Citizen Charter

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| Serial No. | Name of service | Basic information about services | Method of service delivery | Necessary documents and place of receipt | Price and payment method of service | Deadline for delivery of service | Officer in charge with phone number and Email |
| 1 | Provide agricultural advice | Provide agricultural consultancy services subject to demand and conduct field inspections / training / exhibitions / field days / group meetings where applicable | \* Receipt of demand (personal communication, SMS, telephone / mobile call, e-mail)  \* Provide advice | - | Free | 7 Working days | UAO, AAO, AEO, SAPPO, SAAO  01718884669  uaopangsha@gmail.com |
| 2 | Providing agricultural machinery through development assistance | To provide development assistance up to 50% and 80% for the purchase of agricultural machinery for the purpose of agricultural mechanization | \* Receipt of application  \* Approval of Upazila Committee  \* Approval of Project Implementation Committee  \* Order issuance and transfer | Application in the prescribed form (form)  Upazila Agriculture Office | Pay the rest of the cost of the device in cash | 45 Working Days | UAO, AAO, AEO, SAPPO, SAAO  01718884669  uaopangsha@gmail.com |
| 3 | Advice on mushroom cultivation | Provide training / exhibitions / group meetings / motivation / technical assistance / spawn supply / leaflets / booklets / brochures / posters / journals on mushroom cultivation and where applicable in nutrition and women empowerment. | \* Receipt of demand (personal communication, SMS, telephone / mobile call, e-mail)  \* Advice  \* Provide training / exhibitions / motivation / technical advice / leaflets / booklets / brochures / posters / journals | - | free |  | UAO,AAO, AEO, SAPPO, SAAO  01718884669  uaopangsha@gmail.com |
| 4 | Marketing registration of fertilizers and fertilizers | Marketing registration of fertilizers and fertilizers to ensure supply of quality fertilizers at the farmer level | \* Receipt of application in the prescribed form  \* Evaluation and recommendations of the concerned DD-DAE  \* Issuance of registration certificate | 1) Application in the prescribed form. | 1000 / = through treasury invoice | 30 Working Days | ADD (PP), UAO, AEO, SAPPO  01718884669  uaopangsha@gmail.com |
| 5 | Assist in setting up a garden on the roof of the house | Assist in setting up vegetable gardens on the roof of the house to meet the nutritional needs and provide training / exhibitions / motivation / leaflets / booklets / brochures / posters / journals where applicable. | \* Receipt of demand (personal communication, SMS, telephone / mobile call, e-mail)  \* Provide inspection and technical assistance | - | Free | Year Round | UAO, AAO, AEO, SAPPO, SAAO  01718884669  uaopangsha@gmail.com |
| 6 | Providing advice on horticulture and setting up of nurseries | Provide advice and technical advice on extension of horticulture and setting up of nurseries and training / exhibition / motivation / leaflets / booklets / brochures / posters / journals where applicable. | \* Receipt of demand (personal communication, SMS, telephone / mobile call, e-mail)  \* Provide inspection and technical assistance |  | Free | Year Round | UAO, AAO, AEO, SAPPO, SAAO  01718884669  uaopangsha@gmail.com |
| 7 | Pesticide wholesale license | Advancement with application form recommendation for issuance of all types of pesticide wholesale licenses to ensure supply of quality pesticides at farmer level | \* Receipt of application in the prescribed form  \* Evaluation and recommendation of Agricultural Extension Officer  \* Issuance of registration certificate | 1) Two copies of application in Form-7, 2) Registration Certificate, 3) Bank Solvency Certificate, 4) Trade License, 5) TIN Certificate | 1000 / = through treasury invoice | 30 working Days | ADD (PP) UAO, AAO, AEO, SAPPO, SAAO  01718884669  uaopangsha@gmail.com |
| 8 | Pesticide Retailer (Retail) License | Advancement with application recommendation for issuance of all types of Pesticide | \* Receipt of application in the prescribed form  \* Evaluation and recommendation of Agricultural Extension Officer  \* Issuance of registration | 1) Two copies of application in Form-, 2) Trade license, 3) Shop details 4) Citizen's Certificate District and Upazila Office of DAE | 300 / = through treasury invoice | 30 working Days | ADD (PP) UAO, AAO, AEO, SAPPO, SAAO  01718884669  uaopangsha@gmail.com |