



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

**Office of The Divisional Officer, Khawzawl Wildlife Division**

**For the year 2021**

Address Hermon, Khawzawl

Website \_\_\_\_\_

Date of issue \_\_\_\_\_

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<sup>3</sup>This format is to be used for formulation of Citizen's Charter for district/division/block level offices as listed in column (4) of Annexure-IV

**CITIZEN'S CHARTER FOR OFFICE OF THE DIVISIONAL OFFICER, KHAWZAWL WILDLIFE DIVISION**

**(2021)**

**MAIN SERVICES**

Sl. No .	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	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.	Management of tourist / visitors to Protected Area	C.Lalthankima, DFO	<a href="mailto:kzlwildlife@gmail.com">kzlwildlife@gmail.com</a> 8974772397	For Research works, permissions are applied to and given by Chief Wildlife Warden. For Tourist/ visitors, permissions are given by Chief Wildlife Warden, DFO and ROs.	Permission required from Chief Wildlife Warden, Mizoram / DCF Khawzawl	Entry fee - Rs. 10 Camera (still) - Rs. 100 Video camera - Rs. 500

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**(2021)**

**SERVICE DELIVERY STANDARD**

<b>Sl. No.</b>	<b>Services delivered by the office to citizens or other offices/organizations including non-governmental organizations</b>	<b>Stipulated time limit for delivery of service (days/weeks/months)</b>	<b>Remarks, if any</b>
1.	Management of visitors / tourist	1-3 weeks	Permission required from Chief Wildlife Warden / DCF Khawzawl. Payment of entry fee, etc.

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**(2021)**

**GRIEVANCE REDRESS MECHANISM**

Website address to lodge grievance [pgportal.gov.in](http://pgportal.gov.in)

<b>Sl. No.</b>	<b>Name of the responsible officer to handle public grievance in the office</b>	<b>Contact number</b>	<b>Email</b>	<b>Time limit for redress of grievances</b>
1.	C.Lalthankima	8974772397	<a href="mailto:kzlwildlife@gmail.com">kzlwildlife@gmail.com</a>	2 weeks

**CITIZEN'S CHARTER FOR OFFICE OF THE DIVISIONAL OFFICER, KHAWZAWL WILDLIFE DIVISION**

**(2021)**

**LIST OF STAKEHOLDERS / CLIENTS**

<b>Sl. No.</b>	<b>Stakeholders / Clients</b>
1.	Individual (Tourist), Groups

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**(2021)**

**EXPECTATIONS OF THE OFFICE FROM CITIZENS / SERVICE RECIPIENTS**

<b>Sl. No.</b>	<b>Expectations of the office from citizens / service recipients</b>
1.	Citizens / visitors are expected to abide with law and order, Rules and Acts.