



**GOVERNMENT OF MIZORAM**  
**CITIZENS'/CLIENTS' CHARTER**  
**for**

**(Department of Environment, Forests & Climate Change,  
Government of Mizoram)**

**2020**

Address : PCCF's Office, Tuikhuahtlang, Aizawl

Website ID: [www.forest.mizoram.gov.in](http://www.forest.mizoram.gov.in)

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**Citizens'/Clients' Charter for Department of Environment, Forests & Climate Change, Mizoram (2020)**

**VISION &MISSION**

**VISION**

To achieve well-stocked high-quality forests with rich floral and faunal diversity for maintaining ecological balance and to conserve environment and natural resources by ensuring environmental stability while meeting the forest-based needs of the local people.

**MISSION**

To increase the area under forest cover and enhance the quality of existing forests thereby creating healthy environment for the people through the (1) application of the principles of sustainable management, (2) adoption of effective silvicultural practices, and (3) involvement of the local people actively in our efforts of planning, implementation, and monitoring of schemes for conservation of forests, wildlife and environment.

**Citizens'/Clients' Charter for Department of Environment, Forests & Climate Change, Mizoram (2020)**

**MAIN SERVICES**

Sl No	Services delivered by the department/ office to Sl. citizens or No. other departments/ organisations including non-governmental organisations	Responsible Official and designation	Email & Mobile Phone No.	Process for delivery of service within the Department/ Office	Documents if any, Required for obtaining the service to be submitted by citizen/ client	Fees if any for the service with amount
1	Processing of proposal seeking forest clearance and environment clearance under Forest (Conservation) Act, 1980 and EIA Notification, 2006 respectively. This should be applied online through Parivesh portal	Divisional Forest Officer/Deputy Conservator of Forests concerned	As given in the list of subordinate offices	Proposal received from project proponent is sent for verification, tree enumeration, etc. to the Divisional Forest Officer concerned who forward the report to Conservator of Forests concerned, who, after site inspection forward the same to NO (FC) for further submission to Govt. of India (MoEF&CC)	Proposal of Project proponent in prescribed format duly recommended by the Divisional Forest Officer and Conservator of Forests	N/A

2	Issue of No Objection Certificate (NOC)	Divisional Forest Officer/Deputy Conservator of Forests concerned	As given in the list of subordinate offices	Application for NOC received by the Department is referred for inspection and verification to DFO/DCF concerned, who submit report to the APCCF and Nodal Officer (FC) through Conservator of Forests concerned	Application Seeking NOC with details of the proposal	N/A
3	Permission for extraction of bamboo or other non-timber forest produce from forest areas through mahal or permit system	Divisional Forest Officer concerned	As given in the list of subordinate offices	Submission of Application or tender for extraction of forest produce of a particular mahal area.	Formal application or tender as per format prescribed, if any	Royalty or as maybe prescribed
4	Processing of proposals for afforestation works under National Afforestation Program	DFO concerned		Proposal received from Divisional Forest Officers are scrutinized and compiled, and submitted to Govt of India for approval	Proposal as per prescribed format	N/A

5	Release of fund received from Govt of India for afforestation works, etc under National Afforestation Program (NAP), Green India Mission (GIM), Intensification of Forest Management and Finance Commission Grant			Fund received from Govt. of India are referred to State Govt. for budget allocation and then for expenditure sanction. The fund are then released to SFDA who in turn transfer/ disburse the same to Forest Development Agency/ DFO for implementation and execution of the	Utilization Certificate received earlier and progress report, etc.	N/A
6	Registration of private tree plantation	DFOs and ROs concerned		Application is submitted to DFO concerned and verification is done by Range Officers concerned. Registration is done by DFO after obtaining approval of CF concerned	Application for registration of trees in prescribed form with copy of land pass	N/A
7	Permission for felling of Private plantation	DFOs concerned		Application for tree felling is submitted to DFO, who will refer the same for tree marking to RO	Application in prescribed form with registration details	Rs.10/-

				concerned and then approval of CF concerned is obtained for felling.		
8	Crop damage compensation	Divisional Forest Officer/Deputy Conservator of Forests concerned	As given in the list of subordinate offices	Application submitted in prescribed format to DFO/RO shall be verified and sent to Chief Wildlife Warden	Application in prescribed form with photographic evidence	N/A
9	Compensation for injury caused by wild animals	Divisional Forest Officer/Deputy Conservator of Forests concerned	As given in the list of subordinate offices	Application submitted in prescribed format to DFO/RO shall be verified and sent to Chief Wildlife Warden	Application in prescribed form with photographic evidence	N/A
10	Payment of reward to secret informers of forest/wildlife crimes	- do -	-do-	Application submitted to DFO/RO shall be sent to CWLW/CF for approval	Application accompanied by supporting document/evidence/photographs	N/A
11	Permission for felling of trees in city/towns/villages/along highways/roads and other Govt. & public land	- do -	-do-	DFO/RO concerned shall grant permission	Application accompanied by NOC from LC/VC	N/A
12	Green Mizoram Award	- do -	-do-	Application submitted in prescribed format to DFO shall be sent to PCCF	Application in prescribed form with video/photographic evidence	N/A

**Citizens'/Clients' Charter for Department of Environment, Forests & Climate Change, Mizoram (2020)**

**SERVICE DELIVERY STANDARD**

<b>Sl. No</b>	<b>Services delivered by the Department/ Office to citizens or other Department/ Organizations including non-governmental organizations</b>	<b>Stipulated time limit for delivery of service (days/weeks/months)<sup>2</sup></b>	<b>Remarks, if any</b>
1	Processing of proposal seeking forest clearance and environment clearance under Forest (Conservation) Act, 1980 and EIA Notification, 2006 respectively	1-2 months	If EDS is/are not addressed by UA, time taken may be extraordinarily long.
2	Issue of No Objection Certificate (NOC)	1-2 months	
3	Permission for extraction of bamboo or other non-timber forest produce (Broomsticks/Anchiri etc) from forest areas through mahal or permit system	2-4 weeks	
4	Processing of proposals for afforestation works under National Afforestation Program	1-2 months	
5	Release of fund received from Govt of India for afforestation works, etc under National Afforestation Program (NAP), Green India Mission (GIM), Intensification of Forest Management and Finance Commission Grant	1-2 months	
6	Registration of private tree plantation	2-4 weeks	
7	Permission for tree felling of private plantation	2-6 weeks	
8	Permission for purchase of timber available in depots	1-2 weeks	Subject to availability of timber stock
9	Crop damage compensation	1-3 months	

10	Compensation for injury caused by wild animals	1-3 months	
11	Payment of rewards to secret informers of forest/ wildlife crime	2-6 weeks	
12	Permission for felling of trees in city, towns & villages	1-2 weeks	
13	Green Mizoram award	2-4 months	
14	Registration/Renewal of Power chainsaw	2-4 weeks	



**Citizen's/Client's Charter for Department of Environment, Forests & Climate Change, Mizoram (2020)**

**GRIEVANCE REDRESS MECHANISM: Website url to lodge Grievance <http://pgportal.gov.in/>**

<b>Sl No</b>	<b>Name of the Responsible Officer to handle the Public Grievance in the Department/ Office</b>	<b>Contact No.</b>	<b>Email</b>	<b>Time limit for redress of grievances</b>
1	Pu PC Laltanpuia, DCF (Headquarters) Office of the PCCF, Tuikhuahtlang, Aizawl, Mizoram	0389-2323420 Mb. No. 9862736987	ppchuaungo@gmail.com	

**Citizens'/Clients' Charter for Department of Environment, Forests & Climate Change, Mizoram (2020)**

**LIST OF STAKEHOLDERS/CLIENTS**

Sl. No.	Stakeholders/Clients
1	Ministries/Department of Government of India
2	Ministries/Department of Government of Mizoram and Autonomous District Councils
3	Citizens, Organizations, Institutions, NGOs, Universities, Research Institutions, Industries, etc
4	Subordinate offices/establishment of all Departments under Government of Mizoram
5	All Institutions, Boards, Organizations, Societies, etc under the administrative control of the Ministry and Government of Mizoram

## **Citizens'/Clients' Charter for Department of Environment, Forests & Climate Change, Mizoram (2020)**

### **RESPONSIBILITY CENTRES AND SUBORDINATE ORGANISATIONS**

<b>Sl. No.</b>	<b>Responsibility Centres and Subordinate Organisation</b>	<b>Landline number</b>	<b>Email</b>	<b>Mobile number</b>	<b>Address</b>
1	Principal Chief Conservator of Forests	(0389) 2325727	<a href="mailto:pccfaizawlmizoram@gmail.com">pccfaizawlmizoram@gmail.com</a>	9436143396	Tuikhuahtlang, Aizawl, Mizoram
2	Additional Principal Chief Conservator of Forests	(0389) 2319512	<a href="mailto:drkkire1961@gmail.com">drkkire1961@gmail.com</a>	9436005078	Tuikhuahtlang, Aizawl, Mizoram
3	Chief Conservator of Forests (Administration)	(0389) 2348044	<a href="mailto:chiefconservatormizoram@gmail.com">chiefconservatormizoram@gmail.com</a>	9436141357	Tuikhuahtlang, Aizawl, Mizoram
4	Chief Conservator of Forests (Planning & Development)	(0389) 2322733	<a href="mailto:hlmawia@yahoo.co.in">hlmawia@yahoo.co.in</a>	9436141203	Tuikhuahtlang, Aizawl, Mizoram
5	Chief Wildlife Warden	(0389) 2334658	<a href="mailto:chiefwildmiz@gmail.com">chiefwildmiz@gmail.com</a>	9436145056	MINECO, Khatla, Aizawl
6	Conservator of Forests (Northern Circle)	(0389) 2326025	<a href="mailto:cvanlalena@gmail.com">cvanlalena@gmail.com</a>	9436141365	Diakkawn, Kolasib, Mizoram
7	Conservator of Forests (Southern Circle)	(95372) 2324860	<a href="mailto:lalrammawisailodfo@yahoo.co.in">lalrammawisailodfo@yahoo.co.in</a>	9436150119	Bazar Veng, Lunglei, Mizoram
8	Conservator of Forests (Research & Development Circle)	(0389) 2312071	<a href="mailto:hlmawia@yahoo.co.in">hlmawia@yahoo.co.in</a>	9436141203	Tuikhuahtlang, Aizawl, Mizoram
9	Conservator of Forests (Wildlife)	(0389) 2300658	<a href="mailto:hlmawia@yahoo.co.in">hlmawia@yahoo.co.in</a>	9436141203	MINECO, Khatla, Aizawl
10	Conservator of Forests (Central Circle)	(0389) 2314791	<a href="mailto:cvanlalena@gmail.com">cvanlalena@gmail.com</a>	9436141365	Tuikhuahtlang, Aizawl, Mizoram
11	Dy. Conservator of Forests (Headquarters)	(0389) 2323420	<a href="mailto:ppchuaungo@gmail.com">ppchuaungo@gmail.com</a>	9862736987	Tuikhuahtlang, Aizawl, Mizoram
12	Divisional Forest Officer, Aizawl Forest Division	(0389) 2334713/2334680	<a href="mailto:lallianzualachenkual@yahoo.com">lallianzualachenkual@yahoo.com</a>	9436148311	MINECO, Khatla, Aizawl
13	Divisional Forest Officer, Kolasib Forest Division	(03837) 222099	<a href="mailto:vijnatarajankkl@gmail.com">vijnatarajankkl@gmail.com</a>	8413035397	Diakkawn, Kolasib, Mizoram
14	Divisional Forest Officer, Darlawn Forest Division	(95389) 2569261	<a href="mailto:klnsanga@yahoo.com">klnsanga@yahoo.com</a>	9436148155	Darlawn, Mizoram

15	Divisional Forest Officer, Kawrthah Forest Division	(95389) 2563340	<a href="mailto:lbchama@yahoo.com">lbchama@yahoo.com</a>	8974419028	Kawrthah, Mizoram
16	Divisional Forest Officer, Mamit Forest Division	(0389) 2565294	<a href="mailto:pcdamdam@gmail.com">pcdamdam@gmail.com</a>	9612609107	Mamit, Mizoram
17	Divisional Forest Officer, Lunglei Forest Division	(95372) 2324045	<a href="mailto:lalrammawiisailodfo@yahoo.co.in">lalrammawiisailodfo@yahoo.co.in</a>	9436150119	Bazar Veng, Lunglei, Mizoram
18	Divisional Forest Officer, Tlabung Forest Division	(03834) 222131	<a href="mailto:lalnunngilapc1612@gmail.com">lalnunngilapc1612@gmail.com</a>	813193885	Tlabung, Mizoram
19	Divisional Forest Officer, N.Vanlaiphai Forest Division	(03838) 224305	<a href="mailto:jesailo@gmail.com">jesailo@gmail.com</a>	9862578543	N.Vanlaiphai, Mizoram
20	Divisional Forest Officer, Champhai Forest Division	(03831) 234474	<a href="mailto:duhthlana72@yahoo.com">duhthlana72@yahoo.com</a>	8974058661	Bethel Veng, Champhai, Mizoram
21	Divisional Forest Officer, Thenzawl Forest Division	(03838) 261475	<a href="mailto:margaretlalramchhani@gmail.com">margaretlalramchhani@gmail.com</a>	8974436843	Thenzawl, Mizoram
22	Working Plan Officer (N)	(0389) 2322627	<a href="mailto:tlanzathang49@gmail.com">tlanzathang49@gmail.com</a>	9436195286	Tuikhuahtlang, Aizawl, Mizoram
23	Divisional Forest Officer, Forest Extension Division	(0389) 2323302	<a href="mailto:tlanzathang49@gmail.com">tlanzathang49@gmail.com</a>	9436195286	Tuikhuahtlang, Aizawl, Mizoram
24	Divisional Forest Officer, Forest Protection Division	(0389) 2325916	<a href="mailto:clkthanga11@gmail.com">clkthanga11@gmail.com</a>	7085220214	MINECO, Khatla, Aizawl
25	Divisional Forest Officer, Resources Survey cum Silviculture Research Division	(0389) 2322073			Tuikhuahtlang, Aizawl, Mizoram
26	Principal, Forest Training School	(0389) 2326108	<a href="mailto:laldinthara5@gmail.com">laldinthara5@gmail.com</a>	9436354125	Bethlehem Vengthlang, Aizawl, Mizoram
27	Working Plan Officer (S)	(0389) 2324020	<a href="mailto:solai.envi@gmail.com">solai.envi@gmail.com</a>	9862705396	Bazar Veng, Lunglei, Mizoram
28	Dy. Conservator of Forest Wildlife Division, Aizawl	(0389) 2336679	<a href="mailto:lalnun.zira@yahoo.co.in">lalnun.zira@yahoo.co.in</a>	9436140755	MINECO, Khatla, Aizawl
29	Field Director, Dampa Tiger Reserve	(95389) 2566289	<a href="mailto:cbiaka@rediffmail.com">cbiaka@rediffmail.com</a>	9436153597	Dinthar Veng, W.Phaileng, Mizoram
30	Dy. Conservator of Forests, Lawngtlai Wildlife Division	(03835) 232323	<a href="mailto:samsonthan@gmail.com">samsonthan@gmail.com</a>	9863577351	College Veng, Lawngtlai, Mizoram
31	Dy. Conservator of Forests, Khawzawl Wildlife Division	(03831) 261491	<a href="mailto:kimachhakchhuak18@gmail.com">kimachhakchhuak18@gmail.com</a>	8974772397	Khawzawl, Mizoram

**Citizens'/Clients' Charter for Department of Environment, Forests & Climate Change, Mizoram (2020)**

**INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS**

<b>Sl. No.</b>	<b>Indicative expectations from service recipients</b>
1	To interact with the Department for the common cause of environment, forests and wildlife.
2	To imbibe the spirit of conservation of natural resources and respect for the laws of nature.
3	To honour and abide by the Rules and Regulations framed by the Government towards protection of environment, flora and fauna.
4	To actively participate in forests and wildlife conservation and management through JFMCs/VFDCs/EDCs.
5	To offer suggestions to streamline the system and functioning of the existing institutions and to promote accountability and responsibility.
6	To assist in generating awareness among the local people towards the importance of conserving forests.
7	To actively involve in tree planting activities.
8	To register any tree plantation genuinely raised by individuals on non-forest land in the office of the Divisional Forest Officer concerned.
9	To help in protection of forest areas from encroachment (illegal allotment of land), illicit felling, wild fire, etc.
10	To adopt or help in adopting the practice of settled cultivation in place of shifting cultivation (Jhumming).