

**CITIZEN'S CHARTER FOR OFFICE OF
THE DIVISIONAL FOREST OFFICER, LUNGLEI FOREST DIVISION**

2020

MAIN SERVICES

Sl. No	Services delivered by the office to citizens or other offices/ organizations including non governmental organisations	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 Establishment matters	Lalmuansiami Van chhawng, HA	9862538271	Examination as per relevant rules/ instructions	-	Nil
2.	Processing RTI Act, 2005 related matters	-do-	-do-	Examination as per relevant rules/ instructions	-	Rs.10/-
3.	Processing Account related matters	Saprengpuii, UDC	7085361454	Examination as per relevant rules/ instructions	-	Nil
4.	Processing of Private Tree Plantation related matters	J.Lalchhuanawmi, UDC	Machhuanijh1@gmail.com 8837004149	Examination and spot verification of the applications	Approval of CF(SC)	Rs.10/- per tree
5.	Processing NAP related matters	-do-	-do-	Examination as per relevant rules/ instruction	Approval of PCCF/ CF(SC)	Nil
6.	Processing Environmental Clearance	-do	-do-	Examination as per relevant rules/ instruction	Approval of PCCF/ CF(SC)	Nil
7.	Processing NMPB, CAMPA, NEDP Plantations	Tony Zothankhuma, LDC	tonykhuma71@gmail.com 9612573760	Examination as per relevant rules/ instruction	Approval of PCCF/ CF(SC)	Nil
8.	Processing Auction Sale of Forest Produce related matters	-do-	-do-	Examination as per relevant rules/ instruction	Approval of CF(SC)	Bid amount
9.	Processing Forest/ Wildlife Offence Cases	-do-	-do-	Examination of the case as per relevant rules/ instructions	-	Nil
10.	Processing Wildlife ex-gratia claims	-do-	-do-	Examination and spot verification of the application	Approval of the PCCF/ CWLW	Nil

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SERVICE DELIVERY STANDARD

Sl.No	Services delivered by the office to citizens or other offices/ organizations including non governmental organizations	Stipulated time limit for delivery of service (days/ weeks/ months)	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 Private Tree Plantation related matters	Plantation Registration– 90days Felling Permit - 30days	
5.	Processing NAP related matters	NA	
6.	Processing Environmental Clearance	NA	
7.	Processing NMPB, CAMPA, NEDP Plantations	NA	
8.	Processing Auction Sale of Forest Produce related matters	1 week	
9.	Processing Forest/ Wildlife Offence Cases	10 days	
10.	Processing Wildlife ex-gratia claims	15 days	

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GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl.No	Name of the responsible officer to handle public grievance in the office	Contact No.	Email	Time limit for redress of grievance
1.	Lalrammawii Sailo Divisional Forest Officer, Lunglei Forest Division	2324045 (O) 9436150119 (M)	dfolunglei@gmail.com	2 weeks

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LIST OF STAKEHOLDERS/ CLIENTS

Sl.No	STAKEHOLDERS/ CLIENTS
1.	All Field Staff under Lunglei Forest Division
2.	All Ministerial Staff under Lunglei Forest Division
3.	VFDCs under Lunglei FDA

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EXPECTATIONS OF THE OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

Sl.No	Expectations of the office from citizens/ service recipient
1.	Submissions of any proposals complete in all respects as per the prescribed format
2.	Submission of time line stipulated correspondences/ informations
3.	Cross checking of informations submitted by Range Officers and subordinate staff
4.	Cross checking of applications/ correspondences submitted by the public

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2020**

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1.	Processing Establishment matters	Lalmuansiami Van chhawng, HA	-	Nil	NA
2.	Processing RTI Act, 2005 related matters	-do-	-	Rs.10/-	30 days
3.	Processing Account related matters	Saprengpuii, UDC	-	Nil	NA
4.	Processing of Private Tree Plantation related matters	J.Lalchhuanawmi, UDC	Approval of CF(SC)	Rs.10/- per tree	Registration – 90 days Felling Permit - 30 days
5.	Processing NAP related matters	-do-	Approval of PCCF/ CF(SC)	Nil	NA
6.	Processing Environmental Clearance	-do-	Approval of PCCF/ GOI	Nil	NA
7.	Processing NMPB, CAMPA, NEDP Plantations	Tony Zothankhuma, LDC	Approval of PCCF/ CF(SC)	Nil	NA
8.	Processing Auction Sale of Forest Produce related matters	-do-	Approval of CF(SC)	Bid amount	1 week
9.	Processing Forest/ Wildlife Offence Cases	-do-	-	Nil	10 days
10.	Processing Wildlife ex-gratia claims	-do-	Approval of the PCCF/ CWLW	Nil	15 days

Core Group as stipulated vide PCCF's Office letter No F.14011/2/2012-PCCF(G) 92 of 8/5/2020 is hereby constituted as below.

Nodal Officer : Pi Lalrammawii Sailo DFO Lunglei

Core Group

1. Pu R. Vanlalmalsawma R.O. Lunglei Range
2. Pu H. Lalawmpuia, RO Haulawng Range
3. Pu Lalthlanga RO Tawipui Range
4. Pu Biakchung R.O. South Vanlaiphai Range



Divisional Forest Officer
Lunglei Forest Division
Lunglei