

## National Horticulture Board

Ministry of Agriculture, Government of India,  
Plot No.85, Sector 18, Institutional Area,  
Gurgaon – 122 015 (Haryana)  
Ph. 0124-2347441, Fax: 2342991, 2341225  
Website: [www.nhb.gov.in](http://www.nhb.gov.in)



## CITIZEN'S CHARTER

- 1. Objectives/Services of NHB:**
- 2. Organizational Structure;**
- 3. Major Schemes;**
- 4. Grievances Mechanism and Time Frame for Disposal;**
- 5. NHB Offices/Contact Points**

## CITIZEN'S CHARTER

The National Horticulture Board is committed to an integrated development of horticulture industry in the country. The details of our services/objectives, major schemes, grievances mechanism and NHB offices are given below: -

### 1. Objectives/Services of NHB

The broad objectives are to:

- To encourage, promote and develop the horticulture industry
- To Assist in the Establishment and growth of infrastructure for the development of Post Harvest Technology and Market Information system for horticultural crops
- Develop high quality horticultural farms in identified belts and make such areas vibrant with horticultural activity which in turn will act as hubs for developing commercial horticulture.
- Develop post-harvest management infrastructure,
- Strengthen Market Information System and horticulture database,
- Assist R&D programmes to develop products suited for specific varieties with improved methods and horticulture technology,
- Provide training and education to farmers and processing industry personnel for improving agronomic practices and new technologies,
- Promote consumption of fruits/vegetables in fresh and processed form, etc.

## 2. Organisational Structure

The Management of the affairs of National Horticulture Board is undertaken by a paramount body "Board of Directors" which is headed by the Union Agriculture Minister as its president and Union Minister of State for Agriculture as its Vice-President, while Secretary (A&C) is the Chairperson of the Managing Committee. The Head Office of the Board is situated at Gurgaon and 36 Centres are spread over in various parts of the country. The Managing Director is the Principal Executive of the Board.

## 3. Major schemes

Presently, the Board is implementing the following major schemes, detailed guidelines of which are available at our website:

**[www.nhb.gov.in](http://www.nhb.gov.in): -**

1. Development of Commercial Horticulture through Production and Post-Harvest Management
2. Capital Investment Subsidy for construction/ Modernization/ expansion of cold storage and storage of horticulture produce
3. Technology development and Transfer
4. Market Information Service for Horticulture crops
5. Horticulture Promotion Service

#### **4. Grievances Mechanism and Time Frame for Disposal**

Shri N.C. Mistry, Adl. Managing Director, NHB functions as the Public Grievances Officer in order to ensure speedy redressal of grievances. The public can meet the PGO every Wednesday between 10 AM to 1 PM with regard to their complaints and grievances. The E-mail address of the PGO is: amd@nhbnet.in

As regards the time frame for attending the grievances/complaints of the public is concerned, the reply shall be sent to the complainant within a week's time while it would be the effort of the Board to settle grievances received by it within three months time.

Further the Citizens' Charter shall be reviewed from time to time for improving our services and response to the public.

## 5. NHB offices/contact points

The address and Phone Nos. of the NHB's contact points are given below:-

<p><b>National Horticulture Board</b> Vikas Bhawan, Fazilka Road, ABOHAR - 152116 Tele/Fax : 01634-230822</p>	<p><b>National Horticulture Board</b> No. 14/43, 2nd Floor, 1 &amp; 2 Stage Industrial Suburb, Tumkur Road, Yeshwantpur BANGALORE - 560022 Tele/Fax : 080-23371935, 23374149 E-mail : bangalore@nhbnet.in</p>
<p><b>National Horticulture Board</b> C/o Suprintendent Garden, Shahjan Park, Tajganj, AGRA - 282001 Tele/Fax : 0562-2331470</p>	<p><b>National Horticulture Board</b> 32, Purjor House, 1st Floor, Indira Press Complex M.P. Nagar Zone-I BHOPAL - 462011 Tele/Fax : 0755-2761741 E-mail : mp@nhbnet.in</p>
<p><b>National Horticulture Board</b> Plot No. 60, 3rd Floor Krishna Apartment Azad Society, Ambawadi AHMEDABAD-380 015 (Guj) Tele/Fax : 079-26766416, 26766413 E-mail : ahmedabad@nhbnet.in</p>	<p><b>National Horticulture Board</b> N-1/303, Lottery Plot, Nyapali, BHUBANESHWAR - 751015 Tele/Fax : 0674-2558134 E-mail : orissa@nhbnet.in</p>
<p><b>National Horticulture Board</b> C/o Directorate of Horticulture, Room No. 13, 2nd Floor, Kheti Bhawan, Ranjeet Avenue, AMRITSAR - 143001 Tele/Fax : 0183-2500236</p>	<p><b>National Horticulture Board</b> 3309, I<sup>st</sup> Floor, Sector 32-D CHANDIGARH - 160 047 Tele/Fax : 0172-2648073 E-mail : chandigarh@nhbnet.in</p>
<p><b>National Horticulture Board</b> C/o Regional Institute of Rural Dev., Delhi - Saharanpur Road, BARAUT, DISTT. BAGHPAT Tele/Fax : 01234-251723</p>	<p><b>National Horticulture Board</b> Module No. 37, II Floor SIDCO Readymade Garment Complex Industrial Estate Guindy, CHENNAI - 600032 Tele/Fax : 044-22501151, 22500965 E-mail : chennai@nhbnet.in</p>

<p><b>National Horticulture Board</b>  179, Phase-II, Vasant Vihar,  DEHRADOON - 248001  Tele/Fax : 0135-2761922, 2762767  E-mail : uttarakhand@nhbnet.in</p>	<p><b>National Horticulture Board</b>  C/o APMC, Subzi Mandi,  Lal Kothi, Tonk Road  JAIPUR - 302001  Tele/Fax : 0141-2742733, 2740767  E-mail : rajasthan@nhbnet.in</p>
<p><b>National Horticulture Board</b>  Change Choop  Tibet Road, Near Nayuma Television  GANGTOK - 737101  Tele/Fax : 03592-228453, 220975  E-mail : sikkim@nhbnet.in</p>	<p><b>National Horticulture Board</b>  C/o Director of Horticulture,  Horticulture Complex, Cantt. Road,  JALANDHAR (PUNJAB)  Tele/Fax : 0181-223048</p>
<p><b>National Horticulture Board</b>  Chhibber House,  4th Floor, Dispur P.O.,  GUWAHATI - 781005  Tele/Fax : 0361-2343719, 2340695  E-mail : guwahati@nhbnet.in</p>	<p><b>National Horticulture Board</b>  Hall No. 307, A-2, 3rd Floor,  South Block, Bahu Plaza,  Rail Head Complex,  JAMMU - 180004  Tele/Fax : 0191-2474349  E-mail : jk@nhbnet.in</p>
<p><b>National Horticulture Board</b>  202, 2nd Floor, Shantiniketan Apartment,  Chirag Ali Lane ABIDS,  HYDERABAD - 500001  Tele/Fax : 040-23201140  E-mail : andhra@nhbnet.in</p>	<p><b>National Horticulture Board</b>  133/54, 'O' Block,  Kidwai Nagar,  KANPUR  Tele/Fax : 0512-2607631</p>
<p><b>National Horticulture Board</b>  Residency Kothi (Complex)  INDORE - 452001  Tele/Fax : 0731-2701522</p>	<p><b>National Horticulture Board</b>  Diwan Colony,  KARNAL - 132001  Tele/Fax : 0184-24295</p>

<p><b>National Horticulture Board</b>  Mayukh Bhawan, 2nd Floor,  Salt Lake, Sector - II  KOLKATA - 91  Tele/Fax : 033-23211259, 23377182  E-mail : wb@nhbnet.in</p>	<p><b>National Horticulture Board</b>  S.C. Panwar Market Yard  Commercial Complex No. 1  Peth Road, Panchwati  Nashik - 422003  Tele/Fax : 0253-2534558, 2533715  E-mail : nasik@nhbnet.in</p>
<p><b>National Horticulture Board</b>  C/o Director of Horticulture,  2, Sapru Marg, Udyan Bhawan,  LUCKNOW - 226001  Tele/Fax : 0522-2623374, 2202420  E-mail : lucknow@nhbnet.in</p>	<p><b>National Horticulture Board</b>  19-22 (Garage),  Krishi Bhawan,  NEW DELHI - 110 001  Tele/Fax : 011-23073019, 23097015  E-mail : delhi@nhbnet.in</p>
<p><b>National Horticulture Board</b>  Plot No. 142, 1st Floor,  Seikkilar, Street Extension,  Bibikulam  MADURAI - 625002 (T.N.)  Tele/Fax : 0452-2531195</p>	<p><b>National Horticulture Board</b>  Verma Centre, 5th Floor,  Room No. 501-502,  Boring Canal Road,  PATNA-800001  Tele/Fax : 0612-2541218, 2541128  E-mail : bihar@nhbnet.in</p>
<p><b>National Horticulture Board</b>  Room No. 317, 4th Floor  Central Facility Building,  APMC Fruit Market Complex,  Sector-19, Turbhi, Vashi,  Navi Mumbai-400703  Tel./Fax : 022-27830107</p>	<p><b>National Horticulture Board</b>  C/o Office of Director Horticulture  Commisionerate of Agriculture  Govt. of Maharashtra  Shivaji Nagar, K.B. Marg  PUNE- (MS) - 411005  Phone : 020-25530582-83  E-mail : pune@nhbnet.in</p>
<p><b>National Horticulture Board</b>  3<sup>rd</sup> Floor,  MECL, Complex,  Near TV Tower, Seminary Hills,  NAGPUR - 440006  Tele/Fax : 0712-2513030, 2513110  E-mail : nagpur@nhbnet.in</p>	<p><b>National Horticulture Board</b>  Market Information Centre,  Katela Bhawan, Civil Lines,  RAIPUR - 492001 (CHATTISGARH)  Tele/Fax : 0771-2423992  E-mail : chattisgarh@nhbnet.in</p>

<p><b>National Horticulture Board</b> Laxmi Niwas, Krishi Bhawan Kankey Road, RANCHI - 834008 Tele/Fax : 0651-2230132, 2233832 E-mail : jharkhand@nhbnet.in</p>	<p><b>National Horticulture Board</b> 310/311, 3rd Floor, I.D. Shopping Centre, Near, Shivaji Statue, Sahara Darwaja, SURAT - 395003 Tele/Fax : 0261-2311343</p>
<p><b>National Horticulture Board</b> HPMC, IInd Floor Nigam Vihar, SHIMLA - 171002 (H.P.) Tele/Fax : 0177-2623801, 2622908 E-mail : hp@nhbnet.in</p>	<p><b>National Horticulture Board</b> TC- 41/1989, Meena Bhawan, Manacaud, TRIVANDRUM - 695009 Tele/Fax : 0471-2467943 E-mail : kerala@nhbnet.in</p>
<p><b>National Horticulture Board</b> Horticulture Complex, Rajbagh, SRINAGAR - 190008 E-mail : jk@nhbnet.in</p>	<p><b>National Horticulture Board</b> Municipal Stadium Complex VIJAYAWADA - 520010 Tele/Fax : 0866-2473351</p>