



**GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
For**

**Office of Divisional Forest Officer,
N.Vanlaiphai Forest Division**

For the year 2020

Address : DFO Office, Forest Veng,
North Vanlaiphai,
Pin Code - 796184
Serchhip District, Mizoram

Website : www.forest.mizoram.gov.in

Date of issue :

**CITIZEN'S CHARTER FOR OFFICE OF N. VANLAIPHAI FOREST DIVISION
(2020)**

MAIN SERVICES

Sl. No	Services delivered by the office to citizens or other officers/ 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	jensailo@gmail.com 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	jensailo@gmail.com Ph. 9862578543	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.	DFO	jensailo@gmail.com Ph. 9862578543	Funds received for such programme are disbursed to RO's for implementation & execution of schemes in the field	N.A.	N.A.

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(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 delivery⁶ of service (days/ weeks/ moths)	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	

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(2020)**

GRIEVANCE REDRESS MECHANISIM

Website address to lodge grievance pgportal.gov.in

Sl. No	Name of the responsible grievance in the office	Contact number	Email	Time limit for redress of grievances
1.	DFO, N. Vanlaiphai Forest Division	03838) 224305 9862578543	jensailo@gmail.com	N.A.

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LIST OF STAKEHOLDERS/ CLIENTS

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

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EXPECTATIONS OF THE OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

Sl. No	Expectations of the office from citizens / service recipients
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 in generating awareness among the general public towards the importance of conserving forests.

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(2020)**

Sl. No	Service delivered by the office to citizens or other offices/ organisations	Responsible official with designation	Documents, if any, required for obtaining the service to be submitted by	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days / weeks /

	including non-governmental organisations	email and phone number	citizen / client		months)

Name of Public Grievance Redress Officer (s) : DFO, N. Vanlaiphai Forest Division
Phone number : 03838-224305 / 9862578543
Email : jensailo@gmail.com