



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

Office of DFO, KAWRTHAH FOREST DIVISION

For the year 2020

Address : KAWRTHAH
Website : forest.mizoram.gov.in
Date of issue : 13.11.2020

CITIZEN'S CHARTER FOR THE OFFICE OF DFO, KAWRTHAH (2020)

MAIN SERVICES

Sl No	Services delivered by the Office to citizens or other offices/organisations 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	Issue of felling permits for private tree plantation	CF & DFO	clbchama@gmail.com	Registration of private tree plantation with supporting documents such as :- a) Attested copy of valid land Pass b) Location map/sketch of the plantation showing the boundaries and prominent land mark for easy identification c) NOC from Village Council concerned d) Any other documents, if any	Certificate of Registration/Ownership of Trees/Tree Plantation in forest area	Administrative charge @Rs 10/- per tree is realized.
2	Issue of permits for private bamboo plantation	DFO	-do-	Registration of private bamboo plantation with supporting documents such as :- e) Attested copy of valid land Pass f) Location map/sketch of the plantation showing the boundaries and prominent land mark for easy identification g) NOC from Village Council concerned Any other documents, if any	Certificate of Registration/Ownership of Private Bamboo plantation in non-forest area	Royalty @Rs 1/- per piece for domestic purpose OR @Rs 2.50/- per piece for commercial purpose. (No royalty is levied on plantation raised in forest land by private individual)
3	Issue of permits for Broom stick (for private and non-private land)	DFO	-do-	Documents of valid land pass with EPIC ID for private. Non-private broom from forest areas are being sold by Tender/Permit system		Royalty @Rs 1/- per kg for NLUP broom & Rs 7/- per kg for natural broom.

4	Issue of Saw mill license	PCCF, CF & DFO	-do-	<p>Registration for Setting up/Renewal/Upgrading of Wood Based Industry with supporting documents such as :-</p> <ol style="list-style-type: none"> a) Aadhar Card/Voter ID b) Registration Certificate of the Firm, Society, etc issued by Registrar, Firms & Societies (for Firm,Societies,etc) c) Registration Certificate of the unit issued by the competent authority, if any d) Location map of the unit showing the premises, its approach and surrounding areas. e) Land Pass/document showing ownership of the land/allotment of land f) Previous license for WBI (For renewal of license) g) Statement showing the source of supply of round/sawn timber, species and quantity. h) GST Registration i) Consent to establish from Mizoram Pollution Control Board j) Consent to Operate from Mizoram Pollution Control Board(for renewal of license) 	License for Establishment/ Renewal of Wood based Industry	<p>Annual License fee/Renewal fee for WBI with approved capacity for :-</p> <ol style="list-style-type: none"> 1. Primary Wood Based Industries @Rs 5000 upto 500 cu.m; @Rs 10,000 of 501-1000 cu.m @Rs 20,000 above 1000 cu.m 2. Secondary Wood Based Industries @Rs 1500 upto 500 cu.m; @Rs 2500 of 501-1000 cu.m @Rs 3500 above 1000 cu,m; <i>(For non-tribal applicant, the rates will be double the above)</i>
5	Afforestation of degraded/blank areas with valuable tree species & Conservation of forests & Wildlife	DFO & RO's	-do-	n/a	n/a	n/a

CITIZEN'S CHARTER FOR THE OFFICE OF DFO, KAWRTHAH (2020)

SERVICE DELIVERY STANDARD

Sl No	Services delivered by the office to citizens or other offices/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	Issue of felling permits for private tree plantation	Registration Certificate issued within 45 days of receipt of complete application by DFO	Stipulated time followed as per the relevant guidelines/Rules
2	Issue of permits for private bamboo plantation	Registration Certificate issued within 30 days of receipt of complete application by RO concerned. Cutting avoided during July - September	-do-
3	Issue of permits for Broomstick (for private and non-private land)	n/a	Tender/permit system
4	Issue of Saw Mill License	License granted to remain valid for a period upto which annual fee is paid by the licensee.	Stipulated time followed as per the relevant guidelines/Rules
5	Afforestation of degraded/blank areas with valuable tree species & Conservation of Forests & Wildlife	n/a	As deemed necessary.

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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 number	Email	Time limit for redress of grievances
1	DFO	6009071508	Dfokawrthah.div@gmail.com	Not applicable

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LIST OF STAKEHOLDERS/CLIENTS

SI No	Stakeholders/Clients
1	Private Tree/Bamboo/Broom plantation
2	Timber merchants/transporters
3	Saw Mill licensee

CITIZEN'S CHARTER FOR THE OFFICE OF DFO, KAWRTHAH (2020)

EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl No	Expectations of the office from citizens/service recipients
1	Efficient processing of Registration/Felling permit for private plantation
2	Efficient processing of TP's & Clearances for timber and other forest produces
3	Physical (in the form of seedlings) & Financial assistance for re-generation & Conservation of Community/NGO's reserved forests.

CITIZEN'S CHARTER FOR THE OFFICE OF DFO, KAWRTHAH (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	Issue of felling permits for private tree plantation	CF & DFO	Certificate of Registration/Ownership of Trees/Tree Plantation in forest area	Administrative charge @Rs 10/- per tree is realized.	Registration Certificate issued within 45 days of receipt of complete application by DFO
2	Issue of permits for private bamboo plantation	DFO	Certificate of Registration/Ownership of Private Bamboo plantation in non-forest area	Royalty @Rs 1/- per piece for domestic purpose OR @Rs 2.50/- per piece for commercial purpose. (No royalty is levied on plantation raised in forest land by private individual)	Registration Certificate issued within 30 days of receipt of complete application by RO concerned. Cutting avoided during July - September
3	Issue of permits for Broom stick (for private and non-private land)	DFO		Royalty @Rs 1/- per kg for NLUP broom & Rs 7/- per kg for natural broom.	Tender/permit sytem during December – March.
4	Issue of Saw mill license	PCCF, CF & DFO	License for Establishment/Renewal of Wood based Industry	Annual License fee/Renewal fee for WBI with approved capacity for :- 1. Primary Wood Based Industries @Rs 5000 upto 500 cu.m; @Rs 10,000 of 501-1000 cu.m @Rs 20,000 above 1000 cu.m	License granted to remain valid for a period upto which annual fee is paid by the licensee.

				2. Secondary Wood Based Industries @Rs 1500 upto 500 cu.m; @Rs 2500 of 501-1000 cu.m @Rs 3500 above 1000 cu,m; <i>(For non-tribal applicant, the rates will be double the above)</i>	
5	Afforestation of degraded/blank areas with valuable tree species & Conservation of forests & Wildlife	DFO & RO's	n/a	n/a	

Name of Public Grievance Redress Officer(s) : DFO by designation
 Phone Number : 8974419028
 Email : clbchama@gmail.com