

SERVICE DELIVERY STANDARDS**ANNEXURE**

Sl No.	Services	Service /Performance standard	Contact details of officer concerned	Weightage (%)	Process	Documents required	Fee, if any
1.	Grant of (Central share) subsidy for developing New Plantations of Cashew and Cocoa	30 Days	Deputy Director(D) PH-0484-2377151 dccd@nic.in	10	1) Receipt of application in prescribed form 2) Field inspection 3)Scrutiny of applications and examination of inspection reports 4) According admn. approval and preparation of Bills for drawing funds. 5) Payment of subsidy amount through E Transfer/Cheque/DD	1) Duly filled and signed Application in prescribed Form 2) Land possession documents 3) ID Proof 4) Bank Account details 5) Recommendation by respective implementing agency/units.	--
2.	Grant of financial assistance for replacing senile cashew plantations with High Yielding Varieties	1 st instalment within 30 days 2 nd and final instalment within 20 Days after spot inspection and receipt of progress report	Deputy Director(D) PH-0484-2377151 dccd@nic.in	08	1) Receipt of application in prescribed form 2) Field inspections 3) Scrutiny of applications and examination of inspection reports 4) According admn. approval and preparation of Bills for drawing funds 5) Payment of subsidy amount through E Transfer/Cheque/DD	1) Duly filled and signed Application in prescribed Form 2) Inspection Reports 3) Progress Report 4) Bank Account details	--

3.	Grant of subsidy for establishing Demonstration Plots of Cashew	30 Days In case of Res. Institutes 15 Days upon execution of MOU	Deputy Director(D) PH-0484-2377151 dccd@nic.in	10	1) Receipt of application in prescribed form 2) Scrutiny of applications and examination of inspections reports/Progress Report/MOU 4) According admn. Approval and preparation of Bills 5) Payment of subsidy amount through E Transfer/Cheque/DD	1) Duly filled and signed Application in prescribed Form 2) Inspection Reports/ Progress Reports 3) Duly executed MOU 3) Recommendation of concerned Research Institute 4) Bank Account details	--
4.	Grant of financial assistance for establishing Model Nurseries of Cashew and Cocoa	10 Days	Deputy Director(D) PH-0484-2377151 dccd@nic.in	06	1) Receipt of application in prescribed form 2) Scrutiny of application and Site inspection 3) Examination of inspection report and MOU 4) According admn. approval and preparation of Bills for drawing funds 5) Payment of subsidy amount through E Transfer/Cheque/DD	1) Duly filled and signed Application in prescribed Form through nationalized Banks with project proposal containing :- i) Sketch of area ii) land possession certificate iii) Loan sanction letter from bank. 2) Inspection Reports 3) Duly executed MOU	--

5.	Financial assistance for establishing Processing Unit of Cashew	10 Days	Deputy Director(D) PH-0484-2377151 dccd@nic.in	04	1) Receipt of project proposal 2) Scrutiny of project proposal and Site inspection 3) According admn. approval and preparation of Bills for drawing funds 4) Payment of subsidy amount through E Transfer/Cheque/DD	1) Project proposal complete in all respect 2) Inspection Report	--
6.	Financial assistance for training farmers	10 Days	Deputy Director(M) PH-0484-2377151 dccd@nic.in	05	1)Receipt of project proposal 2) Examination of project proposal 3) According admn. approval and preparation of Bills for drawing funds 4) Payment of subsidy amount through E Transfer/Cheque/DD	1) Project proposal complete in all respect	--
7.	Financial assistance for creating water resources	10 Days	Deputy Director(D) PH-0484-2377151 dccd@nic.in	04	1)Receipt of project proposal 2) Examination of project proposal 3) According admn. approval and preparation of Bills for drawing funds 4) Payment of subsidy amount through E Transfer/Cheque/DD	1) Project proposal complete in all respect	

8.	Financial claims of DCCD officials for grant of TA/ CEA/ FA / Medical	10 Days	Admn. Officer PH0484-2377251 dccd@nic.in	05	1)Receipt of applications in prescribed format 2) Examination of applications 3) According admn. approval ,preparation of Bills and presentation to PAO for payment.	1) Duly completed applications in all respect along with necessary enclosures.	--
9.	Settlement of pensionery benefits of retiring DCCD officials	20 Days from the Date of retirement	Admn. Officer PH0484-2377251 dccd@nic.in	08	1)Receipt of applications in prescribed format 2) Examination of applications 3) According admn. approval, preparation of Bills and presentation to PAO for payment.	1) Duly completed applications in all respect along with necessary enclosures as per rules. 2) Necessary payment authority/sanction from PAO,DOAC, Cochin	--
10.	Updation of DCCD Website	02 Days from trigger of events	Admn. Officer PH-0484-2377251 dccd@nic.in	05	1) Creation and packing of necessary web content 2) Obtaining approval 3) Uploading to Website	--	--

* Days indicated are actual working days