



GOVERNMENT OF MIZORAM
CITIZENS'/CLIENTS' CHARTER
for

**(Department of Environment, Forests & Climate Change,
Government of Mizoram)**

2023

Address : PCCF's Office, Tuikhuahtlang, Aizawl

Website ID: www.forest.mizoram.gov.in

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Citizens'/Clients' Charter for Department of Environment, Forests & Climate Change, Mizoram (2023)

VISION &MISSION

VISION

To achieve well-stocked high-quality forests with rich floral and faunal diversity for maintaining ecological balance and to conserve environment and natural resources by ensuring environmental stability while meeting the forest-based needs of the local people.

MISSION

To increase the area under forest cover and enhance the quality of existing forests thereby creating healthy environment for the people through the (1) application of the principles of sustainable management, (2) adoption of effective silvicultural practices, and (3) involvement of the local people actively in our efforts of planning, implementation, and monitoring of schemes for conservation of forests, wildlife and environment.

Citizens'/Clients' Charter for Department of Environment, Forests & Climate Change, Mizoram (2023)

MAIN SERVICES

Sl No	Services delivered by the department/ office to Sl. citizens or No. other departments/ organisations including non-governmental organisations	Responsible Official and designation	Email & 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	Processing of proposal seeking forest clearance and environment clearance under Forest (Conservation) Act, 1980 and EIA Notification, 2006 respectively. This should be applied online through Parivesh portal	Divisional Forest Officer/Deputy Conservator of Forests concerned	As given in the list of subordinate offices	Proposal received from project proponent is sent for verification, tree enumeration, etc. to the Divisional Forest Officer concerned who forward the report to Conservator of Forests concerned, who, after site inspection forward the same to NO (FC) for further submission to Govt. of India (MoEF&CC)	Proposal of Project proponent in prescribed format duly recommended by the Divisional Forest Officer and Conservator of Forests	N/A

2	Issue of No Objection Certificate (NOC)	Divisional Forest Officer/Deputy Conservator of Forests concerned	As given in the list of subordinate offices	Application for NOC received by the Department is referred for inspection and verification to DFO/DCF concerned, who submit report to the APCCF and Nodal Officer (FC) through Conservator of Forests concerned	Application Seeking NOC with details of the proposal	N/A
3	Permission for extraction of bamboo or other non-timber forest produce from forest areas through mahal or permit system	Divisional Forest Officer concerned	As given in the list of subordinate offices	Submission of Application or tender for extraction of forest produce of a particular mahal area.	Formal application or tender as per format prescribed, if any	Royalty or as maybe prescribed
4	Processing of proposals for afforestation works under National Afforestation Program	DFO concerned		Proposal received from Divisional Forest Officers are scrutinized and compiled, and submitted to Govt of India for approval	Proposal as per prescribed format	N/A

5	Release of fund received from Govt of India for afforestation works, etc under National Afforestation Program (NAP), Green India Mission (GIM), Intensification of Forest Management and Finance Commission Grant			Fund received from Govt. of India are referred to State Govt. for budget allocation and then for expenditure sanction. The fund are then released to SFDA who in turn transfer/ disburse the same to Forest Development Agency/ DFO for implement-tation and execution of the	Utilization Certificate received earlier and progress report, etc.	N/A
6	Registration of private tree plantation	DFOs and ROs concerned		Application is submitted to DFO concerned and verification is done by Range Officers concerned. Registration is done by DFO after obtaining approval of CF concerned	Application for registration of trees in prescribed form with copy of land pass	N/A
7	Permission for felling of Private plantation	DFOs concerned		Application for tree felling is submitted to DFO, who will refer the same for tree marking to RO	Application in prescribed form with registration details	Rs.10/-

				concerned and then approval of CF concerned is obtained for felling.		
8	Crop damage compensation	Divisional Forest Officer/Deputy Conservator of Forests concerned	As given in the list of subordinate offices	Application submitted in prescribed format to DFO/RO shall be verified and sent to Chief Wildlife Warden	Application in prescribed form with photographic evidence	N/A
9	Compensation for injury caused by wild animals	Divisional Forest Officer/Deputy Conservator of Forests concerned	As given in the list of subordinate offices	Application submitted in prescribed format to DFO/RO shall be verified and sent to Chief Wildlife Warden	Application in prescribed form with photographic evidence	N/A
10	Payment of reward to secret informers of forest/wildlife crimes	- do -	-do-	Application submitted to DFO/RO shall be sent to CWLW/CF for approval	Application accompanied by supporting document/evidence/ photographs	N/A
11	Permission for felling of trees in city/towns/ villages/along highways/roads and other Govt. & public land	- do -	-do-	DFO/RO concerned shall grant permission	Application accompanied by NOC from LC/VC	N/A
12	Green Mizoram Award	- do -	-do-	Application submitted in prescribed format to DFO shall be sent to PCCF	Application in prescribed form with video/photographic evidence	N/A

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SERVICE DELIVERY STANDARD

Sl. No	Services delivered by the Department/ Office to citizens or other Department/ Organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/weeks/months)²	Remarks, if any
1	Processing of proposal seeking forest clearance and environment clearance under Forest (Conservation) Act, 1980 and EIA Notification, 2006 respectively	1-2 months	If EDS is/are not addressed by UA, time taken may be extraordinarily long.
2	Issue of No Objection Certificate (NOC)	1-2 months	
3	Permission for extraction of bamboo or other non-timber forest produce (Broomsticks/Anchiri etc) from forest areas through mahal or permit system	2-4 weeks	
4	Processing of proposals for afforestation works under National Afforestation Program	1-2 months	
5	Release of fund received from Govt of India for afforestation works, etc under National Afforestation Program (NAP), Green India Mission (GIM), Intensification of Forest Management and Finance Commission Grant	1-2 months	
6	Registration of private tree plantation	2-4 weeks	
7	Permission for tree felling of private plantation	2-6 weeks	
8	Permission for purchase of timber available in depots	1-2 weeks	Subject to availability of timber stock

9	Crop damage compensation	1-3 months	
10	Compensation for injury caused by wild animals	1-3 months	
11	Payment of rewards to secret informers of forest/ wildlife crime	2-6 weeks	
12	Permission for felling of trees in city, towns & villages	1-2 weeks	
13	Green Mizoram award	2-4 months	
14	Registration/Renewal of Power chainsaw	2-4 weeks	

Citizen's/Client's Charter for Department of Environment, Forests & Climate Change, Mizoram (2023)

GRIEVANCE REDRESS MECHANISM: Website url to lodge Grievance <http://pgportal.gov.in/>

S1 No	Name of the Responsible Officer to handle the Public Grievance in the Department/ Office	Contact No.	Email	Time limit for redress of grievances
1	Pi Jenny Sailo, DCF (Headquarters) Office of the PCCF, Tuikhuahtlang, Aizawl, Mizoram	0389-2323420 Mb. No. 9862578543	jensailo@gmail.com	

Citizens'/Clients' Charter for Department of Environment, Forests & Climate Change, Mizoram (2023)

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Ministries/Department of Government of India
2	Ministries/Department of Government of Mizoram and Autonomous District Councils
3	Citizens, Organizations, Institutions, NGOs, Universities, Research Institutions, Industries, etc
4	Subordinate offices/establishment of all Departments under Government of Mizoram
5	All Institutions, Boards, Organizations, Societies, etc under the administrative control of the Ministry and Government of Mizoram

Citizens'/Clients' Charter for Department of Environment, Forests & Climate Change, Mizoram (2023)

**LIST OF OFFICERS & CONTACT NO. UNDER EF&CC DEPARTMENT, MIZORAM
As on 8th February 2024**

SI.No.	Name of Officer	Designation	Mobile No	LaIndline (O)
1	Pu Lalthansanga	Minister	-	2326197
2	Pu Ashok Kumar Biswal	PCCF	9432010951	2325727
3	Pi Kamal Preet, IFS	APCCF (Admin)	9412054232	2322733
4	Pu NC Saravanan, IFS	CWLW & NO(FC)	7722081240	2335371
5	Pi Arti Chaudhary, IFS	CCF(RT&M)	9540752821	
6	Pu Pee Lee Ete, IFS	CF(EC) & CCF(Hqrs)	6909785150	
7	Pi Lalrammawii Sailo, IFS	CF(CC) & CF(FC & Legal)	9436150119	2326025
8	Pu Lalthanlua Zathang, IFS	CF(SC) & CF(Planning)	9436195286	
9	Pu Agni Mitra, IFS	Director, Dampa TR	9531861108	
10	Pu Lalnunzira, IFS	CF(NC) & DFO Darlawn	9436140755	
11	Pu MZ Singson, IFS	WPO (N)	9436354743	
12	Pu Lalnunsanga Khawhling, IFS	DFO Aizawl	8794718449	2334713
13	Pu Lalduhthlana, IFS	DFO Champhai	8974058661	
14	Pi Margaret Lalramchhani, IFS	DFO Kolasib	8974436843	
15	Pu PC Lalchhandama, IFS	DFO (Lunglei) & WPO(S)	9612609107	
16	Pu PC Laltanpuia, IFS	DCF (WL) Aizawl	9862736987	
17	Pu Lalbiakchama Chawngthu, IFS	DFO Thenzawl	8974419028	
18	Pi Smilna Sudhakar, IFS	ACF, GIS Cell	9072163832	
19	Pi Jenny Sailo, MFS	DCF (Hqrs)	9862578543	2323420
20	Pu Samson Thanruma, MFS	DFO Kawrthah	9863577351	
21	Pu Solai Azyu, MFS	DFO Tlabung	9862705396	

22	Pu C Lalrinmuana, MFS	DFO Mamit	87299 17156	
23	Pu C Lalkhawthanga, MFS	DFO, N Vanlaiphai	9436140714	
24	Pu B Lalsiamliana, MFS	DFO, Protection	9612082634	
25	Pu R Lalnungrenga, MFS	Principal, FTS	75792 14617	
26	Pi Lawmnapari, MFS	DFO(WL) Khawzawl	80147 98083	
27	Pi Vanlalnunpuii Hmar, MFS	DFO Extension & ACF(FC) & CAMPA	81328 35041	
28	Pu Dr R Lalruatfela, MFS	DCF(WL) Lawngtlai	87945 79685	
29	Pu Bryan Zorintluanga, MFS	ACF (P)/ACF , Legal	8527990653	
30	Pu C Chawngghmingliana, MFS	ACF (WL) Aizawl	9612077346	
31	Pu Thanliana Hauhnar, MFS	ACF, Kolasib	8794005503	
32	Pu PC Lianzuala, MFS	ACF, Aizawl Division	9436153164	
33	Pu Malsawmdawngliana, MFS	ACF, WPO(N)	9402345651	
34	Pu Lalremruata MSS	Dy Director (Admin)	9862725122	
35	Pu F Lalhruaizela, MFAS	Dy Director (Account)	9774245724	
36	Pi K Lallungawii MSS	Superintendent (Estb)	9852363024	
37	Pi R Lalbiakliani, MSS	Superintendent (Gen.)	9862367356	
38	Pu Laldinthara, MPES	Research Officer	9089528682	
39	Pu Samuel Laldinpuia MFAS	A&AO	9436156953	
	ADMINISTRATIVE DEPARTMENT			
40	Pu H Lalengmawia, IAS	Commissioner & Secretary	9436154355	2315206
41	Pi Betsy Zothanpari, MSS	Additional Secretary	9436140959	2334305
42	Pi Lalneihhlimi, MSS	Deputy Secretary	9436159259	
43	Pi Ellen Lalhmingthangi, MSS	Under Secretary	9862691563	2335237
44	C Lalremsangi, MSS	Superintendent	8414882847	

	AUTONOMOUS DISTRICT COUNCILS			
45	Pu Thaly T. Azyu	DCCF, MADC	9436149073	
46	Pu DM Dhamei	DCCF, CADC	7085666954	
47	Pu Romawia	DCCF, LADC	9436148158	

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INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

Sl. No.	Indicative expectations from service recipients
1	To interact with the Department for the common cause of environment, forests and wildlife.
2	To imbibe the spirit of conservation of natural resources and respect for the laws of nature.
3	To honour and abide by the Rules and Regulations framed by the Government towards protection of environment, flora and fauna.
4	To actively participate in forests and wildlife conservation and management through JFMCs/VFDCs/EDCs.
5	To offer suggestions to streamline the system and functioning of the existing institutions and to promote accountability and responsibility.
6	To assist in generating awareness among the local people towards the importance of conserving forests.
7	To actively involve in tree planting activities.
8	To register any tree plantation genuinely raised by individuals on non-forest land in the office of the Divisional Forest Officer concerned.
9	To help in protection of forest areas from encroachment (illegal allotment of land), illicit felling, wild fire, etc.
10	To adopt or help in adopting the practice of settled cultivation in place of shifting cultivation (Jhumming).