

National Horticulture Board
Ministry of Agriculture & Farmers Welfare
Government of India
Plot No. 85, Sector-18, Institutional Area, Gurugram – 122015

File No.: NHB/CC/Circular/2026-27/

1492

Dated: May 6, 2026

OFFICE ORDER

Subject: Prescribing timelines for processing of Grant of Clearance (GoC) applications, subsidy claims, and disposal of grievances in NHB

In supersession of this office's earlier orders No. NHB/MD-Office/Circular/2021-22/5274 dated 03.09.2021, No. NHB/HD/CC/Misc./2022-23/7130 dated 03.01.2023, and No. NHB/DMD-Office/Circular/2023-24/5394 dated 08.12.2023, the undersigned is directed to convey the approval of the Competent Authority for prescribing the following timelines for disposal of GoC applications, subsidy claims, and grievances in National Horticulture Board (NHB), with immediate effect.

1. Grant of Clearance (GoC) Applications

1.1 All applications for Grant of Clearance (GoC) shall be processed on the NHB Portal within **07 (seven) days** of receipt. Any deficiency/queries shall be raised within the same period with approval of the Area Officer. The query will be issued at the level of Dealing Deputy Director/Dealing Officer.

1.2 The Project Examination Committee (PEC) shall meet **once every week without fail** to consider GoC proposals.

1.3 The minutes of the PEC meeting shall be finalized expeditiously. Upon approval of minutes, the IT Division shall update the status of approved cases on the portal to enable **auto-generation and issuance of GoC** (on the lines of IC/PAC minutes).

1.4 In respect of Cold Storage projects, scrutiny of the Basic Data Sheet (BDS) shall be completed within **15 days**, if complete in all respect. However, observations if any shall be expedited in time bound manner. Such cases shall be processed simultaneously for PEC consideration, subject to satisfactory BDS scrutiny prior to issuance of GoC.

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1.5 GoC shall ordinarily be issued within **30 days** from the date of receipt of complete application, except in duly justified exceptional cases.

2. Subsidy Claims

2.1 All subsidy claims shall be examined and processed on file within **07 (seven) days** of receipt and its verification by the concerned bank/FI.

2.2 Files for raising queries or for placement before the Inter Internal Committee (IC)/Project Approval Committee (PAC) shall be submitted to the Competent Authority within **15 days**.

2.3 Agenda notes for IC/PAC meetings shall be prepared and submitted to the Coordination Division at least **05 days prior** to the scheduled meeting, after issue notice for the meeting.

2.4 Timelines prescribed under scheme guidelines for Joint Inspection Team (JIT) shall be strictly adhered as under:-

S. No.	Activities	Timeline
i)	Issue of orders to NHB State Centre for conducting JIT after receiving subsidy claim	3 days
ii)	Conducting JIT inspection as per scheme guidelines and submission of report by the NHB State Centre to Head Office.	15 days
iii)	Examination and submission of JIT report by the concerned Division on file for IC/PAC or otherwise	15 days

2.5 Post approval of IC/PAC minutes, processing timelines for release of subsidy shall be as under:

- Dealing Officer/Deputy Director: **05 days**
- Area Officer: **03 days**
- Accounts Division (including approval of Competent Authority): **05 days**

3. Disposal of Grievances

3.1 All grievances received through PMOPG/CPGRAM, NHB Portal, email, or Dak and RTI matters shall be submitted to the Managing Director within **07 days** along with:

- Detailed background note
- History of previous grievances (if any)
- Action taken report
- Clear and reasoned recommendation

3.2 All grievances shall be disposed of within **14 days** from the date of receipt.

4. General Instructions

4.1 Strict adherence to the above timelines shall be ensured by all concerned officers.

4.2 Any deviation shall be recorded with justification and brought to the notice of the Competent Authority.

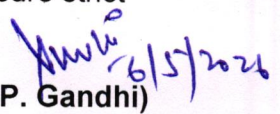
4.3 The Centre In-charge conducting JIT shall ensure that all requisite documents, as per scheme guidelines, are collected and verified during inspection itself and submitted to HQ with clear cut recommendations. Submission of incomplete JIT reports shall be viewed seriously, and responsibility shall be fixed on the concerned officer.

5. Timeline Monitoring Matrix

Sl. No.	Activity	Responsibility	Timeline
1	Processing of GoC applications & raising queries	Dealing Officer/Area Officer	07 days
2	PEC Meeting	Concerned Division/DMD	Weekly
3	Upload of PEC decision & GoC issuance	IT Division	Immediately after approval
4	Scrutiny of BDS (Cold Storage)	Technical Division	15 days
5	Issue of GoC	Concerned Division	Within 30 days
6	Initial processing of subsidy claims	Dealing Officer	07 days
7	Submission for approval/queries	Concerned Division	15 days
8	Submission of agenda to Coordination Division	Concerned Division	05 days before IC/PAC
9	Processing after IC/PAC (DO/DD level)	DO/DD	05 days
10	Processing at Area Officer level	Area Officer	03 days
11	Processing at Accounts Division	Accounts Division	05 days
12	Submission of grievance to MD	Concerned Division	07 days
13	Final disposal of grievance	Concerned Division	14 days

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All concerned are requested to take note of the above instructions and ensure strict compliance.


(C.P. Gandhi)
Joint Director (Coord.)

Distribution:

1. All Area Officers/Joint Directors, NHB, Gurugram
2. All Officers/Officials, NHB, Gurugram
3. All Field Officers, NHB
4. Accounts Division, NHB
5. Coordination Division, NHB
6. NCCD