



**GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER**

For

Office of the Divisional Forest Officer, Mamit Forest Division

For the year 2020

Address : Forest Tlang, LuangpawIVeng

Email : mamitforestdivision@gmail.com

Date of issue : 3.2.2021

**CITIZEN CHARTER FOR OFFICE OF THE DFO, MAMIT FOREST DIVISION
(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	Registration of private plantations	PC Lalchandama Divisional Forest Officer Mamit Forest Division	mamitforestdivision@gmail.com 9612609107	Application followed by verification by RO. After verification, the application is sent to CF for approval. DFO will issue registration certificate after approval.	Land document	Nil
2	Issue of felling permit and transit pass for timber from private plantation	PC Lalchandama Divisional Forest Officer Mamit Forest Division	mamitforestdivision@gmail.com 9612609107	Application followed by verification and marking. It will be sent to CF for approval after marking. Permit will be issued after approval of CF	Registration certificate	Rs 10.00 per tree (administrative charge)
3	Issue of licence / permit for renewal / sale of NTFP	PC Lalchandama Divisional Forest Officer Mamit Forest Division	mamitforestdivision@gmail.com 9612609107	Either public auction or permit system.	Land document etc.	Royalty fixed by Govt. from time to time
4	Issue of License permit for PWBI and SWBI	PC Lalchandama Divisional Forest Officer Mamit Forest Division	mamitforestdivision@gmail.com 9612609107	Application followed by verification. Sent to CF for perusal which will be sent further to PCCF who will place it before SLC. SLC will examine and Send it for approval to Govt. Govt. approval will be conveyed to DFO.	Aadhaar, Epic, land document etc.	Prescribed by Govt. from time to time

5	Registration of local furniture workshop / units	PC Lalchhandama Divisional Forest Officer Mamit Forest Division	mamitforestdivision@gmail.com 9612609107	Prescribed form will be supplied to proprietor	Nil	Nil
6	Forest clearance as per FCA 1980	PC Lalchhandama Divisional Forest Officer Mamit Forest Division	mamitforestdivision@gmail.com 9612609107	Application to be done on-line by user Agency to Nodal Officer. Nodal officer will forward to DFO for field verification. DFO will then forward to Nodal officer after filling up prescribed form.	DPR, Maps etc.	Nil

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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	Registration of private plantations	2 months	
2	Issue of felling permit and transit pass for timber from private plantation	2 months	Restrictions may be imposed at any time depending upon the order / advices of the competent authority
3	Issue of licence / permit for renewal / sale of NTFP	2 months	-do-
4	Issue of License permit for PWBI and SWBI	-	Not possible to fix
5	Registration of local furniture workshop / units	2 weeks	

6	Forest clearance as per FCA 1980	Not more than 30 days	Depend on the extent of forest areas to diverted
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GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances
1	PC Lalchandama DFO	9612609106	Mamitforestdivision@gmail.com	Two months
2	Sapliangguri HA	8414961260	Mamitforestdivision@gmail.com	Two months

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LIST OF STAKEHOLDERS / CLIENTS

Sl. No.	Stakeholders / Clients
1	Private planters
2	Private planters and timber traders
3	Local people and traders
4	Owner / Proprietors of WBI
5	Local workshop / furniture unit owners
6	User Agencies (Govt. Dept., Companies etc.)

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EXPECTATIONS OF THE OFFICE FROM CITIZEN / SERVICE RECIPIENTS

Sl. No.	Expectations of the office from citizens/ service recipients
1	To have / submit all required documents at a time to avoid unnecessary delay.
2	To maintain integrity and honesty
3	To abide by the rules / laws which govern the execution of works

