

**GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER**

for

**Office of
Divisional Forest Officer
Tlabung Forest Division**

For the year 2020

Address	:	Divisional Forest Officer Tlabung Forest Division Tlabung, Chawnpui Veng,
Website	:	NIL
Date of Issue	:	27th November, 2020

**CITIZEN'S CHARTER FOR OFFICE OF
THE DIVISIONAL FOREST OFFICER, TLABUNG FOREST DIVISION
(2020)**

MAIN SERVICE

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 RTI Act, 2005 related matters	P.Lalrinpuui U.D.C	9862969321	Examination as per relevant rules/ instructions	-	Rs. 10/-
2.	Processing of Account related matters	Lalmawia UDC	8119966896	Examination as per relevant rules/ instructions	-	NIL
3.	Processing of Private Tree Plantation related matters	P.Lalrinpuui U.D.C	9862969321	Examination and spot verification of the applications	Approval of CF(SC)	Rs. 10/- per tree
4.	Processing of NAP related matters	Lalmawia U.D.C	8119966896	Examination as per relevant rules/ instructions	Approval of PCCF/CF(SC)	NIL
5.	Processing of Environmental Clearance	P.Lalrinpuui U.D.C	9862969321	Examination as per relevant rules/ instructions	Approval of PCCF/CF(SC)	NIL
6.	Processing of NMPB CAMPA, NEDP Plantations	Lalmawia U.D.C	8119966896	Examination as per relevant rules/ instructions	Approval of PCCF/CF(SC)	NIL
7.	Processing of Auction Sale of Forest Produce related matters	P.Lalrinpuui U.D.C	9862969321	Examination as per relevant rules/ instructions	Approval of PCCF/CF(SC)	Bid amount
8.	Processing of Forest/ Wildlife Offence Cases	R.Lalramchhani LDC	9612027070	Examination of the case as per relevant rules/ instructions	-	NIL
9.	Processing of Wildlife ex-gratia claims	R.Lalramchhani LDC	9612027070	Examination and spot verification of the application	Approval of the PCCF/CWLW	NIL

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SERVICE DELIVERY STANDARD

Sl/ No.	Services delivered by the office to citizens or other offices/organisation including non-governmental organisations	Stipulated time limit for Delivery of service (days/weeks/months)	Remarks, if any
1.	Processing of Establishment matters	N.A	
2.	Processing of RTI Act, 2005 related matters	30 days	
3.	Processing of Account related matters	N.A	
4.	Processing of Private Tree Plantation related matters	Plantation Registration – 90 days Felling Permit – 30 days	
5.	Processing of NAP related matters	N.A	
6.	Processing of Environmental Clearance	N.A	
7.	Processing of NMPB, CAMPA, NEDP Plantations	N.A	
8.	Processing of Auction Sale of Forest Produce related matters	1 week	
9.	Processing of Forest/Wildlife Offence Case	10 days	
10.	Processing of Wildlife ex-gratia claims	15 days	

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GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.govt.in

Sl/ No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievance
1.	Lalnunngila Divisional Forest Officer, Tlabung Forest Division	8131932885(M)	tlabungdfo@gmail.com	2 weeks

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LIST OF STAKEHOLDERS/CLIENTS

Sl/ No.	Stake holders/clients
1.	All Field Staff under Tlabung Forest Division
2.	All Ministerial Staff under Tlabung Forest Division
3.	VFDC members under Tlabung FDA

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EXPECTATION OF THE OFFICE FROM CITIZENS/SERVICE RECEIPT

Sl/ No.	Expectation of the Office from citizens/service receipt
1.	Submission of any proposals complete in all respects as per the prescribed format
2.	Submission of time line stipulated correspondences/informations
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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	Processing of RTI Act, 2005 related matters	P.Lalrinpuii U.D.C	-	Rs. 10/-	30 days
	Processing of Account related matters	Lalmawia UDC	-	NIL	N.A
	Processing of Private Tree Plantation related matters	P.Lalrinpuii U.D.C	Approval of CF(SC)	Rs. 10/- per tree	Registration - 90 days Felling Permit - 30 days
	Processing of NAP related matters	Lalmawia U.D.C	Approval of PCCF/CF(SC)	NIL	N.A
	Processing of Environmental Clearance	P.Lalrinpuii U.D.C	Approval of PCCF/CF(SC)	NIL	N.A
	Processing of NMPB CAMPA, NEDP Plantations	Lalmawia U.D.C	Approval of PCCF/CF(SC)	NIL	N.A
	Processing of Auction Sale of Forest Produce related matters	P.Lalrinpuii U.D.C	Approval of PCCF/CF(SC)	Bid amount	1 week
	Processing of Forest/ Wildlife Offence Cases	R.Lalramchhani LDC	-	NIL	10 days
	Processing of Wildlife ex-gratia claims	R.Lalramchhani LDC	Approval of the PCCF/CWLW	NIL	15 days



**Divisional Forest Officer
Tlabung Forest Division
Tlabung.**