



SERVICE STANDARDS OF DIRECTORATE GENERAL OF TURKISH GRAIN BOARD

SN	NAME OF THE SERVICE	REQUESTED DOCUMENTS FOR APPLICATION	SERVICE COMPLETION TIME (MAXIMUM)
1	Retail Sales (Sale of rice and other foodstuff to end consumers)	No document requested	2 MINUTES
2	Product Wholesales (Wheat, barley, rye, oat, corn, paddy, rice and other products)	For product sales; 1- Official letter or petition 2- Invoice details 3- Certificate of authorization Those to be requested by prior notification if needed 1- Certificate of actual consumption 2- Certificate of electricity consumption 3- Other documents to be possibly needed	2 HOURS (This is the time to complete the transaction. Delivery time of the product may vary depending on contractual terms.)
3	Tendered Product Sales (Wheat, barley, rye, oat, corn, paddy and other products)	1- Certificate of authorization 2- List of authorized signatures 3- Identity Card or R.T. Identity Card 4- Letter of guarantee	The service completion time may vary depending on the tendering process.
4	Product Import & Export (Wheat, barley, rye, oat, corn, paddy, rice and other products)	Documents specified in the tender specifications	The service completion time may vary depending on the tendering process.
5	Product Analysis	1- Sample request letter (Official letter or petition) 2- Receipt indicating deposit of analysis fee 3- Product sample	Physical Analysis: 15 MINUTES Chemical & Technological Analysis: 5 HOURS - 3 DAYS (Depending on the type of analysis)
6	NIT Control Sample	1- Sample request letter (Official letter or petition) 2- Receipt indicating deposit of fee	2 DAYS

If you detect the following apply to the first or second place of application: documents other than the above-mentioned are requested during the application, the services cannot be completed within the period of time stated above despite applying with all of requested documents and some services are not included in the chart above.

First Place of Application Name :
 Title :
 Address :
 Tel :
 Fax :
 E-mail :

Second Place of Application Name :
 Title :
 Address :
 Tel :
 Fax :
 E-mail :