



# CENTRAL AGRICULTURAL DEVELOPMENT INSTITUTION (CAGDI)

## TERM OF SERVICE

### Section - 2

## Refund Policy

**01.** High quality fertilizers and seeds as per the demand-fulfillment principle of the market for the registered farmers or members or self-help group members or farmer producer group members or cooperative society members etc. at the Farmer Service Center / Mini Collection Center / Milk Collection Center established by the Central Agricultural Development Institution. It will be ensured that compost, animal feed, agricultural equipment or plants etc. or other products will be made available at subsidized category or other level supply at controlled rates through cash or online payment.

**02.** High quality fertilizers and seeds as per the demand-fulfillment principle of the market for the registered farmers or members or self-help group members or farmer producer group members or cooperative society members etc. at the Farmer Service Center / Mini Collection Center / Milk Collection Center established by the Central Agricultural Development Institution. If the quality of compost, animal feed, agricultural equipment or plant etc. or any other product is not as per the standard, the concerned center will be liable to the concerned registered farmers or members or self-help group members or farmer producer group members or cooperative society members without any compensation. It will be mandatory to ensure withdrawal of funds into registered account within 12 to 32 hours.

**03.** High quality fertilizers and seeds as per the demand-fulfillment principle of the market for the registered farmers or members or self-help group members or farmer producer group members or cooperative society members etc. at the Farmer Service Center / Mini Collection Center / Milk Collection Center established by the Central Agricultural Development Institution. If the quality of compost, animal feed, agricultural equipment or plant etc. or any other product is not as per the standard, the concerned center will be liable to the concerned registered farmers or members or self-help group members or farmer producer group members or cooperative society members without any compensation. It will be mandatory to check the quality of the returned product in various ways.



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**04.** High quality fertilizers and seeds as per the demand-fulfillment principle of the market for the registered farmers or members or self-help group members or farmer producer group members or cooperative society members etc. at the Farmer Service Center / Mini Collection Center / Milk Collection Center established by the Central Agricultural Development Institution. If the quality of compost, animal feed, agricultural machinery or plant etc. or other products is not as per the standard, it will be mandatory to be checked by the quality controller from time to time.

**05.** There will be no compromise on the quality of any product available for sale at every Farmer Service Center / Mini Collection Center / Milk Collection Center of the Central Agricultural Development Institution.

**06.** Direct or indirect distribution of products of Central Agricultural Development Institution to the farmers or members or self-help group members or farmer producer group members or cooperative society members etc. registered at the Farmer Service Center / Mini Collection Center / Milk Collection Center established by the Central Agricultural Development Institution or In case the product is returned with the intention of negatively affecting the credibility of the Central Agricultural Development Institution, the registration of the concerned registered farmers or members or self-help group members or farmer producer group members or cooperative society members etc. should be terminated. Know that under the Zero Corruption Based Policy, it will be mandatory to make the recommendation by the center operator or center in-charge etc.



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**06.** It will be mandatory to daily monitor the quality of any product available for sale at every Farmer Service Center / Mini Collection Center / Milk Collection Center of the Central Agricultural Development Institution by the Quality Controller or Assistant Quality Controller.

**Note-:** The terms and conditions of purchase and sale of products etc. at each Farmer Service Center / Mini Collection Center / Milk Collection Center of the Central Agricultural Development Institution are subject to change or update on the basis of seasonal or geographical changes, any disputes arising in the matter etc. Jurisdiction will be Lucknow Uttar Pradesh.