURE SECTOR

1. **Sector:** Dzongkhag Agriculture.
2. **Name of service:** Supply of Seed/Seedling.
3. **Definition of service:**
 1. Delivery of vegetable, cereal crop seeds and fruit seedlings for enhancing crop production for food security and income generation.
 2. Supply of potato seeds on public demand for enhancing crop production and rural income generation.
4. **Turn Around Time for the service delivery:** 25 days from the date of requisition to delivery.
5. **Procedure for service delivery:**
 - 5.1. **Supply of seeds/seedling during sowing season (from regular budget).**
 - 5.1.1 Farmers put up verbal requisition for vegetables/cereal seeds & fruit seedlings to Gewog Extension Supervisor by 15th of August annually.
 - 5.1.2 Gewog Ex. Supervisor verifies, compiles and forwards requisition to Dzongkhag Agriculture Sector within 5 working days from the date of receiving requisition from farmers.
 - 5.1.3 Dzongkhag Agriculture Sector arranges and hands over seeds/seedlings back to Gewog Ex. Supervisor for further supply to farmers within 15 working days before sowing season.
 - 5.1.4 Gewog Ex. Supervisor supply seeds/seedlings to farmers upon receiving from the Dzongkhag Agriculture Sector within 5 working days.
 - 5.2. **Supply of potato seeds on public demand.**
 - 5.2.1 Gewog Agriculture Supervisor collects demand from farmers and submits to Dzongkhag Agriculture Sector by 15 August.
 - 5.2.2 Dzongkhag Agriculture Sector compiles demands received from the gewogs and submits to National Seed Centre for arrangement within 2 working days from the demand submission from Gewogs.
 - 5.2.3 Dzongkhag Agriculture Sector arrange and hands over seeds back to Gewog Ex. Supervisor for

further supply to farmers within 15 working days before sowing season.

- 5.2.4 Gewog Ex. Supervisor supplies seeds/seedlings to farmers based on the demand collection list within 10 working days.

6. Forms and documents:

6.1 Other than verbal requisition, documents not required.

7. How and when to follow up on the services applied?:

Clients can call directly or meet in person with the concern Agriculture staff over phone. Contact at the following;

- 7.1. Kencho Dem, Chhoekhor Gewog Ex. Supervisor: 17760368
- 7.2. Sonam Tshomo, Chhumig Gewog Ex. Supervisor; 17752891
- 7.3. Deki Dema, Tang Gewog Ex. Supervisor; 17655952
- 7.4. Pema Lhaden, Ura Gewog Ex. Supervisor; 17685296

8. Please provide your comments/suggestion/feedback to:

- 8.1 Chandra Kri. Rai @17607702
- 8.2 Tshering N. Penjor, Dy.CDAO;17774454
- 8.3 Dasho Dzongrab @ 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Agriculture
2. **Name of service:** Machinery Support Services (Kobelco Excavator SK200, Backhoe JCB)
3. **Definition of service:** Deployment of farm machineries for construction and maintenance of farm road, irrigation channel, land development, monsoon damaged restoration, and emergency cases.
4. **Turnaround time for the service delivery:** Within 3 working days for normal cases and instantly for emergency cases.
5. **Procedure for service delivery:**
 - 5.1 Applicant submits application along with filled requisition form (requisition form no.1 which can be down loaded from Dzongkhag Website at www.bumthang.gov.bt or collect from Dzongkhag Agriculture Sector and Gewog Agriculture Extension offices) to Dasho Dzongdag. The application/requisition shall be routed through the Gewog Administration for gewog related activities benefiting communities.
 - 5.2 DAO shall review the application and recommend/reject within 3 working days from the receipt of marked application.
6. **Forms and other documents:**
 - 6.1 An application
 - 6.2 Filled up machinery requisition form (Requisition form no. 1).
7. **How and when to follow up on the services applied? :** Clients can call directly or meet in person with the concern Agriculture staff over phone. Contact at the following;
 - 7.1 Kencho Dem, Chhoekhor Gewog Ex. Supervisor: 17760368
 - 7.2 Sonam Tshomo, Chhumig Gewog Ex. Supervisor; 17752891
 - 7.3 Deki Dema, Tang Gewog Ex. Supervisor; 17655952
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1. **Sector:** Dzongkhag Agriculture
2. **Name of service:** Plant Protection Services
3. **Definition of service:** Plant protection chemical supply for control of pests and diseases in crops management for farmers
4. **Turn Around Time for the service delivery:** 37 days from the date of receipt of application to delivery
5. **Procedure for service delivery:**
 - 5.1 The Geog EAs collect demands from farmers and submit to the Dzongkhag Agricultural Sector by 31st August of every year.
 - 5.2 Dzongkhag Agriculture Sector compiles and forwards demand list to National Plant Protection Centre, Semtokha, within 2 working days from the demand submission from Gewogs during the month of September annually.
 - 5.3 Dzongkhag Agriculture Sector arranges Dzongkhag vehicle and lifts chemicals from NPPC within 10 working days from the receipt of information from NPPC, Semtokha for lifting.
 - 5.4 Gewog Ex. Supervisor collects chemicals from the Dzongkhag Agriculture Store within 5 days from the date of receipt of information from Dzongkhag.
 - 5.5 Gewog Ex. Supervisor distributes chemicals to farmers based on demand collection list within 5 working days from the receipt of stocks in the Gewog Centre.
6. **Forms and other documents:**
 - 6.1 Chemical requisitions form (PP Form 1) to be used by Gewog Tshogpa to collect demand which can be downloaded from Dzongkhag Website at www.bumthang.gov.bt or collect from Dzongkhag Agriculture Sector and Gewog Agriculture Extension offices).
7. **How and when to follow up on the services applied?**

Clients can call directly or meet in person with the concern Agriculture staff over phone. Contact at the following;

 - 7.1 Kencho Dem, Chhoekhor Gewog Ex. Supervisor: 17760368
 - 7.2 Sonam Tshomo, Chhumig Gewog Ex. Supervisor; 17752891
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1. **Sector:** Dzongkhag Agriculture
2. **Name of service:** Electric fencing support services
3. **Definition of service:** Field survey, materials, installation, maintenance services to reduce the incidence of human wildlife conflict.
4. **Turn Around Time for the service delivery:** 31 days from the receipt of requisition to delivery.
5. **Procedure for service delivery:**
 - 5.1 **Electric fencing materials support from regular budget (Gewog+ Dzongkhag)**
 - 5.1.1 Farmers Groups submit application to Dzongkhag Agriculture Sector for Dzongkhag budgeted E-fencing support.
 - 5.1.2 Gewog Ex. Supervisor verifies application, make field visit, survey and prepare report and forwards to Dzongkhag Agriculture Sector for support within 10 working days from the receipt of application.
 - 5.1.3 Dzongkhag Agriculture Sector compiles demands, analysis, work out budget arrangement and place supply order to supply agency (department quotation) within 3 working days from the date of receipt of demands from the Gewogs.
 - 5.1.4 Dzongkhag Agriculture Sector lifts materials from the supplying agency within 7 working days from the receipt of stock availability information from the supplier.
 - 5.1.5 Gewog Ex. Supervisor lifts materials from the Dzongkhag Agriculture Store within 10 working days from the date of receipt of arrival information from the Dzongkhag

Agriculture Sector.

- 5.1.6 Gewog Ex. Supervisor informs to all beneficiaries (as per demand list) to lift materials from the Gewog Centre within one day from the receipt of stocks from Dzongkhag Agriculture Sector

5.2 Arrangement of Electric fencing materials for privately requested/ ordered.

- 5.2.1 Applicant puts up application to Gewog Ex. Supervisor.
- 5.2.2 Gewog Ex. Supervisor compiles and submits to Dzongkhag Agriculture Sector for support within 2 working days from the receipt of request.
- 5.2.3 Dzongkhag Agriculture Sector shall support/inform applicants in materials arrangement within 2 working days from the date of receipt of application from the Gewog Ex. Supervisor.
- 5.2.4 **Technical support services (for both groups/private)**
- 5.3.1 Group/private individual puts up request for technical supports to Gewog Ex. Supervisor/ Dzongkhag Agriculture Sector.
- 5.3.2 Gewog Ex. Supervisor/ Dzongkhag Agriculture Sector shall provide confirmation information to applicant within 2 working days from the receipt of request.

6. Forms and other documents:

- 6.1 Application
- 6.2 Need to sign agreement with the BPCL at times of electric fencing connection using prescribed application cum agreement form for electric fencing in line with the electric fencing guidelines which can be downloaded from Dzongkhag Website at www.bumthang.gov.bt or can be collected from Dzongkhag or gewog agriculture extension offices.

7. How and when to follow up on the services applied? : Clients can call directly or meet in person with the concern Agriculture staff over phone. Contact at the following;

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