



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

OFFICE OF THE

DEPUTY CONSERVATOR OF FORESTS

AIZAWL WILDLIFE DIVISION

AIZAWL : MIZORAM

For the Year 2020

Address : AIZAWL

Website : www.forest.mizoram.gov.in

Date of issue : 7th December, 2020

MAIN SERVICES

Sl. No.	Services delivered by the office to citizens or other offices/organizations including non-governmental organisation	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 services with amount
1	Management & Habitat Improvement of Protected Areas as well as the forest	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	As per existing guidelines and rules	NA	NA
2	Anti Poaching / Anti Smuggling Drives	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Regular patrolling, surveillance, awareness	NA	NA
3	Enforcement of environmental laws/Wildlife (Protection) Act), etc and Wildlife Crime Control	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Patrolling, surveillance and intelligence networking	NA	NA
4	Wildlife Management Plans Formulation and Implementation thereof	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Timely updating of Management Plan, preparation of Annual Plan of Operation and its implementation	NA	NA
5	Wildlife Health Care, Rescue, Rehabilitation and Release of Wild Animals	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Prompt mobilization of staff, experts	Reports of injured / strayed animals to authority through phone/social media / written	NA
6	Man Animal Conflict Resolution	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Verification of conflict issues, submission of verification reports to PCCF Office	Timely submission of written report of damage caused by animals	NA

7	Promotion of Ecotourism	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Opening of National Park, Sanctuary, Zoo to visitors during visiting seasons.	Obtaining permit for entry into PA from authority	NA
8	People's participation for Protection / Preservation of Wildlife	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Engagement of local people for Wildlife Guards, Eco-development activities etc.	NA	NA
9	Awareness & Nature Education	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Launching of public awareness campaign, printing of awareness materials and dissemination	NA	NA
10	Training and capacity building Programmes	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Organizing regular workshop / training	NA	NA
11	Census and Survey	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Continous monitoring of wildlife inside PA through regular duties	NA	NA
12	Fire Protection and Awareness campaign	Lalnunzira	lalnun.zira@yahoo.co.in 9436140755	Engagement of fire watchers, launching awareness campaign etc.	NA	NA

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SERVICES DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/organisations including non-governmental organisation	Stipulated time limit for delivery of service (days/ weeks/months)	Remarks, if any
1	Management & Habitat Improvement of Protected Areas as well as the forest	NA	Management & Habitat Improvement of Protected Areas as well as the forest is continuous work which cannot be limited within a specific period.
2	Anti Poaching / Anti-Smuggling Drives	NA	Anti Poaching / Anti – Smuggling Drives is continuous work which cannot be limited within a specified period.
3	Enforcement of environmental laws/Wildlife (Protection) Act), etc and Wildlife Crime Patrol	NA	As above.
4	Wildlife Management Plan Formulation and Implementation thereof;	NA	Management Plan is for 10 years and its implementation is subject to yearly fund availability.
5	Preparation of Annual Plan Operation (APO) in line with Management Plan and its implantation	Annually	
6	Wildlife Health Care, Rescue, Rehabilitation and Release of Wild Animals	NA	
7	Man Animal Conflict Resolution	5 days for submission of report by individuals & 10 days for conducting spot verification	
8	Promotion of Ecotourism	NA	

9	People's participation for Protection/Preservation of Wildlife	NA	
10	Awareness & Nature Education	NA	
11	Training and capacity building programme	NA	
12	Census and Survey	Annually	
13	Fire Protection and Awareness Programme	NA	

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GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in.: www.forest.mizoram.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	Lalnunzira Deputy Conservator of Forests Aizawl Wildlife Division Aizawl, Mizoram	9436140755	lalnun.zira@yahoo.co.in	Citizens can meet the officer any time during office hour. In case, the officer is charge is not available, any subordinate staff available in the office shall act as an officer in charge

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LIST OF STAKEHOLDERS/CLIENTS

Sl.No.	Stakeholders / Clients
1	Individuals/Villagers/Local people
2	NGOs viz YMA, MHIP, ASEP etc.
3	Institutions & Schools
4	Other Government Departments
5	Tourist
6	Forest and Wildlife Activist

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EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl.No.	Expectations of the office from citizens/service recipients
1	Timely submission of wildlife damage reports for apply of damage compensation

2	Advance booking/information for visit of National Park & Sanctuary
3	Payment of fees for entry etc into National Park and Sanctuary as stipulated by the Government
4	Payment of fees for accommodation of Forest Rest House
5	Comply of rules and regulations framed by the Government
6	Coordination in wildlife and environmental conservation
7	Coordination in intelligence gathering and wildlife offence