

**GOVERNMENT OF MIZORAM**

**CITIZEN'S CHARTER**

**for**

**Office of Divisional Forest Officer, Darlawn**

**For the year 2020**

Address : DFO Office, Hmar Veng  
Darlawn,  
Pin Code – 796111  
Aizawl District, Mizoram

Website : [www.forest.mizoram.gov.in](http://www.forest.mizoram.gov.in)

Date of issue : \_\_\_\_\_

CITIZEN'S CHARTER FOR OFFICE OF Divisional Forest Officer, Darlawn (2020)

MAIN SERVICES

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount
1.	Processing of proposals for afforestation works & other development works under NAP	DFO	Ph. 9862578543	Submission of proposal of afforestation & development works to PCCF Office & CF Office	Proposal in prescribed format by Government	N.A.
2.	Permission for purchase of timber, extraction of bamboo, firewood etc. from private lands	DFO		Application submitted is processed and approval given after verification by RO concerned	Application with copy of land pass and recommendation of VC concerned	Administrative charge as prescribed by Government
3.	Proposals for awareness on protection and conservation of forests & wildlife	DF		Funds received for such programme are disbursed to RO's for implementation & execution of schemes in the field	N.A.	N.A.

CITIZEN'S CHARTER FOR OFFICE OF Divisional Forest Officer, Darlawn (2020)

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1.	Processing of proposals for afforestation works & other development works under NAP	From 10 days to 30 days, depending on the proposals.	
2.	Permission for purchase of timber, extraction of bamboo, firewood etc. from private lands	From 10 days to 30 days, depending on the proposals.	
3.	Proposals for awareness on protection and conservation of forests & wildlife	From 10 days to 30 days, depending on the proposals.	

CITIZEN'S CHARTER FOR OFFICE OF Divisional Forest Officer, Darlawn (2020)

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance [pgportal.gov.in](http://pgportal.gov.in)

<b>Sl. No.</b>	<b>Name of the responsible officer to handle public grievance in the office</b>	<b>Contact number</b>	<b>Email</b>	<b>Time limit for redress of grievances</b>
1.	DFO, Darlawn Forest Division	8794718449	dfodarlawn@gmail.com	N.A.

CITIZEN'S CHARTER FOR OFFICE OF Divisional Forest Officer, Darlawn (2020)

LIST OF STAKEHOLDERS/CLIENTS

<b>Sl. No.</b>	<b>Stakeholders/Clients</b>
1.	Citizens, organisations, various institutions, NGOs etc.
2.	Offices and sub-ordinates offices/establishment of all departments under Government of Mizoram.

CITIZEN'S CHARTER FOR OFFICE OF Divisional Forest Officer, Darlawn (2020)

EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

<b>Sl. No.</b>	<b>Expectations of the office from citizens / service recipients</b>
1.	To interact with the department for the common cause of forests, environment and wildlife.
2.	To honour and abide by the Rules and Regulations of the Government toward protection of environment, flora and fauna.
3.	To actively participate in conservation of forests and wildlife and management through VFDC/EDC/BMC
4.	To actively involved in tree planting activities and protect forest areas from encroachment, illicit felling, fire etc.
5.	To assist generating awareness among the general public towards the importance of conserving forests.

CITIZEN'S CHARTER FOR OFFICE OF Divisional Forest Officer, Darlawn (2020)

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Documents, if any, required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days / weeks / months)

Name of Public Grievance Redress Officer(s) :  
 Phone number :  
 Email :