

**CITIZEN CHARTER FOR OFFICE OF
WORKING PLAN OFFICER, WORKING PLAN FOREST DIVISION (S)
2022**

SERVICE DELIVERY STANDARD

SI. No.	Service delivered by the office to citizens or other offices / organisation including non- governmental organisation	Stipulated time limit for delivery of services (days/weeks/months)⁴	Remarks, If any
1.	Processing Establishment matters	NA	
2.	Processing RTI Act, 2005 related matters	30 days	
3.	Processing Account related matters	NA	
4.	Processing of Working Plan Related matters	NA	

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MAIN SERVICES

Sl. No	Service delivered by the office to citizens or other offices/organisation including non-governmental organisation	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 client/citizen	Fees,if any,for the service with amount
1.	Processing Establishment matters	Lalfakzuali Renthlei, HA	7085123479	Examination as per relevant rules/instruction	-	Nil
2.	Processing RTI Act, 2005 related matters	-do-	-do-	Examination as per relevant rules/instruction	-	Rs.10/-
3.	Processing Account related matters	Lalhmingangi Ralte, UDC	9436781535	Examination as per relevant rules/instruction	-	Nil
4	Processing of Working Plan Related matters	Sangzualpuui, M/R	8014694368	Examination as per relevant rules/instruction	Approval of CF (R &D)	Nil

Working Plan Officer
Working Plan Forest Division (S)
Lunglei : Mizoram

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GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

SI. No	Name of the responsible officer to handle public grievance in the office	Contact No.	Email	Time limit for redress of grievances
1.	Solai Azyu Working Plan Officer Working Plan Forest Div.(S)	9862705396	wposlunglei@gmail.com	2 weeks

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LIST OF STAKEHOLDERS / CLIENTS

Sl. No	Stakeholders/ Client
1.	All field Staff under Working Plan Forest Division (S)
2	All Ministerial Staff under Working Plan Forest Division (S)

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EXPECTATIONS OF THE OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

Sl. No	Expectation of the office from citizens/ Service recipients
1.	Submission of any proposals complete in all respects as per the prescribed format
2.	Submission of time line stipulated correspondences / informations
3.	Crosss checking of informations submitted by subordinate staff
4.	Crosss checking of applications / correspondences submitted by the public

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SI. No	Service delivered by the office to citizens or other offices/ organisation including non-governmental organisation	Responsible official with designation email and phone number	Documents,if any,required for obtaining the service to be submitted by client/citizen	Fees,if any,for the service with amount	Stipulated time limit for delivery of services (days /weeks/ months) ⁶
1.	Processing Establishment matters	Lalfakzuali Renthlei, HA	-	Nil	NA
2.	Processing RTI Act, 2005 related matters	-do-	-do-	Rs.10/-	30 days
3.	Processing Account related matters	Lalhmingangi Ralte, UDC	-	Nil	NA
4.	Processing of Working Plan related matters	Sangzualpuii, P.E	Approval of CF (R&D)	NA	NA

Working Plan Officer
Working Plan Forest Division (S)
Lunglei : Mizoram



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

**Department/Office of
Working Plan Officer
Working Plan Forest Division (S)
Environment Forest & Climate Change Department. Mizoram**

For the year 2022

Address : Working Plan Officer
Working Plan Forest Division (S)
Bazar veng, Lunglei

Website : Nil

Email ID : wposlunglei@gmail.com