

No.NHB/Hq/CC/GRC/2018-19/
NATIONAL HORTICULTURE BOARD
Department of Agriculture Cooperation and Farmers Welfare
Ministry of Agriculture and Farmers Welfare

Gurugram, Dated 7th March 2019

Office Order

Subject: Grievance Redressal Committee

18273

So as to attend grievances / complaints promptly (including in cases of rejections for subsidy sanction), National Horticulture Board hereby constitutes a Grievance Redressal Committee with the following composition and terms of reference:

Composition

S.No	Position	Officer
1	Chairman	MD, NHB
2	Member	Sr.Most Joint Director
3	Member	Joint Director (in rotation)

Meeting frequency: The Committee shall hold the said meeting once in a month in general. However for expeditious disposal of the past cases the Committee shall hold the meeting once a week every Tuesday till the cases taken up *suo moto* are disposed.

Opportunity to the Applicant: During the said meeting, the concerned project applicant shall also be invited for hearing on his/her own cost. His/her participation is not mandatory for examination of the complaint by the Committee but he/she is strongly encouraged to participate.

Division responsible and Procedure:

1. Divisional Head, Coordination is responsible for preparation of Agenda, minutes / proceedings and coordination of the said meetings.
2. The applicant is given reasonable and adequate hearing to place his/her arguments before the committee. No representative / substitute is allowed.
3. The recommendations of the said committee in the said cases will be hosted in the NHB website and there upon the recommendations shall be placed before Competent Committee for necessary decision on the said case.

Terms of reference:

1. To examine all complaints / grievances received from 1st December 2018 till date *Suo moto*.
2. To examine all complaints to be received henceforth shall also be examined by the said committee in the similar way.

NHB shall give wider publicity of this initiative.

This has the approval of the competent authority of NHB, and email ID

is Grievance is grievance@nhb.gov.in

(D.K.Pal)

Deputy Director (Coordination)

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07/03/2019

Copy for kind information:

1. PS to Secretary, DAC &FW, MoA& FW, Krishi Bhawan, New Delhi.
2. PS to Addl.Secretary (Hort.) DAC &FW, MoA& FW, Krishi Bhawan, New Delhi.
3. All the members
4. All the officers of NHB both Hq and States/UTs.
5. The Divisional Head (Media & Communication) for hosting in NHB website and for wider publicity.