

CITIZEN CHARTER

PLANT QUARANTINE DIVISION

**Directorate of Plant Protection, Quarantine & Storage,
NH-IV, Faridabad-121001, E-mail: jdpg@nic.in, Phone: 0129-2418506**

| Sr.No. | Main services | Time Line |
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| 1 | Issuance of accreditation certificate of new fumigation agencies/operator under NSPM 12 & 22 and certification of FHAT as per NSPM 9 | 7 days after receipt of inspection report along with recommendation from the In-charge of Regional Plant Quarantine stations |
| 2 | Certification of treatment facilities under NSPM 15, 18, 20 & 21 and pack house/warehouse. | |
| 2.1 | Nomination of auditors | 7 Days after receipt of application as per NSPMs along with requisite fee. |
| 2.2 | Inspection of facility | 45 days after receipt of nomination letter |
| 2.3 | Issuance of certificate | 7 Days after receipt of recommendation by the auditors |
| 3 | Updation of Plant Quarantine Management System(PQMS) database | |
| 3.1 | Addition of new treatment agency/facility & operators | 2 (Two) working days after approval of accreditation from the Competent Authority. |
| 3.2 | De-activation of treatment agency/facility & operators | 2 (Two) working days after approval of suspension from the Competent Authority. |
| 3.3 | Activation of treatment agency /facility & operators | 2 (Two) working days after approval of revoke of suspension from the competent authority. |
| 4 | Uploading of updated documents in public domain of PQMS | |
| 4.1 | Updated list of treatment agency/facility & operator | 15 days from the new accreditation/certification renewal, suspension & revoke of suspension of treatment agency/ facility& operators |
| 4.2 | Updated NSPMs / SOPs and other documents | 15 days after the revision of NSPMs/SOPs and other documents |
| 5 | Dealing relaxation Import cases as per Clause 14 of PQ (Regulation of Import in to India) order, 2003 | |
| 5.1 | Forwarding cases to DA&FW | 2 (Two) working days after the online receipt of relaxation case through PQMS along with mail copy of lab report, Recommendation and other supporting documents from the respective plant Quarantine Station |

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| 5.2 | Forwarding decision of DA&FW to PQS | 2 (Two) working days after receiving decision from DA&FW |
| 6 6.1 | Dealing Public Grievance & RTI Reply of public Grievance | Within 30 days after receiving online/offline grievance from the public |
| 6.2 | Reply of RTI | Within 30 days after receiving online/offline RTI application from the public. |

Contact details for Grievance Redressal

1. Joint Director (Plant Quarantine), DPPQ&S, Faridabad, E-mail: jdpq@nic.in, Phone: 0129-2418506
2. Plant Protection Advisor, DPPQ&S, Faridabad, E-mail: ppa@nic.in phone: 0129-2413985
3. Joint Secretary (Plant Protection), DA&FW, Krishi Bhawan, New Delhi, E-mail: jspp-dac@gov.in Phone 011-23381176