



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

**Office of Working Plan Officer,
Working Plan Forest Division (N)**

For the year 2020

Address : Tuikhuahtlang, Aizawl

Website :

Date of issue : 7th April, 2021

**CITIZEN'S CHARTER FOR OFFICE OF WORKING PLAN OFFICER,
WORKING PLAN FOREST DIVISION (N)
(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 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	Writing of Working Plan of the following Division : Kawrthah, Kolasib, Mamit, Darlawn, Champhai, Thenzawl	Laltlanhlua Zathang, WPO	9436195286	Writing up Working Plan in accordance to National Working Plan Code, 2014	Nil	Nil

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WORKING PLAN FOREST DIVISION (N)
(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

⁴ The time limit may be entered in the Citizen’s Charter as far as possible. If the time limit cannot be written specifically or it depends on fulfilment of certain conditions beyond the control of the department/office, then, it may be written like “.....days/weeks/months....subject to conditions”

**CITIZEN'S CHARTER FOR OFFICE OF WORKING PLAN OFFICER,
WORKING PLAN FOREST DIVISION (N)**

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	Email	Time limit for redress of grievances
1.	Pu Laltlanhlua Zathang, IFS, WPO (N)	9436195286	wponorth78@gmail.com	N.A

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(2020)**

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	All Divisions under WPO (N)

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EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the office from citizens/service recipients
1.	The Working Plan thus written should be carried out as far as possible.

**CITIZEN’S CHARTER FOR THE OFFICE OF _____
(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 citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks /months)⁶

Name of Public Grievance Redress Officer(s) :
 Phone number :
 Email :

⁵ This format is to be used by subordinate offices at the level of directorates and district/division level offices as listed at column (3) and (4) of Annexure-IV for a concise format of the Citizen’s Charter to be placed at a prominent location in their office building using flex printing/signboards, etc. for the general public. This is not necessary for the Administrative Departments as listed at column (2) of Annexure-IV

⁶ The time limit may be entered in the Citizen’s Charter as far as possible. If the time limit cannot be written specifically or it depends on fulfilment of certain conditions beyond the control of the department/office, then, it may be written like “.....days/weeks/months.....subject to conditions”

