

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

MAIN SERVICES

| <i>Sl. No.</i> | <i>Services delivered by the Office to citizens or other offices/ organizations including non-governmental organizations</i> | <i>Responsible official with designation</i> | <i>Email and Mobile (Phone No.)</i> | <i>Process for delivery of service within the office</i> | <i>Documents, if any, required for obtaining the service to be submitted by citizen/client</i> | <i>Fees, if any for the service with amount</i> |
|----------------|--|--|--|---|--|---|
| 1 | Registration and issue of felling permit for private tree plantation raised in non-forest lands | DFO & RO | dfocpi@gmail.com 8974058661 | Application for registration and/or felling permit received from the plantation owners are processed and forwarded by the CF for approval. With approval of the same accorded by the CF Office, registration is done or felling permits are granted. | Application in prescribed form with copy of land pass and recommendation of V/C concerned. | Administrative charge as prescribed by the Government |
| 2 | Assistance to community forest preserved by local communities for recreational, tourism or other ecosystem services | DFO & RO | dfocpi@gmail.com 8974058661 | Upon receipt of application for financial assistance from the owner/manager of community forests, necessary verification is done and based on comments of R.O concern, financial assistance is sought from the Head Office. | Not required | No fees |
| 3 | Creation of public awareness | DFO & RO | dfocpi@gmail.com 8974058661 | Awareness campaign on various environment issues are carried out in collaboration with line departments, educational institutions and general public. Schools and Colleges are visited and general conferences of NGOs are attended for the campaigns | Not required | No fees |
| 4 | Regulation of Chainsaws | DFO | dfocpi@gmail.com 8974058661 | The Mizoram Chainsaw (Control & Regulation) Rules, 2018 is enforced. Application for licencing and | Application in prescribed form | Rs 50 and 250 respectively for application fees towards |

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| | | | | registration of chainsaws are dealt in the office and action as permitted under the rules are taken | | licence and registration. Rs 300 and 750 respectively for towards licence and registration. Rs 300 and 750 respectively for renewal fees for licence and registration. |
| 5 | Enforcement of the Mizoram Forest Act, 1955; The Wild Life (Protection) Act, 1972; the Forest (Conservation) Act, 1980 and other Acts and rules allocated to EF &CC Deptt. | DFO & RO | dfocpi@gmail.com 8974058661 | These Acts and Rules are effectively enforced in the interest of public services and the offenders are either penalized or taken to the Court of law for justice. | Not required | No fees |
| 6 | Supply of tree seedlings for government, institution, NGOs and Private | DFO & RO | dfocpi@gmail.com 8974058661 | Tree seedlings are raised in forest nurseries established at various locations and given out to the needy institution and persons during planting season. | Not required | No fees for government departments, institutions and NGOs. Minimal cost for private @ Rs 10/-per seedling |
| 7 | Observation of important weeks/days pertaining to environment conservation like Wildlife Week, Fire prevention week, World environment Day, Ozone Day, Green Mizoram Day, Forestry Day, Biodiversity Day, etc. | DFO & RO | dfocpi@gmail.com 8974058661 | Protection of valuable forest and wildlife for a better environment, forests and all life forms with an aim of combating climate change, augmentation of forest resources, recharging of springs and ground water, protection of wildlife etc. All these are interlinked and crucial for the survival of all citizens. | Not required | No fees |
| 8 | Forest fire protection | DFO & RO | dfocpi@gmail.com 8974058661 | Forest fire protection is one important service delivered by the division for the welfare of citizen. Firelines are cut & maintained and fire watchers are engaged. Public awareness campaigns are organized by visiting educational institution, Gram Sabhas (Village Assemblies) and conferences of NGOs. | Not required | No fees |

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| | | | | The Department takes the lead in fire prevention. DFO is member Secretary in the District Level Fire Prevention committee. Various awareness generation methods are adopted to prevent fire. | | |
| 9 | Creation of new tree plantation and generation of job opportunities. | DFO & RO | dfocpi@gmail.com 8974058661 | Tree plantations are created under different schemes like Green India Mission, National Afforestation Programme, Green Mizoram Programme etc. These benefited the citizens by increasing timber availability, conservation of water catchments and generation of employments for the public. | Not required | No fees |
| 10 | Issue of transit passes | DFO & RO | dfocpi@gmail.com 8974058661 | Transit Passes are issued by the Office for movement of forest produces from one place to another. | Not required | Royalties are to be paid as per rates fixed by the Government from time to time |
| 11 | Processing of forest clearance proposals | DFO | dfocpi@gmail.com 8974058661 | Application in prescribed form, both in hard and in PARIVESH portal, has to be submitted by the User Agency in prescribed form under the Forest (Conservation) Act, 1980 | Application in prescribed form | User Agency has to pay monies towards Net Present Value of forest, Compensatory Afforestation cost, cost of operation of project affected trees, etc as stipulated under FC approvals and guidelines. |
| 12 | Processing of Saw mill licence | DFO | dfocpi@gmail.com 8974058661 | Interested citizen have to submit application in prescribed form | Application in prescribed form | No fee for application |
| 13 | Processing of felling permits for felling of trees from towns, government lands, institutional lands, villages and roadsides | DFO & RO | dfocpi@gmail.com 8974058661 | Interested citizen have to submit application in plain paper | Application in plain paper | No fee for application |

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SERVICE DELIVERY STANDARD

| Sl.No. | <i>Services delivered by the Office to citizens or other offices/ organizations including non-governmental organizations</i> | <i>Stipulated time limit for delivery of services (days/weeks/months)</i> | <i>Remarks, if any</i> |
|---------------|---|--|---|
| 1 | Registration and issue of felling permit for private tree plantation raised in non-forest lands | 30 days | |
| 2 | Assistance to community forest preserved by local communities for recreational, tourism or other ecosystem services | No stipulated time | |
| 3 | Creation of public awareness | No stipulated time | |
| 4 | Regulation of chainsaws | 30 days | |
| 5 | Enforcement of the Mizoram Forest Act, 1955; The Wild Life (Protection) Act, 1972; the Forest (Conservation) Act, 1980 and other Acts and rules allocated to EF &CC Deptt. | No stipulated time | |
| 6 | Supply of tree seedlings for government, institution, NGOs and Private | No stipulated time | |
| 7 | Observation of important days pertaining to environment conservation like World environment Day etc. | No stipulated time | |
| 8 | Forest fire protection | No stipulated time | |
| 9 | Creation of new tree plantation and generation of job opportunities. | No stipulated time | |
| 10 | Issue of transit passes | No stipulated time | |
| 11 | Processing of forest clearance proposals | 30 days for small areas and 45 days for larger areas | Small areas means areas less than 5 hectares and large areas means areas larger than 5 hectares |
| 12 | Processing of Saw mill licence | Period opened for the Government from time to time | |
| 13 | Processing of felling permits for felling of trees from towns, government lands, institutional lands, villages and roadsides | No stipulated time | |

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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 | Divisional Forests Officer, Champhai Forest Division | 8974058661 | dfocpi@gmail.com | No time limit prescribed |

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LIST OF STKEHOLDERS/CLIENTS

| Sl.No. | Stakeholders/Clients |
|---------------|---|
| 1 | Citizens, organization, various institutions, NGOs 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 RECEIPIENTS

| Sl.No. | Expectations of the office from citizens/service recipients |
|---------------|--|
| 1 | To take care and make best use of resources and services delivered by the Department |
| 2 | To timely submit required applications supported by reliable and genuine requisites documents and information |
| 3 | To honour and abide by the rules and regulations of the department |
| 4 | To interact with the department for the common cause of forests, environment and wildlife. |
| 5 | To actively participate in conservation of forests and wildlife |
| 6 | To actively involve in tree planting activities and protect forest areas from encroachment, illicit feeling, fire etc. |
| 7 | To assist in generating awareness among the general public towards the importance of conserving forests. |