

**Sub:- Identification & Listings of Various Citizen Services Rendered by the
Haryana State Agricultural Marketing Board**

Details of Citizen Services Delivered by HSAMB

Sr. No	Department	Name of Service	Given time Limit (Working Days)	Designated Officer	1 st Appellate Authority	2 nd Appellate Authority
1	Haryana Agricultural Marketing Board	Issue of No Objection Certificate/ Duplicate allotment/ Re allotment of plots in mandis	21 Days	Concerned Secretary cum E.O	DMEO	Secretary Board Haryana Agricultural Marketing Board
2	Haryana Agricultural Marketing Board	Issue of Conveyance Deed of plots in mandis	15 Days	Concerned Secretary cum E.O	DMEO	Secretary Board Haryana Agricultural Marketing Board
3	Haryana Agricultural Marketing Board	Issue of No Due Certificate of plots in mandis	15 Days	Concerned Secretary cum E.O	ZMEO	Secretary Board Haryana Agricultural Marketing Board
4	Haryana Agricultural Marketing Board	Re-Transfer of property in case of sale in mandis	20 Days	Concerned ZMEO	Secretary Board	C.A Board Haryana Agricultural Marketing Board
5	Haryana Agricultural Marketing Board	Re-Transfer of property in case of death (uncontested)	30 Days	ZMEO	Secretary Board	C.A Board Haryana Agricultural Marketing Board
6	Haryana Agricultural Marketing Board	Issue of I. Card to farmers for Apni Mandi	15 Days	Concerned Secretary cum E.O	DMEO	Secretary Board Haryana Agricultural Marketing Board
7	Haryana	Issue of licence I, II,	20 Days	Concerned	Secretary	C.A Board

	Agricultural Marketing Board	II category in mandis		Secretary cum E.O & Concerned DMEO	Eboard	Haryana Agricultural Marketing Board
8.	Haryana State Agricultural Marketing Board	Payment of compensation to agricultural victims	30 days	Concerned Secretary-cum-E.O.	DM EO	Secretary Board
9.	Haryana State Agricultural Marketing Board	Any grievances with regard to mandis	3 days	Concerned Secretary-cum-E.O.	DM EO	Secretary Board
10.	Haryana State Agricultural Marketing Board	Any grievances with regard to construction works	3 days	Executive Engineer concerned	S.E. concerned	E.I.C
11.	Haryana State Agricultural Marketing Board	Any grievance of farmers through SMS	2 days	Any officer of HSAMB	Secretary	C.A.
12.	Haryana State Agricultural Marketing Board	Any grievance through Toll Free No. installed in Kisan Bhawan	2 days	Agri Business Manager concerned	ZMEO	Secretary Board

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Sr. No	Name/Particulars of Service	Current mode of delivery of service (Manual / Electronic)	Time-lines prescribed for delivery of the service, if any	Service Priority (1 st , 2 nd , 3 rd) etc.
1.	Issue of No Objection Certificate/ Duplicate allotment/ Re allotment of plots in mandis.	Manual	21 Days	6 th
2.	Issue of Conveyance Deed of plots in mandis.	Manual	15 Days	5 th
3.	Issue of No Dues Certificate of plots in mandis.	Manual	15 Days	4 th
4.	Transfer of property in case of sale in mandis.	Manual	21 Days	12 th
5.	Transfer of property in case of death (uncontested).	Manual	30 Days	11 th
6.	Issue of Identity Card to farmers for APMI Mandi.	Electronic	15 Days	10 th
7.	Issue of licence categories I, II, III in mandis.	Manual	21 Days	1 st
8.	Payment of compensation in case of accident in agricultural operations.	Manual	30 Days	7 th
9.	Response to grievances with regard to mandis.	Manual	3 Days	2 nd
10.	Response to grievances with regard to construction works.	Manual	3 Days	3 rd
11.	Response to grievance of farmers through SMS.	Electronic	2 Days	9 th
12.	Response to quarry through Toll Free No. installed in Kisan Bhawan.	Electronic	2 Days	8 th

Note:- Prescribed time line for 1st to 8th are with subject to ^{completion} compensation of formalities.