



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
For

Office of FOREST EXTENSION DIVISION

For the year 2020

Address: EFO Complex, Tuikhuahtlang, Aizawl.

Website: forest.mizoram.gov.in

Date of issue: 7.4.2021

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
FOREST EXTENSION DIVISION (2020)

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE
RECIPIENTS

Sl.No.	Expectations of the department/office from citizens/service recipients
1	Information, data
2	Publication
3	Publicity materials

CITIZEN'S CHARTER FOR OFFICE OF FOREST EXTENSION DIVISION (2020)

MAIN SERVICES

Sl. No	Services delivered by the office of 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	Quarterly publication	DFO	Eextension16@gmail.com	Free distribution	List maintained	NA
2	Awareness raising	-do-	-do-	Free to air	NA	NA

CITIZEN'S CHARTER FOR OFFICE OF FOREST EXTENSION DIVISION (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 delivery of service (days/weeks/months) ⁴	Remarks, if any
1	Any community/organization/institution	NA	

CITIZEN'S CHARTER FOR OFFICE OF FOREST EXTENSION DIVISION (2020)

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 number	E-mail	Time limit for redress of grievance
1	Laltlanhluazathang, DFO	0389-2323302	Eextension16@gmail.com	NA

CITIZEN'S CHARTER FOR OFFICE OF FOREST EXTENSION DIVISION (2020)

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholder/Clients
	-
	-
	-

CITIZEN'S CHARTER FOR OFFICE OF FOREST EXTENSION DIVISION (2020)

EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No	Expectations of the office from citizens/service recipients
1	Same as the 1 st page

CITIZEN'S CHARTER FOR OFFICE OF FOREST EXTENSION DIVISION (2020)

Sl. No	Services delivered by the office to citizens or other offices/organisations including non-governmental organisations	Responsible official with designation, email and phone number	Documents, if any, required for obtaining the service to be submitted by the citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks/months) ⁶
1					
2					

Name of Public Grievance Redress Officer(s) :

Phone Number :

Email :