



THE RUBBER BOARD

Department of Commerce
Ministry of Commerce and Industry
Government of India

CITIZENS' CHARTER

P.B. No:1122
Kottayam -686 002
Kerala, India
www.rubberboard.org.in

Citizens' Charter

The Rubber Board

1. Constitution

The Indian Rubber Board was constituted under the Rubber (Production and Marketing) Act 1947. Subsequent amendments were made in 1954, 1955, 1960, 1982, 1994 and 2009.

The Rubber Board functions under the Ministry of Commerce & Industry of the Government of India. The Board has a Chairman appointed by the Central Government. Chairman is the principal executive officer responsible for the proper functioning of the Board and implementation of its decisions and discharge of its duties under the Rubber Act.

2. Vision

A well developed, sustainable and globally competitive natural rubber (NR) industry, capable of supplying processed rubber of international standards to domestic and world markets that enhances welfare of the entire stakeholder community and contribute substantially to national economic progress.

3. Mission

To function as the national level body responsible for the overall development of the Indian rubber industry through the following means.

- Formulation and implementation of schemes for the development of rubber industry in India;
- Promotion of green credentials of NR and ensure environmental sustainability.
- Utilization of rubber plantation development for reclamation of barren and degraded waste lands.
- Supporting rubber based community development.
- Making India a major rubber manufacturing hub in the world.
- Serving as the interface among different segments of rubber industry stakeholders.

4. Functions

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

- (i) It shall be the duty of the Board to promote by such measures as it thinks fit the development of the rubber industry.

(ii) Without prejudice to the generality of the foregoing provision, the measures referred to therein may provide for

- a. undertaking, assisting or encouraging scientific, technological and economic research;
- b. training students in improved methods of planting, cultivation, manuring and spraying;
- c. giving of technical advice to rubber growers;
- d. improving the marketing of rubber;
- e. the collection of statistics from owners of estates, dealers and manufacturers;
- f. Securing better working conditions and the provisions and improvement of amenities and incentives for workers;
- g. carrying out any other duties which may be vested with the Board as per rules made under this Act.

(iii) It shall also be the duty of the Board

- a. to advise the Central Government on all matters relating to the development of the rubber industry, including the import and export of rubber;
- b. to advise the Central Government with regard to participation in any International Conference or schemes relating to rubber;
- c. to submit to the Central Government and such other authorities as may be prescribed half-yearly reports on its activities and the working of this Act; and
- d. to prepare and furnish such other reports relating to the rubber industry as may be required by the Central Government from time to time.

5. Organisation

The Chairman who is the administrative head of the Board exercises control over all the nine departments. viz. Administration, Rubber Production, Research, Processing & Product Development, Finance & Accounts, Statistics & Planning, Training, Licensing & Excise duty and Market Promotion. Publicity & Public Relations, Planning, Internal Audit and Vigilance Divisions function directly under the Chairman.

The services and timeframe shall be treated as indicative as actual realisation would depend on availability of resources in terms of funds and personnel. The timeframe shown is subject to submission of all necessary documents and fulfilment of other requirements. Information on public services which are general to all departments is shown in the following table.

<i>Sl No.</i>	<i>Main public service components</i>	<i>Citizens receiving service</i>	<i>Timeframe (from the date of application unless specified)</i>
1	Answers to telephone queries	Any person	Instant
2	Advisory visits	Any person / institution	Within one month of request
3	General queries	Any person	1 week to 1 month

Information on public services rendered by the Departments of Rubber Board is provided in the following sections along with timeframe.

5.1 Rubber Production Department

The Department functions at the Board's Head Office and undertakes rubber plantation development and extension activities. Field services are rendered through Zonal/Regional offices and Field Offices. Other establishments are nurseries, demonstration and training centres and tappers' training schools.

<i>Sl No.</i>	<i>Main public service components</i>	<i>Citizens receiving service</i>	<i>Timeframe (from the date of application unless specified)</i>
1.	New Planting/ Re-Planting Subsidy Scheme (Approval)	Growers	Within 6 months
2.	Supply of planting material	Growers	Within 3 months
3.	Planting material grant – (NT areas only)	Growers	Within 2 months of inspection
4.	Block planting (NT areas only)	Growers	-do-
5.	Distribution of plantation inputs	Growers through RPS	During the cropping season
6.	Financial assistance for setting up agro management (demonstration) unit	Growers through RPS	1 year
7.	Financial assistance for irrigation and boundary protection (NT area only)	Growers	6 months
8.	Assistance for formation of RPS/SHGs, IT enabled services, farm machineries, apiculture, nurseries and input distribution facilities	RPS	6 months
9.	Assistance for conducting medical camp, labour banks, farmer education, processing accessories, transportation subsidy, maintenance of GPCs and rubber wood based furniture units	RPS	1 -3 months
10.	Assistance for setting up latex collection centre cum office and Group processing Centres including modernisation	RPS	1 year
11.	Tappers training	Growers/RPS	As per schedule

<i>Sl No.</i>	<i>Main public service components</i>	<i>Citizens receiving service</i>	<i>Timeframe (from the date of application unless specified)</i>
12.	Issue of N forms (N1, N2, N3 & N4)	Estate/Licensed Dealer/ Processor/ Manufacturer	Same day of application
13.	Training tour under Sastradarshan	Group of growers from NT regions	Within four months
14.	Training at Rubber Research & Training Centre and District Development Centres	Growers	As per annual schedule
15.	Housing subsidy	Rubber tappers	6 months
16.	Other labour welfare programmes	Rubber tappers and their children	2 months

5.2. Research Department

Rubber Research Institute of India (RRII), the Research Department is located about 8 km east of Kottayam. RRII undertakes research on all aspects related to rubber sector and provides testing, training and consultancy services.

<i>Sl No.</i>	<i>Main public service components</i>	<i>Citizens receiving service</i>	<i>Timeframe (from the date of application unless specified)</i>
1	Testing of rainguard polythene, compound, yield stimulants, soil and leaf, nutrients, effluents , bio-agents, drinking water	Any person	1 week to 1 month
2	Field evaluation of rainguards and compound, yield stimulants, tapping tools	Any manufacturer and fabricator	1 year
3	Advisories on all aspects of rubber cultivation and processing, apiculture, intercropping, training, demonstration, seminars, invited talks, factory visits	Any person	1 week to 1 month
4	Rubber area estimation and other related services by RS and GIS technique	Any stakeholders	Varies depending on requirement (1 month to 1 year)
5	Online Rubber Clinic	Growers	Within 24 hrs
6	Testing of agricultural inputs for efficacy i. Agricultural chemicals (Fungicides/insecticides) ii. Bio control agents iii. Plant protection devices (Sprayers/ Mist blowers etc.)	Manufacturers	From one month up to three years 1 month – 3 years

<i>Sl No.</i>	<i>Main public service components</i>	<i>Citizens receiving service</i>	<i>Timeframe (from the date of application unless specified)</i>
7	Weather data by statements	Media/IMD/ Public	Monthly
8	Entrepreneurship development in rubber product manufacture, industry project identification, project reports, trouble shooting services, product development	Entrepreneurs	1-6 months
9	Quality certificates of products for exports / imports	Customs / revenue departments and manufacturers	1-3 weeks
Library and Information Centre: Facilities and services are extended to rubber industry stakeholders and students			

5.3. Processing & Product Development (P&PD) Department

The P&PD Department functions at RRII premises. Technical and financial assistance for rubber and rubber wood units, testing and consultancy are the main functions.

<i>Sl No</i>	<i>Main public service components</i>	<i>Citizens receiving service</i>	<i>Timeframe (from the date of application unless specified)</i>
1	Quality testing of rubber and rubber wood	Processors, RPS, growers/ manufacturers	7 days
2	Testing of water and effluent samples	Rubber Processors, RPS, grower/ manufacturer and general public	12 days
3	Financial assistance	Rubber and rubber wood processing companies	Within 30 days
4.	Consultancy activities	Any persons / institutions	As per agreement

5.4. Training Department

Training Department of Rubber Board (Rubber Training Institute) is located close to the Rubber Research Institute of India at Kottayam. The institute conducts various training programmes for the development of all sectors of the Indian rubber industry. More than 50 different training programmes are conducted by the Institute. Besides the scheduled programmes, tailor made programmes with specific focus are also arranged on request.

The annual calendar (published in March every year) providing details of all training programmes offered, course content, scheduled dates, fee etc. are available on the training link of Rubber Board Website www.rubberboard.org.in. Application forms can be downloaded from the above mentioned website. Requests through email to training@rubberboard.org.in giving details of programme and contact phone number are also acceptable. Training fee shall be remitted directly or by bank transfer to the A/c No. 1450300184 with Central Bank of India, IFS Code CBIN 0284156 and copy of the remittance slip attached to the email.

Limited hostel facility is available. Admission to training programme and hostel are on first come first serve basis. Outstation training programmes are arranged on request based on mutually agreed terms. The Rubber Training Institute is an ISO 9001: 2008 Certified Institution.

5.5. Licensing & Excise Duty Department

The Licensing & Excise Duty Department is entrusted with issue of licences, collection of cess, enforcement and the activities incidental thereto. Sub Offices of the Department in major cities undertake quality inspection of rubber imported to India through the ports/ICDs under their area of operation.

<i>Sl No</i>	<i>Main public service components</i>	<i>Citizens receiving service</i>	<i>Timeframe (from the date of application unless specified)</i>
1.	Issue and renewal of Dealer/Processor/ Manufacturer Licence	Individual/Firms/ Companies/HUFs/ Registered Societies etc.	2 months
2	Issue of Emergency and Duplicate Licences	Licensed Manufacturer	10 days
3	Issue of Special Authorisation to purchase rubber and approval for collection of field latex; branch, purchase agency and depot registration	Individuals/Institutions/ Organisations/ dealers/ processors/manufacturers as the case may be	15 days
4	Approval of shifting of factory	Manufacturer / Processor	2 months
5	Approval of change of title/constitution, shifting of business premises (office)/ storage and permission for doing job work	Licensed Dealer / Processor/Manufacturer as the case may be	15 days
6	Approval of additional factory	Licensed Manufacturer/ Processor	2 months
7	Issue of 'Rubber' form	Estate/Licensed Dealer/ Processor/ Manufacturer	1 day

5.6. Statistics & Planning Department

The S & P Department functions at Rubber Board Head Office. The Department collects, consolidates and publishes statistics on rubber industry.

<i>Sl No</i>	<i>Main public service components</i>	<i>Timeframe</i>
1	Publication of Indian Rubber Statistics and Pocket Book on Rubber Statistics - (Annuals)	Not later than March of the succeeding financial year.
2	Publication of "Rubber Statistical News" - (Monthly)	E-version will be uploaded in Rubber Board's website before end of the succeeding month.

5.7. Market Promotion Department

This Department is located at RRII campus and deals with collection and dissemination of market intelligence and domestic and export market promotion.

<i>Sl No</i>	<i>Main public service components</i>	<i>Citizens receiving service</i>	<i>Timeframe (from the date of application unless specified)</i>
1	Dissemination of Natural Rubber price	Public	Daily
2	Dissemination of Rubber Wood price	Public	Weekly
3	Issue of Registration Cum Membership Certificate, Certificate of Origin and Brand Certificate; Issuing holographic logo stickers for sealing bundles/ bales/ barrels/ flexi tanks for exports and export inspection	Dealers, processors and exporters as the case may be	15 days
4	Dissemination of export and import data of NR	Public	Monthly
5	Facilitating participation in international and domestic trade fairs and financial assistance	Branded NR Exporters	Facilitating 2 months prior to the fair and financial assistance 1 month after participation
6	Facilitating domestic trade fair participation and financial assistance	Registered NR Exporters / Processors/ Dealers/ Rubber Wood processors	Facilitating 2 months prior to the fair and financial assistance 1 month after participation
7	Financial assistance for export under the brand Indian Natural Rubber	Branded NR Exporters	3 months

5.8. Administration Department

The Department of Administration is based at Rubber Board Head Office. Reply to the queries in respect of the activities of Administration Department will be given within 30 days from the date of receipt of the same.

5.9. Finance & Accounts Department

The Finance & Accounts Department is based at Rubber Board Head Office. This Department looks after management of Board's funds and budget, maintenance of accounts, preparation of annual accounts, coordination of audit by AG, preparation of financial statements for project reports, cost studies, tax matters etc. Claims received along with required documents will be settled within 30 days from the date of receipt of the same.

Divisions Functioning directly under Chairman

A. Publicity & Public Relations Division

The P & PR is based at Rubber Board Head Office and the functions cover a wide range of publicity and public relations activities.

<i>Sl No</i>	<i>Main public service components</i>	<i>Citizens receiving service</i>	<i>Timeframe (from the date of application unless specified)</i>
1	'Rubber' magazine	General public	Before 15 th of succeeding month
2	'Rubber' magazine – publishing advertisements	Advertisers mainly service providers in the rubber sector	Materials received before 20 th of every month along with payment, advertisements will be carried in the next month's issue.
3	Sale of books	General public, especially rubber growers	a) Direct sale (cash accepted upto 3.30 p.m. every working day). b) By post - dispatched within 3 days from the date of receipt of money / Demand Draft in the Division.

B. Planning Division

The key functions of the Division are formulation of perspective development plans for natural rubber and monitoring the implementation plan schemes. The Division assists in policy matters and coordinates India's participation in Association of Natural Rubber Producing Countries (ANRPC) and International Rubber Study Group (IRSG).

C. Vigilance Division

In order to maintain purity in public service and to implement the anti-corruption measures the Board has a Vigilance Division. The Division also deals with complaints against the staff of the Board apart from conducting surprise checks/inspections of the Board's offices.

D. Internal Audit

The Internal Audit Wing undertakes internal audit of all Rubber Board Departments/Divisions/Establishments. It assists the departments by furnishing analysis, appraisal, recommendations and comments. It also undertakes liaison with the Audit Wing of the Accountant General's office in Kerala.

Public Grievance Redressal System

The Public Grievance Cell of the Board functions under the direct supervision of the Secretary who will be the full-time grievance officer designated as the Director of Grievances. He will be assisted by Dy. Rubber Production Commissioner (VFS) in redressal of public grievances.

Complaints received by Chairman and Secretary will be indexed in a Central Complaint Register. The complaints referring to corruption will be transmitted to Vigilance Officer and all other complaints to the Heads of Departments/Divisions concerned for investigation and disposal.

Copies of the disposal of the complaints will be forwarded to Dy. Rubber Production Commissioner (VFS) to submit consolidated monthly report to Chairman.

All Wednesdays will be observed as Public Grievance Day. The Director of Grievances/HODs /Dy. Rubber Production Commissioner (VFS)/Officers in charge of outstation offices or their representatives will remain in their offices during specific hrs (11 AM to 1 PM and 2.30 PM to 4.30 PM) on every Wednesdays (except on holidays) to receive and hear grievances of the public.

Reply to the complainant will be sent as early as possible with a deadline of 30 days from the receipt of the complaint.

Public can also register complaints at publicgrievances@rubberboard.org.in
