



नागरिक चार्टर

तंबाकू बोर्ड

2024

**CITIZENS' CHARTER
TOBACCO BOARD**

Address : SREENIVASARAO THOTA, GT ROAD, GUNTUR- 522 004, ANDHRAPRADESH

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ESTABLISHMENT OF THE TOBACCO BOARD

Tobacco Board is a statutory body established on 01/01/1976 by the Government of India, under the Tobacco Board Act of 1975. The Tobacco Board Act, 1975 aims at planned development of tobacco industry in the country. The Board was principally constituted to regulate production, promote overseas marketing and control recurring instances of imbalances in supply and demand.

The Tobacco Board functions under the administrative control of the Ministry of Commerce & Industry of the Government of India. Subsequently, rules & regulations and amendments were made in 1976, 1984, 2013 and 2016.

The headquarters of Tobacco Board is at Guntur in Andhra Pradesh and is headed by a non-executive Chairman appointed by Central Government.

VISION AND MISSION

VISION

Tobacco Board is committed to accomplishing its role - the expressed will of parliament - for the smooth functioning of a vibrant farming system, fair and remunerative prices to tobacco growers and export promotion.

MISSION

To strive for the overall development of tobacco growers and the Indian Tobacco Industry.

FUNCTIONS

The functions of Tobacco Board as per the Tobacco Board Act are as follows:

- (1) It shall be the duty of the Board to promote by such measures as it thinks fit the development of the tobacco industry.
- (2) Without prejudice to the generality of the foregoing provision, the measures referred to therein may provide for
 - *(a) regulating the production and curing of Virginia tobacco having regard to the following factors namely;
 - i. the demand for Virginia tobacco in India and abroad;
 - ii. the suitability of land for growing Virginia tobacco;
 - iii. the differences in soil characteristics and agro climatic factors in different regions of the country where Virginia tobacco is grown and the effect thereof on the quality and quantity of Virginia tobacco produced in those regions;
 - iv. the marketability of different types of Virginia tobacco;
 - v. the need for rotation of crop, and
 - vi. the nature of the holdings of the growers of Virginia tobacco whether owned or leased.

** Clause (a) was substituted vide Tobacco Board (Amendment) Act, 1985 published in the extraordinary Gazette of India Part II, Section-1, Dt.06/09/1985.*

- b) keeping a constant watch on the Virginia tobacco market, both in India and abroad, and ensuring that the growers get a fair and remunerative price for the same and that there are no wide fluctuations in the prices of the commodity;
- c) maintenance and improvement of existing markets, and development of new markets outside India for Indian Virginia tobacco and its products and devising of marketing strategy in consonance with demand for the commodity outside India, including group marketing under limited brand names;
- *(cc) establishment by the Board of auction platform, with previous approval of the Central Government, for the sale of Virginia tobacco by registered growers or curers, and functioning of the Board as an auctioneer at auction platforms established by or registered with its subject to such conditions as may be specified by the Central Government.

Inserted vide the Tobacco Board (Amendment) Act 1978 published in the extraordinary Gazette of India Part-II, Section-1, Dt.30/08/1978

- ** (d) deleted;

*** Deleted vide the Tobacco Board (Amendment) Act 1978 published in the extraordinary Gazette of India Part-II, Section-1, Dt.30/08/1978.*

- e) regulating in other respects Virginia tobacco marketing in India and export of Virginia tobacco having due regard to the interests of growers, manufacturers and dealers and the nation;
- f) propagating information useful to the growers, dealers and exporters (including packers of Virginia tobacco and manufacturers of Virginia tobacco products and others concerned with Virginia tobacco and products thereof;
- g) purchasing Virginia tobacco from growers when the same is considered necessary or expedient for protecting the interests of the growers and disposal of the same in India or abroad as and when considered appropriate;
- h) Promoting the grading of tobacco at the level of growers;
- i) Sponsoring, assisting, coordinating or encouraging scientific, technological and economic research for the promotion of tobacco industry;
- j) Such other matters as may be prescribed;

- (3) Without prejudice to the generality of the provisions of sub-section (1) and subject to priority being given to matters specified in sub-section (2), the measures referred to in sub-section (1) may also provide in relation to tobacco, other than Virginia tobacco, for all or any other matters specified in clauses (c) to (g) of sub-section (2) and for this purpose any reference in those clauses to Virginia tobacco shall be construed as including a reference to tobacco other than Virginia tobacco.
- (4) The Board shall perform its functions under this section in accordance with and subject to such rules as may be made by the Central Government and such, rules may in particular make provisions for ensuring that the Board functions in close liaison with Union agencies, institutions and authorities concerned with the tobacco industry (including growing of tobacco) and avoids duplication of effort.

MAIN SERVICES & TIMEFRAME

The following are the benchmarks for delivery of services to its customers within a defined time framework:

- a) Register Growers, Barn operators and Commercial Nursery Growers within 5 working days of submission of eligible application.
- b) Enumeration of barns 5 days prior to starting of Registration process.
- c) Registration process time for traders is 30 days from the date of finalizing criteria subject to their eligibility.
- d) Intimation of rejection of Registration applications to the traders within 30 days.
- e) At least 3 training classes / workshops will be conducted every year for the growers in Andhra Pradesh and Karnataka on Promotion of FCV Tobacco, Switching over to alternative crops, Adoption of standard grading practice and other areas as decided by the Executive Director every year on need basis.
- f) Complete soil/water tests and pass on test results to the Auction Superintendents, within 60 days of receipt of soil/water samples by the laboratories for taking necessary action.
- g) Supply of pure seed to the growers in Karnataka by the end of February and to the growers in Andhra Pradesh by the end of July.
- h) Receipt of payment from the traders on 8th day of purchase of tobacco on the auction platforms.
- i) Payment of sale proceeds to growers on 9th day of sale of tobacco.
- j) Redressal of grievances within 15 days from date of receipt of complaint.
- k) Issue of GSP certificate to exporters on the same working day of submission of the same in complete form.
- l) Issue of RCMC certificate to exporters within 5 working days of submission of eligible application.
- m) Issue of Visa Recommendation letter to exporters for promotion of exports of Indian tobacco within 2 working days of submission of eligible applications.
- n) At least one yearly inspection of all the godowns of trade, and verification of stocks by the designated officials.

The following is the plan of the Tobacco Board to achieve the Quality Objectives:

- a) Conducting Monthly Review Meetings at local offices and Regional Offices to review all aspects relating to its customers.
- b) Conducting Internal Quality Audit by the Internal Quality Auditors of Tobacco Board once in a year on implementation of Quality Management System to achieve the desired level and quality of services to its customers.
- c) Conducting inspection of all offices of Tobacco Board by the Management once in six months to achieve the desired level and quality of services to its customers.
- d) Conducting Management Review Meeting once in a year to review all the activities and implementation of Quality Management System to achieve the desired level and quality of services to its customers.
- e) Conducting external audit by an outside agency i.e. M/s DNV GL Business Assurance, an ISO 9001:2015 certifying agency once in a year on implementation of Quality Management System in the offices of Tobacco Board.

To measure the satisfaction of customers, collection of feed back in the Formats viz. TB/MR/01 & TB/MR/02 at least from 5% of growers and traders during every season is taken up.

Tobacco Board shall continually review its Quality Policy and quality objectives and improve them to the satisfaction of the customer requirements.

The Tobacco Board has been awarded with ISO 9001:2015 certification by M/s. DNV GL – Business Assurance, Chennai with effect from 19th March, 2022 to 18th March, 2025 for implementation of quality management systems. Tobacco Board continually reviews Quality Policy and quality objectives and improves them to the satisfaction of the customer requirements.

All the above points which ensure proper formulation and effective implementation of Citizens' Charter are included in ISO 9001:2015 Quality Management System.