

National Horticulture Board

Ministry of Agriculture, Government of India,
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CITIZEN'S CHARTER

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CITIZEN'S CHARTER

Introduction

National Horticulture Board (NHB) was set up by Government of India in April 1984 on the basis of recommendations of the "Group on Perishable Agricultural Commodities", headed by Dr M.S. Swaminathan, the then Member (Agriculture), Planning Commission, Government of India. The NHB is registered as a Society under the Societies Registration Act 1860, with its headquarters at Gurgaon.

Vision

Recognizing the fact that the Commercial Horticulture provides not only food and nutritional security but also paves the way for crop diversification for better economic gain and risk mitigation for the farmers: the need for promoting this sector by concerted efforts for private investment through commercial horticulture projects, has been visualized. This sector includes area expansion under commercial horticulture projects in clusters; post harvest management related infrastructure combined with public and private sector initiatives of technology development and transfer, product promotion, marketing & export. With this vision, National Horticulture Board is striving to accelerate the process of the development of commercial horticulture in potential clusters by organizing the producer farmers for better utilization of resources, transfer of technology and gaining benefit of scaling up.

Mission

- To promote commercial horticulture through development of production hubs and ensuring availability of quality planting material.
- To promote investment in Post-Harvest Management and Green Cold Chain infrastructure
- To promote development and transfer of technology for quality production
- Product promotion, market development and export promotion through synergy amongst producers, farmers, extension workers, research organizations, private stake holders and credit institutions.

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: -

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.

Organizational 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.

A. Board of Directors

➤ The management of all the activities of NHB is undertaken by a paramount body, "Board of Directors", which is headed by the Hon'ble Union Agriculture Minister as its President and Hon'ble Union Minister of State for Agriculture as its Vice-President. Other Members of the Board are:

- Secretary, DAC, Government of India (Ex-Officio);
- Director General, ICAR (Ex-Officio);
- Addl. Secretary (Hort.), DAC (Ex-officio)
- Financial Adviser, DAC (Ex-Officio);
- Mission Director, NHM, DAC (Ex-officio)
- Horticulture Commissioner, DAC (Ex-Officio);
- Advisor (Agriculture), Planning Commission (Ex-Officio);
- Chairman, APEDA (Ex-Officio);
- Eleven Representatives of Horticulture industry representing the interests of Co-operative Societies, leading horticulturists and leading exporters of horticulture produce. (To be nominated by the Central Govt.)
- A representative of Ministry of Food Processing Industry, or any other Ministry who may be invited especially with the consent of the President. (Ex-Officio);
- Managing Director, NHB - Member Secretary

B. Managing Committee of NHB

The Union Secretary (Agriculture & Cooperation) heads the Managing Committee of the NHB as its Chairman. It has been assigned the role of General Superintendent, Direction and control of the affairs and functions of the Board. The composition of the Managing Committee is as under:

- i) Secretary (Agriculture & Cooperation)
Chairman
(Ex-Officio)
- ii) Addl. Secretary/Special Secretary
Member
(In charge, Horticulture) (Ex-officio)
Deptt. of Agriculture & Cooperation

- iii) Financial Advisor,
Member
Deptt. of Agril. & Coopn. (Ex-Officio)
- iv) Chairman, Agricultural & Processed Food
Member
Products Export Development
Authority (APEDA) (Ex-Officio)
- v) Horticulture Commissioner,
Member
Deptt. of Agril. & Coopn. (Ex-Officio)
- vi) Mission Director
Member
National Horticulture Mission
Deptt. of Agril. & Coopn. (Ex-Officio)
- vii) General Manager, NABARD
(Ex-Officio) Member
- viii) One farmers representative
Member
- ix) Managing Director,
Member Secretary
National Horticulture Board (Ex-Officio)

Our Infrastructure

- A sprawling well maintained green Campus of 5.4 acres
- Fully computerized work environment at Head Office and also
in Field offices.
- Well equipped Library having wide range of horticultural
publications.
- Committee Halls, Guest House and Canteen Facilities at
Head Office.
- Demonstration units for Poly House and Net House.

Major schemes

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

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

Grievances Mechanism and Time Frame for Disposal

Shri N.C. Mistry, Addl. 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.

State Committee:

A committee comprising of members from state Hort./Agri. Department, NABARD, State Level Bankers' Committee (SLBC), State Agriculture University (SAU) and NHB to consider the projects costing upto Rs. 50.00 lakhs for issuing Letter of Intents and release of subsidy for the projects at the state office of NHB. Committee meets monthly to consider the projects.

Internal Committee:

A committee comprising of outside members from ICAR and IFD, DAC and internal members from NHB under the chairmanship of Managing Director, NHB to consider the projects costing above Rs. 50.00 lakhs and upto Rs. 100.00 lakhs for issuing Letter of Intents and release of subsidy and grants under NHB schemes at the Head office of NHB. Committee meets monthly to consider the projects.

Project Approval Committee:

An Inter Ministerial Committee comprising of members from ICAR, NCDC, APEDA, DMI, Planning Commission, Integrated Finance Division, DAC, Horticultural Commissioner, NHM, MoFPI, AMD, NHB under the chairmanship of Managing Director, NHB to consider the projects costing above Rs. 100.00 lakhs for issuing Letter of Intents and release of subsidy under NHB schemes at the Head office of NHB. Committee meets monthly to consider the projects.

5. NHB offices/contact points

The address and Phone Nos. of the NH B'S contact points are given below:-

<p>National Horticulture Board Vikas Bhawan, Fazilka Road, ABOHAR - 152116 Tele/Fax : 01634-230822</p>	<p>National Horticulture Board No. 14/43, 2nd Floor, 1 &2 Stage Industrial Suburb, Tumkur Road, Yeshwantpur BANGALORE - 560022 Tele/Fax : 080-23371935, 23374149 E-mail : nhbblr@yahoo.com</p>
<p>National Horticulture Board C/o Suprintendent Garden, Shahjan Park, Tajganj, AGRA - 282001 Tele/Fax : 0562-2331470</p>	<p>National Horticulture Board 32, Purjor House, 1st Floor, Indira Press Complex M.P. Nagar Zone-I BHOPAL - 462011 Tele/Fax : 0755-2761741 E-mail : bplnhb@rediffmail.com</p>
<p>National Horticulture Board Plot No. 60, 3rd Floor Krishna Apartment Azad Society, Annawadi AHMEDABAD-380 015 (Guj)Tele/Fax : 079- 26766416, 26766413 E-mail : nhbahd@yahoo.co.in</p>	<p>National Horticulture Board N-1/303, Lottery Plot, Nyapali, BHUBANESHWAR - 751015 Tele/Fax : 0674-2558134 E-mail : nhbbsr@gmail.com</p>
<p>National Horticulture Board C/o Directorate of Horticulture, Room No. 13, 2nd Floor, Kheti Bhawan, Ranjeet Avenue, AMRITSAR - 143001 Tele/Fax : 0183-2500236</p>	<p>National Horticulture Board SCO 85, 2nd Floor, Sector-40-C CHANDIGARH - 160 047 Tele/Fax : 0172-2625249, 2625269 E-mail : nhb_chd@yahoo.co.in</p>

<p>National Horticulture Board C/o Regional Institute of Rural Dev., Delhi - Saharanpur Road, BARAUT, D I STT. BAG H PAT Tele/Fax : 01234-251723</p>	<p>National Horticulture Board Module No. 37, II Floor SIDCO Readymade Garment Complex Industrial Estate Guindy, CHENNAI - 600032 Tele/Fax : 044-22501151,22500965 E-mail : nhbtn@yahoo.com</p>
<p>National Horticulture Board 179, Phase-II, Vasant Vihar, DEHRADOON - 248001 Tele/Fax : 0135-2761922, 2762767 E-mail : nhb_dehradun@yahoo.com</p>	<p>National Horticulture Board 2nd Floor, 5, Vijay Laxmi, Mahima, Near Lal Kothi Subji Mandi, Sahkar Marg, JAIPUR - 302015 Tele/Fax : 0141-2742733, 2740767 E-mail: nhbjpr@yahoo.com</p>
<p>National Horticulture Board Change Choop Building Tibet Road, Near Nayuma Television GANGTOK - 737101 Tele/Fax : 03592-208453 ,220975 E-mail : nhbgangtok@yahoo.com</p>	<p>National Horticulture Board g o Director of Horticulture, Horticulture Complex, Cantt. Road, JALANDHAR (PUNJAB) Tele/Fax : 0181-223048</p>
<p>National Horticulture Board Chhibber House, 4th Floor, Dispur P.O., GUWAHATI - 781005 Tele/Fax : 0361-2343719, 2340695 E-mail : nhbghy@gmail.com</p>	<p>National Horticulture Board Hall No. 307, A-2, 3rd Floor, South Block, Bahu Plaza, Rail Head Complex, JAM MU - 180004 Tele/Fax : 0191-2474349, 2474112 E-mail : nhbjammu@rediffmail.com</p>
<p>National Horticulture Board No.-2, 5-9-195 William Nivas, Chirag Ali Lane ABIDS, HYDERABAD - 500001 Tele/Fax : 040-23201140 2320806 E-mail : nhb.govhyd@gmail.com</p>	<p>National Horticulture Board 133/54, '0' Block, Kidwai Nagar, KANPUR Tele/Fax : 0512-2607631</p>

<p>National Horticulture Board Residency Kothi (Complex) INDORE -452001 Tele/Fax : 0731-2701522</p>	<p>National Horticulture Board Diwan Colony, KARNAL - 132001 Tele/Fax : 0184-24295</p>
<p>National Horticulture Board Mayukh Bhawan, 2nd Floor, Salt Lake, Sector - II KO LKATA - 91 Tele/Fax : 033-23211259, 23377182 E-mail : nhblko@rediffmail.com</p>	<p>National Horticulture Board S.C. Panwar Market Yard Commercial Complex No. 1 Peth Road, Panchwati Nashik - 422003 Tele/Fax : 0253-2534558, 2533715 E-mail : nhbnashik@yahoo.com</p>
<p>National Horticulture Board C/o Director of Horticulture, 2, Sapru Marg, Udyan Bhawan, LUCKNOW -226001 Tele/Fax : 0522-2623374, 2202420 E-mail : lucknow@nhbnet.in</p>	<p>National Horticulture Board 19-22 (Garage), Krishi Bhawan, NEW DELHI - 110 001 Tele/Fax : 011-23073019, 23097015 E-mail : nhbdli@rediffmail.com</p>
<p>National Horticulture Board Plot No. 142, 1st Floor, Seikkilar, Street Extension, Bibikulam MADURAI - 625002 (T.N.) Tele/Fax : 0452-2531195</p>	<p>National Horticulture Board Verma Centre, 5th Floor, Room No. 501-502, Boring Canal Road, PATNA-800001 Tele/Fax : 0612-2541218, 2541128 E-mail : nhb_patna@sify.com</p>
<p>National Horticulture Board 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>National Horticulture Board MCAER, Building 132/B, Bhambhurda Bhosale Nagar, PUNE- (MS) -411005 Phone : 020-25530582-83 E-mail : nhbpune@gmail.com</p>

<p>National Horticulture Board 3rd Floor, MECL, Complex, Near TV Tower, Seminary Hills, NAGPUR - 440006 Tele/Fax : 0712-2513030, 2513110 E-mail : nhbnagpur@rediffmail.com</p>	<p>National Horticulture Board Market Information Centre, Katela Bhawan, Civil Lines, RAIPUR - 492001 (CHATTISGARH) Tele/Fax : 0771-2423992 E-mail : nhbraipur@yahoo.co.in</p>
<p>National Horticulture Board Laxmi Niwas, Krishi Bhawan Kankey Road, RANCHI - 834008 Tele/Fax : 0651-2230132, 2233832 E-mail : nhbranchigh@rediffmail.com</p>	<p>National Horticulture Board 310/311, 3rd Floor, I.D. Shopping Centre, Near, Shivaji Statue, Sahara Darwaja, SURAT - 395003 Tele/Fax : 0261-2311343</p>
<p>National Horticulture Board HPMC, IInd Floor Nigam Vihar, SHIMLA- 171002 (H.P.) Tele/Fax : 0177-2623801, 2622908 E-mail : nhbhp2004@yahoo.com</p>	<p>National Horticulture Board Space,1,2,43, Trans Towers, Lower Ground Floor, Opp. Womens College, Vazhutha Caud, Thucand P.O 2337578-79 TRIVANDRUM - 695015 Tele/Fax : 0471-2337578-79 E-mail : nhbtvm@gmail.com</p>
<p>National Horticulture Board Horticulture Complex, Rajbagh, SRINAGAR - 190008 E-mail : nhbjammu@rediffmail.com</p>	<p>National Horticulture Board Municipal Stadium Complex VIJAYAWADA - 520010 Tele/Fax : 0866-2473351</p>