



**Citizen's/Client's Charter**  
**for**  
**Soil and Land Use Survey of India**  
**(2023-2024)**

Address: IARI Campus, Pusa, New Delhi-110012

Website: [http:// slusi.dacnet.nic.in](http://slusi.dacnet.nic.in)

Date of Issue: June, 2023

Next Review: After Six months from the Date of Issue

## **Citizen's/Client's Charter for Soil and Land Use Survey of India**

### **1) VISION**

The Soil and Land Use Survey of India (SLUSI) is mandated to conduct various types of soil survey on different scales in order to provide soil and land use data for developmental programmes encompassing soil and water conservation planning for watershed management, Scientific Land use planning on sustainable basis.

### **2) MISSION**

To study and generate Soil and Land Resources data at different intensities with present land use as well as limitation and potential of soil for sustainable agriculture development and natural resources management.

### **3) ACTIVITIES**

The major activities of the organization are as under.

- Detailed Soil Survey (DSS) using real time remote sensing data to generate detailed scientific database on Soil and Land characteristics for planning and implementation of various programmes on soil and water conservation and soil health management.
- Technical Support Group (TSG) for providing support to National Mission for Sustainable Agriculture (NMSA).
- Monitoring and evaluation of various developmental projects under NMSA and other national programmes (Soil Health Card / PMKSY).
- Development of Management Information System (MIS) for knowledge networking and monitoring.
- Establishment of Nodal Soil laboratory for analysis/quality checking of soil analysis of other soil laboratories.
- Preparation of Soil Fertility Maps of Model villages under Soil Health Card Scheme.
- To conduct trainings for capacity building for officers of state government departments.
- Consultancy /collaborative projects with central/state government departments, research institutes, universities for research/other academic activities.
- Development and promotion of space borne remote sensing techniques for application in mapping and monitoring of soils, land use, land degradation and wastelands etc.

## Citizen's/Client's Charter for Soil and Land Use Survey of India

### 4) MAIN SERVICES/TRANSACTIONS

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1	<b>Detailed Soil Survey (DSS)</b>	<b>40</b>	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	50,000 ha per month per party	Toposheet of Survey of India and Cadastral Map / Satellite data of that Area of Interest	Nil	Payment either through bank Demand Draft in favour of Pay & Accounts Officer, Dte. of Ext. E&S/AISLUS payable at New Delhi or online transaction (RTGS/NEFT) if under consultancy project	<b>Cost of DSS Survey</b> is Rs.50/- per ha Plain Terrain and Rs.90/- per ha Hilly Terrain
2	<b>Soil Resource Mapping (SRM)</b>	<b>10</b>	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	Subject to area under study	Toposheet of Survey of India and Satellite data of that Area of Interest	Nil	-do-	<b>Cost of SRM Survey</b> is Rs.1.25/- per ha
3	<b>Preparation of Soil Fertility maps of Model Villages under Soil Health Card Scheme</b>	<b>15</b>	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	1 working day per village	Aspirational districts	Nil	Nil	Nil
4	<b>Seamless data generation of Rapid Reconnaissance Survey (RRS)</b>	<b>10</b>	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	1 working day per report	Published reports of RR Survey	Nil	Nil	Nil

# Citizen's/Client's Charter for Soil and Land Use Survey of India

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
5	Harmonization of soil database under Soil Resource Atlas at 1:50K scale	10	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	1 working day per report	Nil	Nil	Nil	Nil
6	Providing data of Detailed Soil Survey/ Rapid Reconnaissance Survey/ Soil Resource Mapping/ Land Degradation Mapping to the user agencies	2	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	3 working days	Area of Interest	Nil	Payment either through bank Demand Draft in favour of Pay & Accounts Officer, Dte. of Ext. E&S/AISLUS payable at New Delhi or online transaction (RTGS/NEFT)	<u><b>Cost of Soft copy</b></u> <b>DSS data</b> is Rs. 2.00 per ha/ <b>RRS data</b> is Rs. 0.05 per ha/ <b>SRM data</b> is Rs. 0.15 per ha/ <b>LDM data</b> Rs. 0.01 per ha <u><b>Cost of Hard copy</b></u> <b>DSS data</b> is Rs. 500.00 per toposheet/ <b>RRS data</b> is Rs. 500.00 per toposheet/ <b>SRM data</b> is Rs. 500.00 per toposheet <u><b>Cost of PDF format</b></u> <b>DSS data</b> is Rs. 200.00 per toposheet/ <b>RRS data</b> is Rs. 200.00 per toposheet/ <b>SRM data</b> is Rs.

### Citizen's/Client's Charter for Soil and Land Use Survey of India

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
										200.00 per toposheet
7	Providing report of Detailed Soil Survey/ Rapid Reconnaissance Survey/ Soil Resource Mapping to the user agencies	1	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	3 working days	Area of Interest	Nil	-do-	<b>Cost of DSS report</b> is Rs. 500/- <b>Cost of RSS/SRM report</b> is (i) Rs. 500/- (area <5.0 lakh ha), (ii) Rs. 1000/- (area 5.0 to 10.0 lakh ha), (iii) Rs. 1500/- (area >10.0 lakh ha)
8	Providing data of micro-watershed atlas of state to user's	1	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	3 working days	Area with respect to District/Watershed/ Microwatershed/ Village	Nil	-do-	<b>Cost of Soft copy</b> Rs. 0.05 per ha <b>Cost of PDF format</b> Rs. 200.00 per sheet <b>Cost of Hard copy</b> Rs. 500.00 per sheet
9	Providing data of Watershed Atlas (1:1 Million scale) to user's	1	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	3 working days	Area of Interest	Nil	-do-	<b>Cost of Soft copy</b> Rs. 0.10 per ha <b>Cost of PDF format</b> Rs. 200.00 per sheet <b>Cost of Hard copy</b> Rs.700/ <i>plus</i> Rs. 100/ (Postal Charges, if applicable)

**Citizen's/Client's Charter for Soil and Land Use Survey of India**

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
10	<b>Administrative Reform</b>	<b>5</b>	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	i)Examination of invoices ii)Processing of invoices iii)Issuing sanction for payment	Bills/Invoices complete in all respect	Nil	Nil	Nil
11	<b>Short course / training for user agencies / students</b>	<b>5</b>	SrSSO/Head of Office SLUSI (HQ)	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	011-25849486	Training on updation of knowledge of students or officials of user agencies and use of soil & land resources data for agriculture development planning.	Nil	Nil	Nil	Nil

## Citizen's/Client's Charter for Soil and Land Use Survey of India

### 5) SERVICES STANDARDS

Sl No.	Service/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	<b>To conduct Detailed Soil Survey and mapping work in various districts for soil health management and also conduct Soil Resource Mapping</b>	<b>50</b>	Time taken for completion of survey work in all respect	As per guidelines of Soil Survey manual	Days	<b>40</b>	Deptt. Record
2	<b>Providing data to user agencies</b>	<b>05</b>	Average waiting time to respond after the request reached the office	3-5 working days	Days	<b>05</b>	Deptt. Record
3	<b>Preparation of Soil Fertility maps of Model villages under Soil Health Card Scheme</b>	<b>15</b>	Time taken to complete assigned work in all respect	1 working days per village	Days	<b>25</b>	Deptt. Record
4.	<b>Seamless data generation of Rapid Reconnaissance Survey (RRS)</b>	<b>10</b>	Time taken to complete assigned work in all respect	1 working day per report	Days	<b>10</b>	Deptt. Record
5.	<b>Short course / training for capacity building</b>	<b>05</b>	Number of trainings conducted per year	7 trainings /year	No.	<b>05</b>	Deptt. Record
6.	<b>Harmonization of soil database under Soil Resource Atlas at 1:50K scale</b>	<b>10</b>	Time taken to complete assigned work in all respect	1 working day per report	Days	<b>10</b>	Deptt. Record
7.	<b>Administrative Reform</b>	<b>05</b>	Measures for transparency in system	Time taken for disposal of claims	Days	<b>05</b>	Deptt. Record

## Citizen's/Client's Charter for Soil and Land Use Survey of India

### 6) GRIEVANCE REDRESS MECHANISM

Sl. No.	Names of Public Grievance Officer	Helpline Number	E-mail
1	<b>Sh. R L Meena,</b> <b>Sr. Soil Survey Officer (HQ)</b> <b>Soil and Land Use Survey of India</b> <b>IARI Campus, PUSA, New Delhi-110012</b>	<b>011-25849486</b>	<a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>

Website URL to lodge <http://pgportal.gov.in/>

### 7) LIST OF STAKEHOLDERS/ CLIENTS

Sl. No	Stakeholders/ Clients
1	Ministries / Departments of Government of India
2	State Governments and Govt. Undertaking Organizations
3	Research Scholars, Student Communities and Universities particularly the State Agricultural Universities
4	National Informatics Centre
5	Local Authorities in the Centre and State Governments.
6	Nationalised Banks
7	Farmers, Farmer Organisations, Agricultural Functionaries
8	Corporate and Private Sectors and other NGO Institutions
9	Farmers' Interest Groups/Commodity Interest Groups
10	Citizens in General.



## Citizen's/Client's Charter for Soil and Land Use Survey of India

### 8) RESPONSIBILITY CENTRES

Sl. No	Headquarter/ Centre	Land Line No.	E-mail	Address
1	NEW DELHI (HEAD QUARTER)	011-25841263 011-25849486	<a href="mailto:csso-slusi@nic.in">csso-slusi@nic.in</a> , <a href="mailto:ssso-slusi@nic.in">ssso-slusi@nic.in</a>	Soil and Land Use Survey of India, IARI Campus, Pusa, New Delhi-110 012
2	AHMEDABAD	079-26603590	<a href="mailto:ssoahmedabad-slusi@nic.in">ssoahmedabad-slusi@nic.in</a>	Soil and Land Use Survey of India, Mrida Sarvekshan Bhavan, Opposite Godavari flats, Vasana P.O, AHMEDABAD -380 007 (Gujarat)
3	BANGALORE	080-23640761	<a href="mailto:soilkar@nic.in">soilkar@nic.in</a>	Soil and Land Use Survey of India, Kodigehalli, Post Vidyanapura, BANGALORE-560 097 (Karnataka)
4	HYDERABAD	040-24010051	<a href="mailto:ssohyderabad-slusi@nic.in">ssohyderabad-slusi@nic.in</a>	Soil and Land Use Survey of India, Next to G.H.M.C Building, Rajendra Nagar, HYDERABAD -500 030 (Telangana)
5	KOLKATA	033-24301581	<a href="mailto:ssokolkata-slusi@nic.in">ssokolkata-slusi@nic.in</a>	Soil and Land Use Survey of India Baishnavghata, Patuli Township, Block E, KOLKATA-700 094 (WB)
6	NAGPUR	0712-2582293	<a href="mailto:ssonagpur-slusi@nic.in">ssonagpur-slusi@nic.in</a>	Soil and Land Use Survey of India, Bhoomi Sarvekshan Bhavan, CPWD Colony, Katol Road, NAGPUR- 440 013 (Maharashtra)
7	NOIDA	0120-2544804	<a href="mailto:ssonoida-slusi@nic.in">ssonoida-slusi@nic.in</a>	Soil and Land Use Survey of India, Mrida Sarvekshan Bhawan, C-4, Sector 1, NOIDA-201 301 (UP)
8	RANCHI	0651-2450188	<a href="mailto:ssoranchi-slusi@nic.in">ssoranchi-slusi@nic.in</a>	Soil and Land Use Survey of India Plot No. 32/456, B.A.U, Campus , Kanke, RANCHI-834 006 (Jharkhand)

## Citizen's/Client's Charter for Soil and Land Use Survey of India

### 9) INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

Sr. No	Indicative Expectations from Service Recipients
1	Visit the website i.e <a href="https://slusi.dacnet.nic.in">https://slusi.dacnet.nic.in</a> before requesting for specific programmes/ Survey / Watershed/Microwatershed related information before making queries or requests.
2	Suggestions should be sent to the Head Quarter or concerned centre who would take up the matter.
3	Submission of Complete application
4	Timely respond to deficiencies in the application forms
5	The proposals from the State Governments and the Divisions should be complete in all respect
6	Awareness about Watershed Atlas of India
6	Awareness about Soil and Water conservation with respect to Microwatershed (s)
7	Awareness about nutrients in Soil

### 10) MONTH AND YEAR FOR NEXT REVIEW OF THE CHARTER

**Next Charter review date: After six month**

**LET US JOIN IN MAKING THIS CHARTER A SUCCESS**