



COFFEE BOARD : BANGALORE

**LIST OF SERVICES OFFERED BY THE EXTENSION PERSONNEL  
OF TRADITIONAL AREA**

The list of services offered to the coffee stakeholders by different level of extension personnel and their standards circulated among the various Extension Officers of the Board in traditional area vide letter No. EXT/BAN/Sevottam/2011-12/ 200 Dated: 19.12 2011 are as follows :-

Offices	Type of services	Service Standard
SLOs/ LOs	<b>I. Transfer of Technology related services</b>	Completed as per Annual Action Plan
	1. Estate visits (Contact/Request / Follow-up)	
	2. Conducting Method Demonstrations	
	3. Issue of Advisory Letters	
	4. Conducting Village Level Meetings/Group meetings / Workshops	
	5. Conducting Mass Communication Programmes / Mass Contact Programmes	
	6. Conducting Training programmes	
	6. FPM workshop / meetings	
	<b>II. Other Services.</b>	
	1. Registration of indents from growers for supply of seed coffee	Sept – Oct. months
2. Supply of seed coffee to the indented growers	Jan – March months	
2. Registration of applications from the eligible candidates under Labour welfare measures and scrutiny	October – December months	
<b>II. Development Support related activities:</b>		
SLOs/ LOs	1. Registration of application for Feasibility Report from growers and Scrutiny.	5 working days
	2. Conducting field inspection by Officers & issue of Feasibility Report by the Office	30 working days
	3. Registration of Subsidy claims from the growers and scrutiny	5 working days
	4. Inspection for physical verification by the Officers, processing & forwarding of the subsidy claims from the Office to higher authority	30 working days.

<b>DDEs</b>	1. Registration of subsidy claims under DSS/ Mechanization scheme received from the Field Offices	5 working days
	2. Processing of subsidy claims for sanction and release of subsidy	30 working days
	3. Registration / Processing of applications under Labour welfare measure received from the Field Offices and issue of cheques	30 working days.

In this connection, the Extension Officers have been informed to notify the services and their standards in the Notice Board for the information of the public and also to comply with the standards fixed. Further, they have also been advised to display the name and address of the authorities to be approached in case of any grievances by the public of the area with regard to rendering of services and compliance of the standards. For eg. Senior Liaison Officers and Liaison Officers have to display the complete address with Office phone No, Mobile No. and e-mail of the respective Deputy Directors of Extension and the Deputy Directors of Extension have to display the complete address, Office telephone No., Mobile No. and e-mail of respective Joint Directors of Extension for information of general public.

The Joint Directors of Extension have been advised to take necessary action for display of the services and their standards in the vernacular language of the respective offices under their jurisdiction and to monitor its implementation.

SECRETARY



**COFFEE BOARD : BANGALORE**

**LIST OF SERVICES OFFERED BY THE EXTENSION PERSONNEL OF NON – TRADITIONAL AREA**

The list of services offered to the coffee stakeholders by different level of extension personnel and their standards in non-traditional area is as follows:

<b>Offices</b>	<b>Type of services</b>	<b>Service Standard</b>
<b>SLOs/ LO's</b>	<b>1. Transfer of technology related services</b>	
	1.Estate visits(Contact/Request/Follow-up)	Completed as per Annual Action Plan
	2.Conducting method demonstrations	
	3.Issue of advisory letters	
	4.Conducting village level meetings/group meetings/workshops	
	5.Conducting training programmes	
	<b>II. Other services</b>	
	1.Registration of indents from growers for supply of seed coffee	September – October months
	2.Supply of seed coffee to the indented growers	January to March
	3.Registration of applications from the eligible candidates under Labour welfare measures and scrutiny and forwardal to DDE's office.	October – December months
	<b>III. Development Support related activities.</b>	
	1. Registration of claims received from DDEs, Office Conducting inspection of selected fields under expansion subsidy and forwardal of report to the DDE	30 working days
	2. Registration of the applications for release of subsidy to baby pulpers, field inspection for test checking/physical verification, processing and forwardal of report to DDE	20 working days
3. Registration of the applications for release of subsidy to the drying yards, field inspection for physical verification, processing and forwardal of report to DDE	30 working days	
<b>DDE</b>	<b>I. Expansion Subsidy</b>	
	1. Forwardal of the expansion subsidy claims received from the Project Officer, ITDA to SLO/LO offices	05 working days
	2. Scrutiny/processing of Expansion subsidy claims received from Field Offices (SLO/LOs) after inspection and forwardal of the file to JDE's office	20 working days

	<b>II. Subsidy under Quality Upgradation</b>	
	1. Scrutiny/processing of subsidy claims for supply of baby pulpers under quality upgradation received from Field Offices (SLO/LOs) after inspection and forwardal for sanction of the amount to JDE.	15 working days
	2. Scrutiny/processing of subsidy claims for construction of drying yards under quality upgradation received from Field Offices (SLO/LOs) after inspection and release of subsidy to growers after sanction.	20 working days
	<b>III. Labour Welfare Measures</b>	
	Registration, Scrutiny/processing of eligible claims recommended by SLOs/LOs, sanction of the amount and release of cheques.	25 working days
<b>JDE</b>	<b>Expansion Subsidy</b>	
	Scrutiny and forwardal of the expansion subsidy file received from the DDE to the Competent Authority for approval and release of the amount to the PO, ITDA.	05 working days
	<b>Baby Pulpers</b>	
	Scrutiny and forwardal of the subsidy claims for supply of baby pulper file received from the DDE to the Competent Authority for approval and release of the amount to the PO, ITDA.	05 working days

**DIRECTOR OF RESEARCH**



**COFFEE BOARD : BANGALORE**

**LIST OF SERVICES OFFERED BY THE EXTENSION PERSONNEL  
OF NORTH EASTER REGION**

The list of services offered to the coffee stakeholders by different level of extension personnel and their standards in North Eastern Region is as follows:

Offices	Type of services	Service Standard
SLOs/ LOs	<b>I. Transfer of Technology related services</b>	
	1 Estate visits (Contact/Request / Follow-up)	Completed as per Annual Action Plan
	2. Conducting Method Demonstrations	
	3. Issue of Advisory Letters	
	4. Conducting Village Level Meetings / Group meetings / Workshops	
	5. Conducting Training programmes	
	<b>II. Other Services.</b>	
	1. Registration of indents from growers for supply of seed coffee	Sept – Oct. months
	2. Supply of seed coffee to the indented growers	Jan – March months
	3. Activities related to raising of coffee seedlings / shade tree saplings in Group Nurseries & distribution among the identified beneficiaries	January to September months
4. Registration of applications from the eligible candidates under Labour welfare measures and scrutiny	October – December months	
	<b>III. Development Support related activities:</b>	
SLOs/ LOs	1. Registration of subsidy applications under expansion/consolidation programme from the growers and Scrutiny.	5 working days
	2. Conducting field inspection by Officers, processing & forwarding of the subsidy claims from the Office to higher authorities for sanction	30 working days
	3. Registration of application from the identified growers for supply of baby pulpers/drying trays under Quality Up-gradation programme	June– July months
JDE/DDE	1. Registration of subsidy claims received from the Field Offices	5 working days
	2. Processing of subsidy claims for sanction and release of expansion/consolidation subsidy	30 working days
	3. Process of procurement of Baby Pulper/Drying Trays under quality up-gradation and distribution to the identified beneficiaries	September to November months
	4. Registration / Processing of applications under Labour welfare measure received from the Field Offices and issue of cheques	30 working days.

**DIRECTOR OF RESEARCH**