

ANNEXURE – I



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GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

Department / Office of The Principal, Forest Training School

For the year 2020

Address Bethlehem Vengthlang, Aizawl

Website _____

Date of issue 5th April, 2021

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF THE PRINCIPAL, FOREST TRAINING SCHOOL (2020)

VISION AND MISSION

VISION

Forest Training School being the only institution for the Department within the state, it is envisioned to be further developed to a State Level Training Institution for all concerned staffs including the apex staffs of the Department viz. Dy. Ranger, Range Officer, ACF. As and when approval is sought and acquired, the training school has great opportunity to be upgraded for further development.

MISSION

Forest Training School aims at imparting all round knowledge and education including theoretical and practical working knowledge to Department Field Staffs including Forest Guards & Foresters as well as interested and concerned NGOs (associations & organisations) in Forestry, Environment & Wildlife related subjects.

CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF THE PRINCIPAL, FOREST TRAINING SCHOOL (2020)

MAIN SERVICES

| Sl. No. | Services delivered by the department/office to citizens or other departments / organisations including non-governmental organisations | Responsible official with designation | Email and 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. | Regular Training Course | Laldinthara, Principal FTS | principalforesttrainingschool@gmail.com Mob.+91 9436354125 | Hiring of qualified Resource Persons as faculty members | NA | As per Govt. norms |
| 2. | Refresher Training Course | | | | | |
| 3. | Land Resources Soil & Water Conservation Department | | | | | |
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**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF
THE PRINCIPAL, FOREST TRAINING SCHOOL (2020)**

SERVICE DELIVERY STANDARD

| Sl. No. | Services delivered by the department/office to citizens or other departments / organisations including non-governmental organisations | Stipulated time limit for delivery of service (days/weeks/months) | Remarks, if any |
|---------|---|---|--|
| 1. | Regular Training Course | Six (6) months | Field Staff (Forest Guard, Forester) |
| 2. | Refresher Training Course | One Week | Field Staff including Dy.Ranger, RO, FR & FG |
| 3. | Land Resources Soil & Water Conservation Department | Six (6) Months | As applicable from time to time as per request received. |
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CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF THE PRINCIPAL, FOREST TRAINING SCHOOL (2020)

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

| Sl. No. | Name of the responsible officer to handle public grievance in the department / office | Contact number | Email | Time limit for redress of grievances |
|---------|---|----------------|--|--------------------------------------|
| | Laldinthara, Principal FTS | +919436354125 | principalforesttrainingschool@gmail.com | As per existing govt. norms (RTI) |
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**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF
THE PRINCIPAL, FOREST TRAINING SCHOOL (2020)**

LIST OF STAKEHOLDERS/CLIENTS

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|----|----|
| NA | NA |
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**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF
THE PRINCIPAL, FOREST TRAINING SCHOOL (2020)**

**EXPECTATIONS OF THE DEPARTMENT / OFFICE FROM CITIZENS
/ SERVICE RECIPIENTS**

| Sl.No | Expectations of the Office from citizens/service recipients |
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ANNEXURE-III

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF THE PRINCIPAL, FOREST TRAINING SCHOOL (2020)

| Sl. No. | Services delivered by the office to citizens or other offices / organisations including non-governmental organisations | Responsible official with designation, email and phone number | Documents, if any, required for obtaining the service to be submitted by citizen / client | Fees, if any, for the service with amount | Stipulated time limit for delivery of service (days / weeks / months) |
|---------|--|--|---|---|---|
| 1. | Farmers Training | Laldinthara, Principal FTS principalforesttrainingschool@gmail.com Mob. +919436354125 | NA | NA | One Week |
| 2. | VFDC Training | -do- | NA | NA | One Week |
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Name of Public Grievance Redress Officer(s) :
Phone number :
Email :