

**GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER**

For

Office of the Field Director, Dampa Tiger Reserve

For the year 2020

Address : Bethlehem Veng, West Phaileng

Email : fddampa@gmail.com

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CITIZEN CHARTER FOR OFFICE OF THE FIELD DIRECTOR, DAMP TIGER RESERVE (2020)

Our Vision:

Make Dampa Tiger Reserve a model of excellence in wildlife and habitat conservation and preservation through proper and sound ecological and biodiversity management plan.

Our Mission:

- Protection of the Tiger Reserve and providing site specific habitat inputs for a viable population of tigers, co-predators and prey animals without distorting the natural prey-predator ecological cycle in the habitat.
- Ensure ecologically compatible land uses in Tiger Reserves and areas linking one Protected Area or Tiger Reserve to another for addressing the livelihood concerns of local people, so as to provide dispersal habitats and corridors for spillover population of wild animals from the designated Core Areas of Tiger Reserves or from tiger breeding habitats within other Protected Areas.
- Ensure forestry operations of regular Forest Divisions and those adjoining Tiger Reserves are not incompatible with the needs of tiger conservation.
- Ensure the conservation of a spectrum of associated rainforest plant and animal biodiversity

Our Functions/Activities:

- Protection of the Tiger Reserve through anti-poaching activities and intelligence gathering.
- Development of infrastructure such as anti-poaching camps, watch towers, patrolling trails and paths for better management of the Tiger Reserve.
- Protection of primary forests, mature forests, and regenerating secondary and bamboo forests.
- Judicious habitat improvement that does not distort natural ecological cycles.
- Monitoring of tigers, co-predators and prey and habitat assessment.
- Eco-development activities within the fringe villages of the Tiger Reserve.
- Addressing human-wildlife conflict and initiating a compensation programme for human loss and crop depredation.
- Promotion of eco-tourism with participation of village communities.

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Administrative Setup:

The Dampa Tiger Reserve, the largest protected area in the state of Mizoram is headed by the Field Director, where its Headquarter Office is located at West Phaileng. The Tiger Reserve is divided into two Ranges namely Teirei Wildlife Range and Phuldungsei Wildlife Range with its headquarters at Teirei and Phuldungsei respectively.

Main Service:

Dampa Tiger Reserve gets funding from National Tiger Conservation Authority (NTCA) under Centrally Sponsored Plan Scheme – Project Tiger. From the fund so provided by NTCA, the main services delivered by the Office to citizens or other offices/organizations including non-governmental organizations included the following:-

Sl. No.	Service Rendered	Remarks
1	Organization of Awareness Campaign	Awareness on environment and wildlife preservation, wildlife offences, etc. are conducted throughout the year at the various fringe villages of the Tiger Reserve
2	Ecologically Sustainable Development Program	Under this program opportunity for income generation which is ecologically sustainable is provided
3	Addressing Man-Animal Conflict	A large number of wild animals roamed in the Tiger Reserve which sometimes causes damage to crops of local farmers as well as injury to villagers. Such type of man-animal conflict are resolved by payment of compensation in timely manner
4	Engagement of local Non-Governmental Organization (NGOs) in Park Management	The locals NGOs are actively involved in various park management such as engaging them as Fire Watchers, and collaborating with them for anti-poaching and protection efforts
5	Research Activities and Scientifics Studies	The Park is open for conducting research and scientific studies for scholars, students, private individuals subject to approval granted by the Chief Wildlife Warden
6	Tourism Management	The Park attracts various local as well as international tourists who visited the Park especially during October to March

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Grievance Redress Mechanism:

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. Lalbiaka Field Director	9436159537	fddampa@gmail.com	Two months
2	Vanlalchhuanga UDC	7005608692	fddampa@gmail.com	Two months

List of Stakeholders/Clients:

Sl. No.	Stakeholders/Clients
1	Various Local NGOs such as YMA, YCA
2	Local people and traders
3	Students from various schools
4	Research Scholars
5	User Agencies (Government Dept., Companies etc.)

Expectations of the Office from Citizen:

Sl. No.	Expectations of the office from citizens/service recipients
1	To obey and comply with the rules of Wildlife Protection Act, 1972
2	To cooperate with the Department in Wildlife preservation and conservation
3	To maintain integrity and honesty
4	To abide by the rules/laws which govern the execution of works