

The Citizens' Charter for its core service of Minimum Support Price (MSP) Procurement of Raw Jute for the benefit of jute farmers across the jute growing states.

| Particulars  | Description  |
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| Name of the Service  | Procurement of Raw Jute under Minimum Support Price (MSP) Scheme   |
| Eligibility Criteria and Procedure                         | JCI procures raw jute directly from farmers registered under State/Central Government agricultural portals like Kishan Bandhu and PM-KISAN. Procurement is also allowed from individuals holding valid farmer certificates (e.g., Kisan Credit Card or certificate from Block/Panchayat offices), along with EPIC/Aadhaar for verification.  |
| Where and How to Apply                                     | Farmers can approach designated Departmental Purchase Centres (DPCs) during the MSP procurement season   |
| Time-frame for Service Delivery                            | Immediate procurement at DPC on confirmation of quality and quantity around the year.  |
| List of Required Documents                                 | (i) Kishan Bandhu/PM-KISAN Portal ID Number or KCC(Kishan Credit Card/Certificate)or Farmer Identity Certificate (Certified by Block or Panchayat office) (ii) Aadhaar Card (iii) Bank Account details (iv) Bank Mandate Form(Authorised by concerned Bank Manager)  |
| Applicable Fees, if any                                    | Nil  |
| Designation and Contact Details of the Responsible Officer | Centre-in-Charge, DPC / Regional Manager of respective region (Contact details available at: <a href="https://www.jutecorp.in/">https://www.jutecorp.in/</a> )   |
| Grievance Redressal Authority in case of Non-compliance    | Grievances may be submitted to the following authorities. Contact details are available at all DPCs: <ol style="list-style-type: none"> <li>1. Managing Director, JCI</li> <li>2. Chief Vigilance Officer, JCI</li> <li>3. Superintendent of Police, CBI (Kolkata)</li> <li>4. Secretary, CVC (Also via JCI's online grievance portal)</li> <li>5. Toll-Free Number available at all DPCs</li> </ol> |