

Chapter -15

Particulars Of Facilities Available To Citizens For Obtaining Information, Including The Working Hours Of Library Or Reading Room, If Maintained For Public (under section 4(1)(b) (xv) of RTI Act)

The Board has been awarded with ISO 9001::2015 certification (renewal) 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.

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.
- a) 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.
- b) 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.

The Board has introduced **Citizen's Charter** to help the growers and the trade for best possible services from the Board. A task force has been constituted in Tobacco Board to oversee the formulation of the Citizen's Charter. The Secretary, Tobacco Board is designated as Nodal Officer for the same.

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 on promotion of exports of Indian tobacco within 2 working days of submission of eligible applications.

To measure the satisfaction of customers, feedback formats are collected at least from 5% of growers and traders during every season.