



# CITIZEN'S CHARTER

**Bihar Agricultural University, Sabour**  
**Bhagalpur - 813210 (Bihar)**



[www.bausabour.ac.in](http://www.bausabour.ac.in)



[www.youtube.com/bausabour](http://www.youtube.com/bausabour)

# BIHAR AGRICULTURAL UNIVERSITY, SABOUR

BHAGALPUR - 813 210 (BIHAR)

**Dr. D. R. Singh**

*Vice Chancellor*



Mob.No. : 7070425151  
Phone : 0641 - 2452606 (O)  
Fax : 0641 - 2452604  
Patna : 0612 - 2222267 (O)  
Fax : 0612 - 2225364  
E-mail ID : vcbausabour@gmail.com

Ref. : .....

Date : .....

## Preface

The citizen's charter is a document that outlines the service commitment of organizations or service providers towards providing quality, high-standard services, including mechanisms for grievance redressal. Citizens' Charters initiative is a response to the quest for solving the problems which a citizen encounters, day in and day out, while dealing with the organisations providing public services. The concept of Citizens' Charter enshrines the trust between the service provider and its users. It empowers the citizens to press the committed standards of service. Citizen's Charter is not legally enforceable, hence not justifiable. It comprises of the Vision and Mission Statement of the organization, stating the outcomes desired and the broad strategy to achieve these goals and outcomes. A Citizens' Charter cannot be an end in itself; it is rather a means to an end - a tool to ensure that the citizen is always at the heart of any service delivery mechanism. With a view to ensure effective implementation of Citizens' Charter, Nodal Officers have been appointed in the concerned Directorates and Offices.

  
(D.R. Singh) 1/8/23

# CITIZEN'S CHARTER

## BIHAR AGRICULTURAL UNIVERSITY, SABOUR

Bihar Agricultural University, Sabour established on 5<sup>th</sup> August, 2010, is the only State Agriculture University with the primary objectives to provide agricultural education, conduct strategic research for disseminating sound technologies to the farmers of the state. The stakeholder's of Bihar Agricultural University, Sabour primarily includes the students, employees, and the farmers. Being an agricultural institution, it renders multifaceted services to its stakeholders ranging from farmers to the students and employees of BAU, Sabour. To different these services', BAU, Sabour is committed to deliver the same in line with the established standards, quality and time frame of the government. This would help to reduce the grievances *vis-a-vis* ensure transparency and accountability in the designated offices under BAU, Sabour. This charter is the declaration as per vision, mandates, mission, and the timeline for the services provided by the university.

### VISION

The Bihar Agricultural University was established with the objective of improving quality of life of people of state especially farming community constituting more than two third of the population. Having set ultimate goal of benefitting society at large, the university intends to achieve it by imparting world-class need based agricultural education, research, extension and public services.

### MANDATES

The mutually supporting mandates of Bihar Agricultural University, Sabour in the field of agricultural education, research, and extension are:

**Education:** Developing quality human-ware and suitably trained quality human resources through professional programmes in agriculture and allied fields.

**Research:** Undertaking basic, applied, and adaptive research besides acquiring and refining technologies for addressing the present and future problems in the field of agriculture as well as capturing new opportunities that could prove beneficial for large number of people involved in farm activities.

**Extension:** To ensure Transfer of Technology effectively and extending assistance in adoption of technology with vibrant extension services taking into account the economic/socio conditions of the targeted groups.

**Training:** To impart training for capacity building of extension professional. Paraprofessionals as well as vocational training of adults, youths and women through conventional as well as open & distance learning programmes.

## **MISSION**

The Mission of the University is to:

- i. Provide cutting-edge educational opportunities in fields of relevance to the region, the country, and the world.
- ii. Conduct outstanding, multidisciplinary research to advance our understanding of the priority areas
- iii. Assist the state's farmers with technical solutions to help them handle the sporadic difficulties they confront in their farming operations.

## **Directorate of Administration**

**Nodal Person: Director Administration, BAU, Sabour**

<b>Sl. No</b>	<b>Nature of Work</b>	<b>Time Line</b>
1.	General Correspondence with Govt./other institutions	5-7 days
2.	Misc. Correspondence	5-7 days
3.	Maintenance of Diary Register	Daily
4.	Maintenance of Dispatch Register	Daily
5.	Processing/disposal of all kinds of leave	5-7 days
6.	Maintenance of Service Book	As per requirement
7.	Maintenance of Personal File	As per Requirement
8.	Providing information under RTI	10-15 days
9.	Fixation of Pay	10-15 days
10.	Maintenance of Stamp register	Daily

## Office of the Comptroller

**Nodal Person: Comptroller, BAU, Sabour**

Sl.No.	Nature of Work	Time Line
1	Diary Register	Daily
2	Dispatch Register	Daily
3	Preparation of Monthly Report	5th of Succeeding Month
4	Preparation of Annual Account	30th September of every year
5	Preparation of Annual Budget(R.E+ B.E)	30th September of every year
6	Bills related to Contingency	10-15 Days
7	Preparation of UC & AUC	7-10 Days after receipt of SoE
8	Preparation of Internal Audit Report	10-15 Days after Completion of Internal Audit
9	Internal Audit of UC & AUC	5-7 Days
10	Internal Audit of Units	As per approved Programme
11	Reply of RTI	As per RTI Rules
12	Pre-Audit of Medical Bills	5-7 Days
13	Disposal of Financial Sanction File	7-10 Days
14	Disposal of Payment Files	7-10 Days
15	Deposite of Cheque/DD	1-3 Days
16	Pay Fixation Cases	7-10 Days
17	Evaluation of Bids	7-10 Days
18	Release of E.M.D	10 Days
19	Arrear Bills	10-15 Days
20	Submission of Report to the Govt./Agriculture Deptt., Govt. of Bihar	As per direction of the Deptt.
21	Sanction of Pension/Family Pension	15-20 Days
22	Payment of Salary	1st Week of Succeeding Month
23	Payment of Pension/Family Pension	1st Week of Succeeding Month
24	Disposal of Bills through CFMS	3-7 Days
25	Disposal of Salary Bills	3-5 Days
26	Payee Ids Through CFMS	10-15 Days
27	Preparation of Tender Documents	7-10 Days
28	Reply to Vidhan Mandal/Sansad Questions	As per direction
29	Conduction of Finance Committee Meeting	Mid October of Every Year
30	Payment related to GeM Purchase	7-10 Days
31	Closing of Cash Book	Monthly Basis
32	Preparation of BRS	Monthly Basis
33	Deposite of Statutory Deduction	Upto 7 <sup>th</sup> Days of Succeeding Month
34	Payment through PFMS	10-15 Days
35	Advertisement Bills	7-10 Days
36	Disposal of Research related file	7-10 Days
37	Disposal of Meeting/Seminar Files	7-10 Days
38	Out today Cases as Decided by the Complet Authority	As per Instruction on the Same Day
39	Issue of Form 16/Form 16 A	Month of June/1st Week of July
40	Generation of NPS Challan	Up to 7 Days of Succeeding Month
41	Physical Verification of Store	Half Yearly Basis

## Office of the Registrar

**Nodal Person: Registrar, BAU, Sabour**

Sl. No.	Nature of Work	Time Line
1	Admission - UG through BCECE & ICAR	online mode
2	Admission - PG/Ph.D – Conducted by BAU	90 Days
	(a) Online Application	
	(b) Result	
	(c) Counselling	
	(d) Online Registration on	
	Last Date of Registration with late fine	
	I. With the permission of the Principal	Within 7 days
	II. With the permission of the Vice chancellor	Within 15 days
3	Exam - Internal & External UG, PG, PhD	As per Academic Calendar Published
4	Result - Internal & External UG, PG, PhD	Within 15 days of completion of Exam
5	Original Degree Certificate	During Convocation
6	Transcript	7 Days*
7	Provisional Degree Certificate	7 Days*
8	Migration	7 Days*
9	Migration Certificate (For drop out students only)	7 Days*
10	Other official Recommendation Letter, Attestation of Certificate	Same days & next days.
11	Maintenance of Diary Register	Daily Basis
12	Maintenance of Dispatch Register	Daily Basis
13	Preparation of Annual Account	April/May
14	Processing of Bills of Supplier	15 Days
15	Preparation of UC	7 Days
16	Depositing of Cheque Received	2 Days
17	Providing Information Under RTI	As per rule
18	Processing of proposal regarding MOU	7-15 Days

\*Shall also be issued on an urgent basis but the students shall have to pay double of the prescribed fee. In this case the certificate shall be issued within three days of receipt of application form from the student.

**Directorate of Research**  
**Nodal Person: Director Research, BAU, Sabour**

SI No.	Nature of Work	Time Line
1	Maintenance of Diary Register	Daily basis
2	Maintenance of Dispatch Resister	Daily basis
3	Preparation of Monthly	5 <sup>th</sup> of every month
4	Preparation of Annual Account	April/May
5	Processing of Bills of the suppliers	15 days
6	Preparation of UC	7 days
7	Preparation of AUC	15-20 days
8	Depositing of cheques received	2 days
9	Processing of proposal :RPF-1	01 month after RCM
10	Processing of proposal : RPF-2	After one month of respective RCM
11	Processing of proposal :RPF-3	5-10 days
12	Monitoring of research trials.	Within seven days of requisition from scientists
13	Providing information under RTI	As per requirement
14	Processing of proposal of tour approval of scientist for attending Seminar/symposium	7 days
15	Processing of proposal of tour approval of scientist for attending Winter School	10 days
16	Processing of proposal of scientist for organising Seminar/ Workshop	7 days
17	Processing of proposal of scientist for organising Winter school	10 days
18	Processing of proposal for endorsement to submit project to the funding agency	5 days
19	Processing of request for consultancy firms	7 days
20	Providing of the evaluation Report of a. Field testing, b. Chemical testing c. Fertilizer / pesticides testing	As per the University norms
21	Disposal of query from Private company regarding testing of product etc	3 days
22	Comments on AAR of the scientists/ staffs	2-3 days
23	Conducting RCM 1. Kharif 2. Rabi	2 <sup>nd</sup> fortnight of May 2 <sup>nd</sup> fortnight of September
24	Organising of SVT meeting	After RCM
25	Monitoring of SVT trial	As per requirement
26	Processing of proposal regarding MOU	15 days
27	Processing of proposal regarding MTA	10 days
28	Approval of publication & allotment of number of articles	2-5 days
29	Publication of Annual Research Report	May
30	Publication of Variety / Technology release inventory	May
31	Reply of Vidhan Sabha Questions	2-3 days
32	Reply of Rajya Sabha Questions	2-3 days
33	Information to the Govt. regarding Research / related information	5-7 days
34	Reply of query of Farmers	7 days
35	Processing of application to be submitted to SVRC/CVRC	15 days

## Directorate of Extension Education

**Nodal Person: Dy. Director Training**

Sl. No.	Nature of Work	Time Line
1.	Maintenance of Diary Register	Daily basis
2.	Maintenance of Dispatch Resister	Daily basis
3.	Preparation of Monthly Report	5 <sup>th</sup> of succeeding month
4.	Closing of Cash Book	Monthly Basis
5.	Preparation of Annual Action Plan	February/ March
6.	Preparation of Annual Account	May/June
7.	Processing of Bills related to the contingency	15 days
8.	Preparation of Utilization Certificate (UC)	7 days after receipt of SoE
9.	Preparation of Audit Utilization Certificate (AUC)	15-20 days after completion of Internal Audit
10.	Deposition of Cheques received	2-3 days
11.	Monitoring of Training/ Sponsored Training Prog.	At the interval of 7 days
12.	Monitoring of On Farm Trial (OFT)	At the interval of 15 days
13.	Monitoring of Extension- Research Project	At the interval of 15 days
14.	Monitoring of CFLD	At the interval of 30 days
15.	Monitoring of Climate Smart Agriculture Prog.	Every Week
16.	Monitoring of training/Skill Development BSDM Prog.	Every fortnightly
17.	Providing information under RTI	As per requirement
18.	Processing of proposal of tour of Officer/ Staff	5-7 days
19.	Processing of proposal of scientist for organizing Seminar/ Workshop	5-7 days
20.	Processing of proposal of tour approval of scientist for attending Summer/ Winter School	5-10 days
21.	Processing of proposal of scientist for organizing Summer/ Winter School	7-10 days
22.	Disposal of query from the KVKs	2-3 days
23.	Comments on AAR of the scientists/ staffs	2-3 days
24.	Conducting ECM 1. Kharif 2. Rabi	2 <sup>nd</sup> fortnight of May 2 <sup>nd</sup> fortnight of September (After Research Council)
25.	Processing of proposal regarding MoU	7-15 days
26.	Approval of publication of Books/ Booklet/ Folders/ Leaflet etc.	2-5 days
27.	Publication of Annual Progress Report of DoEE	April/May
28.	Publication of Extension Modal	At stipulated interval
29.	Reply of State Assembly Question	2-3 days
30.	Reply of Parliament Question	2-3 days
31.	Information to the Govt. regarding Extension related information	5-7 days
32.	Reply of query of Farmers	1-2 days
33.	Reply of RTI	In due time

Note :

1. Subject to availability of funds and other resources etc.
2. Time frame days are after receiving bills in A & A sanction from the administration.
3. The above time frame is subject to receipt of file/proposal duly completed in all respect from the concerned KVKs etc.



## Directorate of Seeds and Farm

### Nodal Person: Director Seeds & Farm

Sl. No	Nature of Works	Time Line
1.	Diary in Register	Daily Basis
2.	Diary Out Register/ Dispatch Register	Daily Basis
3.	Preparation of Monthly Report	5 <sup>th</sup> of Succeeding Month
4.	Preparation of Annual Account	30 <sup>th</sup> September of every year
5.	Bills related to Contingency	10-15 Days
6.	Preparation of UC&AUC	7-10 Days after receipt of SOE
7.	Reply of RTI	As Per RTI Rules.
8.	Conducting of Cropping Programme Kharif meeting	1 <sup>st</sup> Week of May
9.	Conducting of Cropping Programme Rabi & Summer Meeting	1 <sup>st</sup> Week of September
10.	Monitoring of Kharif Crops, Breeder Seed Plots	1-5 Days
11.	Monitoring of Rabi Crops, Breeder Seed Plots	1-5 Days
12.	Monitoring of Summer Crops, Breeder Seed Plots	1-3 Days
13.	Registration of FS and CS seed Production Plots of Kharif	1-3 Days
14.	Registration of FS and CS seed Production Plots of Summer	1-3 Days
15.	Registration of FS and CS seed Production Plots of Rabi	1-3 Days
16.	Processing of of Kharif Crops	April to Jure
17.	Processing of of Rabi Crops	September to November
18.	Processing of of Summer Crops	Month of January
19.	Preparation of Seed Production Report of Kharif	1-5 Days
20.	Preparation of Seed Production Report of Rabi	1-5 Days
21.	Preparation of Seed Production Report of Summer	1-3 Days
22.	Preparation of Processing Report of Kharif	1-5 Days
23.	Preparation of Processing Report of Rabi	1-5 Days
24.	Preparation of Processing Report of Summer	1-3 Days
25.	Seed Sale of Kharif	May to July
26.	Non seed Sale of Kharif	August to September
27.	Seed Sale of Rabi	September to December
28.	Non seed Sale of Rabi	January
29.	Seed Sale of Summer	February to April
30.	Preparation of Sale Report of Kharif	1-10 Days
31.	Preparation of Sale Report of Rabi	1-10 Days
32.	Preparation of sale Report of Summer	1-5 Days
33.	Preparation of Seed Payment	1-15 Days
34.	Closing of Cash Book	Monthly Basis
35.	Preparation of BRS	Monthly Basis
36.	Physical Verification of Store	January and August
37.	Farmers Grievance	As per Rules

- Note:
1. Subject to availability of funds & other resources etc.
  2. Time frame days are after receiving bills in A&A Section from the Administration.
  3. The above time is subject to receipt of File/Proposal duly completed in all respect from the concerned Directorates/Colleges/Units etc.

## University Library

**Nodal person: Associate Librarian**

<b>S. No</b>	<b>Nature of work</b>	<b>Time Line</b>
1.	Monitoring the availability of research paper from other institute and provide research paper to other institute under CeRA consortium	15-30 days
2.	Collection of indent for books and journals etc.	Quarterly basis
3.	Library consultation	Timing:- 10:30 to 16:30 hrs in working hours
4.	Processing of proposal of purchase of books, Journals (Indian / Foreign)	15 days after receiving indent.
5.	Purchased Books after accessioning and Technical Process (Classification, Cataloguing, Data Entry, Levelling, Tagging, etc.) will be available for the users.	60 Days
6.	Issue the Book from General Section to the library Member for the period.	30 Days
7.	Issue the Book from Book Bank (General/SC/ST) to the Library Member for the period.	06 Months

## Krishi Vigyan Kendra

**Nodal person: Senior Scientist & Head**

S.No.	Nature of work	Time Line
1.	Maintenance of Diary Register	Daily basis
2.	Maintenance of Dispatch Resister	Daily basis
3.	Submission of monthly Report	3 <sup>rd</sup> of every month
4.	Maintenance of farmers feedback Register	Daily basis
5.	Maintenance of Movement Register	Daily basis
6.	Maintenance of Farmers visited Register	Daily basis
7.	Disposal of Kisan Sarathi farmer problem	As an when required
8.	Conducting Monthly Meeting	On or after 25 <sup>th</sup> of every month
9.	Submission of monthly Report	3 <sup>rd</sup> of every month
10.	Submission of Quarterly Report	Every Quarter
11.	Submission of annual action plan	15 <sup>th</sup> December
12.	Submission of annual report	15 <sup>th</sup> March
13.	Preparation of annual report	Jan – Feb
14.	Monitoring of training programme	Same day
15.	Monitoring of SMS concern register (OFT, training, FLD, CFLD etc.)	Monthly basis
16.	Monitoring of farm related register	Monthly basis
17.	Maintenance of stock book	Same day
18.	Maintenance of cash book & ledger book	Daily Basis
19.	Processing of the bill of the supplier	12-15 <sup>th</sup> Day
20.	Preparation of the UC	3-4 Day
21.	Preparation of AUC	10- 12 Day or within time frame
22.	Deposit of cheque received	2-3 days
23.	Monitoring of ongoing Project Register	Monthly
24.	Submission of Project report	At stipulated time
25.	Tour approval of the officials	Same day
26.	Processing of proposal of the staff member	Same day
27.	Disposal of farmer query	Same day
28.	Comments on AAR Scientist & Staff	2-3 Days
29.	Report submission to the Government	Within stipulated time
30.	Processing of FLD/OFT/CFLD work	Within time frame
31.	Video conferencing approach to the farmers	As per schedule circulated by University
32.	Agro advisory services Published	Every Tuesday & Friday
33.	Monitoring of Flexi Programme	As per schedule
34.	Deposit of cash received	Same day/next day
35.	Update of Vehicle log book	Daily basis
36.	Processing of Seed	Within stipulated time
37.	Approval for Publication & articles	2-5 Days
38.	Processing of Proposal of tour approval of scientist for attending Seminar/symposium/ winter school	1 -2 days
39.	Reply of Parliamentary Questions	Same day
40.	Reply the query of Farmers	Same day
41.	Reply of RTI	Within stipulated time

\*Days = Working days

## Contact Persons

<b>S.No</b>	<b>Officer</b>	<b>Name</b>	<b>Contact No</b>
1.	Director Administration	Dr M K Wadhwani	0641-2452609
2.	Registrar	Dr. Md. Mizanul Haque	0641- 2451039/9431205208
3.	Director Extension Education	Dr. R.K. Sohane	0641-2452611
4.	Dean (Agriculture)	Dr A.K. Sah	0641-2451025
5.	Director Research	Dr. A.K. Singh	0641-2451056
6.	DRI-cum-Dean (PGS)	Dr. R. P. Sharma	0641-2451031
7.	Director Seed and Farms	Dr. Md. Feza Ahmed	0641-2451054
8.	Director Students Welfare	Dr. R.K. Sohane	0641-2451066
9.	Director Work and Plant	Er K S Raman	0641-2452612
10.	Comptroller	Shri Birendra Kumar Sinha	0641-2452608
11.	Associate Dean-cum- Principal, BAC, Sabour	Dr. S.N. Ray	07903310778
12.	Associate Dean-cum- Principal, BPSAC, Purnea	Dr Paras Nath	06454-243114
13.	Associate Dean-cum- Principal, MBAC, Saharsa	Dr Arunima Kumari	06478-291103
14.	Associate Dean-cum- Principal, DKAC, Kisanganj	Dr K Sathyanarayana	09035022390
15.	Associate Dean-cum- Principal, VKSCOA, Dumraon	Dr M.K Sinha	06323-222022
16.	Associate Dean-cum- Principal, NCOH, Noorsarai	Dr P.K. Singh	06112-242493
17.	Associate Dean-cum- Principal, CoAE, Ara	Dr J.P. Singh	09771590988
18.	Associate Dean-cum- Principal, CABM Sabour	Dr M K Wadhwani	09771546538
19.	Associate Dean-cum- Principal, CABT, Sabour	Dr N Chattopadhyaya	09934413520



**Bihar Agricultural University, Sabour  
Bhagalpur - 813210 (Bihar)**