



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
For

Office of Divisional Forest Officer
Kolasib Forest Division

For the year 2020

Address :Diakkawn Forest tlang
Kolasib
Pin Code – 796081
Kolasib District, Mizoram

Website : www.forest.mizoram.gov.in

Date of issue :

CITIZEN'S CHARTER FOR OFFICE OF KOLASIB FOREST DIVISION
(2020)

MAIN SERVICE

Sl. No	Service delivered by the office to citizens or other officers/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 citizen/client	Fees, if any for the service with amount
1	Processing of proposals for afforestation works & other development works under NAP	DFO	dfo.kolasib@gmail.com Ph. 8974436843	Submission of proposal of afforestation & development works to PCCF Office & CF Office	Proposal in prescribed format by Government	N.A
2	Permission for purchase of timber, extraction of bamboo, firewood etc from private lands	DFO	dfo.kolasib@gmail.com Ph. 8974436843	Application submitted is processed and approval given after verification by RO concerned	Application with copy of land pass and recommendation of VC concerned	Administrative charge as prescribed by Government
3	Proposals for awareness on protection and conservation of forest & wildlife	DFO	dfo.kolasib@gmail.com Ph. 8974436843	Funds received for such programme are disbursed to RO's for implementation & execution of schemes in the field	N.A	N.A

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SERVICE DELIVERY STANDARD

Sl. No	Service delivered by the office to citizens or other officers/organisation including non-governmental organisation	Stipulated time limit for delivery of service (days/weeks/month)	Remarks, if any
1	Processing of proposal for afforestation works & other development works under NAP	From 10 days to 30 depending on the proposals	
2	Permission for purchase of timber, extraction of bamboo, firewood etc. from private lands	From 10 days to 30 depending on the proposals	
3	Proposal for awareness on protection and conservation of forests & wildlife	From 10 days to 30 depending on the proposals	

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GRIEVANCE REDRESS MECHANISM

Sl. No	Name of the responsible grievance in the office	Contact number	Email	Time limit for redress of grievances
1	DFO, Kolasib Forest Division	03837-222099 Ph. 8974436843	dfo.kolasib@gmail.com	N.A

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LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholder/client
1	Citizens, organisations, various institutions, NGO's etc.
2	Offices and sub-ordinates offices/establishment of all departments under Govt. of Mizoram

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EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No	Expectation of the office from citizens/service recipients.
1	To interact with the department for the common cause of forests, environment and wildlife
2	To honour and abide by the Rules and Regulation of the Government toward protection of environment, flora and fauna.
3	To actively participate in conservation of forest and wildlife and management through VFDC/EDC/BMC
4	To actively involved in tree planting activities and protect forest area from encroachment, illicit felling, fire etc.
5	To assist in generating awareness among the general public towards the importance of conserving forests.