



सत्यमेव जयते

GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
for
OFFICE OF THE
DEPUTY CONSERVATOR OF FOREST
CHHIMTUIPUI WILDLIFE DIVISION
LAWNGTLAI:: MIZORAM

For the Year 2021

Address : LAWNGTLAI

Website : www.forest.mizoram.gov.in

Date of issue : 10TH MAY 2021

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 services with amount
1	Management & Habitat Improvement of Protected Areas as well as the forest	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	As per existing guidelines and rules	NA	NA
2	Anti Poaching / Anti Smuggling Drives	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	Regular patrolling, surveillance, awareness	NA	NA
3	Enforcement of environmental laws/Wildlife (Protection Act), etc and Wildlife Crime Control.	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	Patrolling, surveillance and intelligence networking	NA	NA
4	Wildlife Management Plans Formulation and Implementation thereof;	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	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	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	Prompt mobilization of staff, experts	Reports of injured/strayed animals to authority through phone/social media/written	NA
6	Man Animal Conflict Resolution	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	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	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	Opening of National Park & Sanctuary to visitors during	Obtaining permit for entry into PA	As prescribed by the Government

				visiting seasons.	from authority	
8	People's participation for Protection / Preservation of Wildlife	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	Engagement of local people for Wildlife Guards, Eco-development activities etc	NA	NA
9	Awareness & Nature Education	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	Launching of public awareness campaign, printing of awareness materials and dissemination	NA	NA
10	Training and capacity building Programmes	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	Organizing regular workshop/training	NA	NA
11	Census and Survey	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	Continuous monitoring of wildlife inside PA through regular duties	NA	NA
12	Fire Protection and awareness programme	C. Lalrinmuana DCF (WL)	lrm.valpuia@gmail.com 8729917156	Engagement of fire watchers, launching awareness campaign etc	NA	NA

**CITIZEN'S CHARTER FOR OFFICE OF THE DEPUTY CONSERVATOR OF FOREST
CHHIMTUIPUI WILDLIFE DIVISION, 2021**

SERVICES DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non- governmental organisation	Stitulated time limit for delivery of service (days/weeks/ months) ⁴	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 specified 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 Control.	NA	As above
4	Wildlife Management Plans 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 implementation.	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 Programmes	NA	
12	Census and Survey	Annually	
13	Fire Protection and awareness programme	NA	

**CITIZEN'S CHARTER FOR OFFICE OF THE DEPUTY
CONSERVATOR OF FOREST**

CHHIMTUIPUI WILDLIFE DIVISION, 2021

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	C. Lalrinmuana Deputy Conservator of Forest Chhingtuipei Wildlife Division Lawngtlai	8729917156	lrm.valpuia@gmail.com	Citizens can meet the officer any time during office hour. In case, the officer in charge is not available, any subordinate staff available in the office shall act as an officer in charge.

**CITIZEN'S CHARTER FOR OFFICE OF THE CHHIMTUIPUI
WILDLIFE DIVISION, LAWNGTLAI, 2021**

LIST OF STAKEHOLDERS/CLIENTS

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

**CITIZEN'S CHARTER FOR OFFICE OF THE CHHIMTUIPUI
WILDLIFE DIVISION, LAWNGTLAI, 2021**

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 environment conservation
7	Coordination in intelligence gathering and wildlife offence.