



**GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
For
Office of the Divisional Forest Officer
Thenzawl Forest Division
Thenzawl : Mizoram**

For the year 2020

**Address : Thenzawl
Website/Email : thenzawlforest@gmail.com
Date of issue : 17.12.2020**

**CITIZEN'S CHARTER FOR OFFICE OF
THE DIVISIONAL FOREST OFFICER, THENZAWL FOREST DIVISION, 2020**

MAIN SERVICES

Sl. No.	Service delivered by the office to citizens or other offices/ organizations including non-governmental organizations	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	2	3	4	5	6	7
1	Processing RTI Act, 2005 related matters	B. Lalnunziri, UDC	8787643379	Examination as per relevant rules/ instruction	-	Rs. 10/-
2	Processing Account related matters	Chawngthanpari, LDC	9612229610	Examination as per relevant rules/ instruction	-	Nil
3	Processing of Private tree plantation related matter	B. Lalnunziri, UDC	8787643379	Examination as per relevant rules/ instruction	Approval of CF(CC)	Rs. 10/- per tree
4	Processing NAP related matter	B.Lawmsanga, UDC	8415061428	Examination as per relevant rules/ instruction	Approval of PCCF/CF(CC)	Nil
5	Processing GIM related matter	Chawngthanpari, LDC	9612229610	Examination as per relevant rules/ instruction	Approval of PCCF/CF(CC)	Nil
6	Processing Environmental Clearance	B. Lalnunziri, UDC	8787643379	Examination as per relevant rules/ instruction	Approval of PCCF/CF(CC)	Nil
7	Processing NMPB, CAMPA, NEDP Plantation	B. Lalnunziri, UDC	8787643379	Examination as per relevant rules/ instruction	Approval of PCCF/CF(CC)	Nil
8	Processing Auction Sale of Forest Produce related matter	Lalrinengi, LDC	879463379	Examination as per relevant rules/ instruction	Approval of PCCF/CF(CC)	Bid amount
9	Processing Forest/ Wildlife Offence Cases	B. Lalnunziri, UDC	8787643379	Examination as per relevant rules/ instruction	-	Nil
10	Processing Wildlife ex-gratia claims	B.Lalnunziri, UDC	8787643379	Examination as per relevant rules/ instruction	Approval of PCCF/CWLW)	Nil

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SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/ organizations including non-governmental organization	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	2	3	4
1	Processing Establishment matters	NA	
2	Processing RTI Act, 2005 related matters	30 days	
3	Processing Account related matters	NA	
4	Processing of Private tree plantation related matter	Plantation Registration -90 days Felling Permit -30 days	
5	Processing NAP related matter	NA	
6	Processing GIM related matter	NA	
7	Processing Environmental Clearance	NA	
8	Processing NMPB, CAMPA, NEDP Plantation	NA	
9	Processing Auction Sale of Forest Produce related matter	1 week	
10	Processing Forest/ Wildlife Offence Cases	10 days	
11	Processing Wildlife ex-gratia claims	15 days	

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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 No.	Email	Time limit for redress of grievance
1	Margaret Lalramchhani Divisional Forest Officer Thenzawl Forest Division Thenzawl : Mizoram	8974436843(M)	<i>thenzawlforest@gmail.com</i>	2 weeks

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LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	STAKEHOLDERS/CLIENTS
1	All Field Staff under Thenzawl Forest Division
2	All Ministerial Staff under Thenzawl Forest Division
3	VFDCs under Thenzawl FDA

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EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the office from citizens/service recipient
1	Submissions of any proposals complete in all respects as per the prescribe format.
2	Submission of time line stipulated correspondences/ information.
3	Cross checking of informations submitted by Range Officers and subordinate staff.
4	Cross checking of applications/correspondences submitted by the public.

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1	2	3	4	5	6
1	Processing RTI Act, 2005 related matters	B.Lalnunziri, UDC	-	Rs.10/-	30 days
2	Processing Account related matters	Chawngthanpari, LDC	-	NA	NA
3	Processing of Private tree plantation related matter	B.Lalnunziri, UDC	Approval of CF(CC)	Rs. 10/- Per tree	Registration -90 days Felling Permit – 30 days
4	Processing NAP related matter	B.Lawmsanga, UDC	Approval of PCCF/CF(CC)	Nil	NA
5	Processing GIM related matter	Chawngthanpari, LDC	Approval of PCCF/CF(CC)	Nil	NA
6	Processing Environmental Clearance	B.Lalnunziri, UDC	Approval of PCCF/CF(CC)	Nil	NA
7	Processing NMPB, CAMPA, NEDP Plantation	B. Lalnunziri, UDC	Approval of PCCF/CF(CC)	Nil	NA
8	Processing Auction Sale of Forest Produce related matter	Lalrinengi, LDC	Approval of PCCF/CF(CC)	Bid amount	1 week
9	Processing Forest/ Wildlife Offence Cases	B. Lalnunziri, UDC	-	Nil	10 days
10	Processing Wildlife ex-gratia claims	B.Lalnunziri, UDC	Approval of PCCF/CWLW)	Nil	15 days