



सत्यमेव जयते

GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Office of the Divisional Forest Officer

Aizawl Forest Division

For the year 2020

Address : Mizoram New Capital Complex Road

Website :

Date of Issue :12. 11. 2020

**CITIZEN'S CHARTER FOR OFFICE OF THE DIVISIONAL FOREST OFFICER
AIZAWL 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	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 application for issue of license and registration of Chainsaw	H. Lalbiakhnuna, LDC	7630088155	1) Examination of applications as per the Mizoram Chainsaw (Control & Regulation) Rules, 2018. 2) Issue of license to purchase, acquire or selling of chainsaw. 3) Registration of chainsaw.	1) Proof of ownership (sale/purchase memo/invoice, etc.) 2) Attested copy of Chainsaw license or NOC from PCCF. 3) Attested copy of registration certificate of plantation / Copy of tree-felling permit (if any)/ Copy of license for wood based industry/ Affidavit that the chainsaw will be used for personal/official and legal purpose only. 4) Attested copy of receipt for payment of registration fee.	For obtaining license: Application fee - Rs. 50 License fee - Rs. 300 Renewal fee - Rs. 300 For obtaining Registration Certificate: Application fee - Rs. 250 Registration fee - Rs. 750 Renewal fee - Rs. 750
2	Processing of application for obtaining license/ renewal of license for wood-based industries for approval by State Level Committee.	H. Lalbiakhnuna, LDC	7630088155	Examination of application for obtaining or renewal of license, site verification and forward the application to	1) Attested copy of LSC 2) Attested copy of GST Registration 3) Mizoram Pollution Control Board (MPCB) consent letter.	For S.T. applicants: 1) Primary Wood Based Industries: Application Fee - Rs. 200 License Fee - Rs. 7500 Renewal Fee - Rs. 5000

				Conservator of Forest for further process.		2) Secondary Wood Based Industries: Application Fee - Rs. 100 License Fee - Rs. 2500 Renewal Fee - Rs. 2000 For Non-tribal applicant the above rate will be doubled.
3	Processing of claims of compensation for wildlife related incidents.	H. Sangchungnungi, LDC	9862075807	1) Examination of application. 2) Spot verification. 3) Forwarding to Chief Wildlife Warden for approval of claims.	1) Medical bills. 2) Spot Verification report by authorized forest officer.	NIL
4	Registration of Private tree plantation in Forest/ Non-forest area.	F. Lalrimawii, UDC	8257804499	1) Verification of application with documents. 2) Spot verification. 3) Approval of CF. 4) Issue of Registration Certificate by DFO.	Attested copy of : 1) Periodic Patta/ LSC/ VC Pass. 2) Location map showing land features.	NIL
5	Processing of applications for permission of private tree felling in Non-Forest area for: 1) Non-Commercial purpose/ domestic consumption. 2) Commercial.	F. Lalrimawii, UDC	8257804499	1) Verification of application with documents. 2) Spot verification and tree marking. 3) Approval of CF. 4) Grant of permission by DFO. 5) Issue of permission by concerned RO.	1) Registration Certificate. 2) Periodic Patta? LSC/ VC Pass. 3) Location map.	Department charge at the rate of Rs. 10/ tree.

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6	Processing of applications for permission of felling of trees on lands at the disposal of Government/ Institution/ Organisation/ Individual.	F. Lalrimawii, UDC	8257804499	1) Verification of application. 2) Spot verification. 3) Grant of permission by DFO.	1) Submission of application in blank paper. 2) NOC/ recommendation letter from concerned Local/ Village Council.	NIL
7	Issuance of Department No Objection Certificate for renewal of Periodic Patta.	F. Lalrimawii, UDC	8257804499	1) Verification of application with documents. 2) Spot verification. 3) Issue of NOC by DFO.	1) Submission of application in blank paper. 2) Attested copy of Periodic Patta of land.	NIL
8	Movement of Timber/ Issue of Transit Pass	F. Lalrimawii, UDC	8257804499	1) Transit pass to be obtained from concerned RO. 2) Authorisation/ Issue of Transit pass by DFO	NA	NIL

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GRIEVANCE REDRESS MECHANISM

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances
1	Pu Lallianzuala, DFO	9436148311	dfoaizawl15@gmail.com	2 Weeks
2	Pi Lalthanhleri Pachuau, HA	9612323520		2 Weeks

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LIST OF STAKEHOLDERS/ CLIENTS

Sl. No.	Stakeholders/ Clients
1	DFO, ACF, All Range Officers under Aizawl Forest Division.
2	All Office and Field staff under Aizawl Forest Division.

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EXPECTATIONS OF THE OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

Sl. No.	Expectations of the office from citizens/ service recipients
1	Time lines stipulated, if any, for completion of delivery of service are to be adhered to.
2	Queries or disputes related to the activities of the office are to be resolved with the client in the most dignified manner by the officials.