

Citizen's Charter for Department of Environment, Forests and Climate Change (2017)



CITIZEN'S CHARTER

for

Department of Environment, Forests and Climate Change

Government of Mizoram

2017

Address : PCCF Office
Tuikhuahtlang
Aizawl – 796 001
Mizoram

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

1st Charter : 2012-13

Next Review : 2018

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VISION & MISSION

VISION

Achieving well-stocked high-quality forests with rich floral and faunal diversity by maintaining ecological balance, environmental stability and ensuring sustainable natural resources while meeting the forest-based needs of present and future generations.

MISSION

To increase the area under forest cover and improve 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 the forests and the wildlife.

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MAIN SERVICES/TRANSACTION

| Sl No | Services/ Transaction | Weight (%) | Responsible person (designation) | Email | Phone No | Process | Documents required | Fees | | |
|-------|---|------------|---|-------------------------|----------------------------------|---|---|---------------------------------|------|---------------------------------------|
| | | | | | | | | Category | Mode | Amount |
| 1 | Processing of proposal seeking forest clearance & environment clearance under Forest (Conservation) Act, 1980 and EIA Notification, 2006 respectively | 13 | Liandawla Addl Principal Chief Conservator of Forests (APCCF) & Nodal Officer (Forest Conservation) | nofcmizoram@gmail.com | 9436143396 (0389 2325371) | 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 Nodal Officer (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 concerned | NA | NA | NA |
| 2 | Issue of No Objection Certificate (NOC) | 6 | Liandawla Addl Principal Chief Conservator of Forests (APCCF) & Nodal Officer (Forest Conservation) | nofcmizoram@gmail.com | 9436143396 (0389 2325371) | Application for NOC from Forest Department is referred for inspection and verification to DFO concerned, who submit report to the APCCF & Nodal Officer (FC) through Conservator of Forests concerned | Application seeking NOC with details of the proposal | NA | NA | NA |
| 3 | Permission for extraction of bamboo or other non-timber forest produce from forest areas through mahal or permit system | 10 | Lalram Thanga Principal Chief Conservator of Forests | lalramifs83@yahoo.co.in | 9436142355 (0389-2325727) | Submission of application or tender for extraction of forest produce of a particular mahal area or catchment | Formal application or tender as per format prescribed, if any | Royalty or as may be prescribed | Cash | Royalty rates or as may be prescribed |

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|---|---|---|---|-------------------------|------------------------------|--|---|----|----|----|
| 4 | Processing of proposals for afforestation works under National Afforestation Program | 9 | Liankima Lailung Chief Conservator of Forests (Planning & Developmant) | llailung@yahoo.co.in | 9436145056 (0389-2322733) | Proposals received from Divisional Forest Officers are scrutinized and compiled, and submitted to Govt of India for approval | Proposal as per prescribed format | NA | NA | NA |
| 5 | Processing of proposals for bamboo plantation under National Agro-forestry & Bamboo Mission | 9 | Lalthangliana Murray Chief Conservator of Forests (Administration) & State Mission Director | murray_l@rediffmail.com | 9436140211 (0389-2326231) | Proposals received from Divisional Forest Officers are scrutinized and compiled, and submitted to Govt of India for approval | Proposal as per prescribed format | NA | NA | NA |
| 6 | Release of fund received from Govt of India for afforestation works, etc under National Afforestation Program(NAP), Intensification of Forest Management & Finance Commission Grant | 9 | Liankima Lailung Chief Conservator of Forests (Planning & Developmant) | llailung@yahoo.co.in | 9436145056 (0389-2322733) | Funds received from Govt of India are referred to State Govt for budget allocation and then for expenditure sanction. The funds are then released to DFO who in turn transfer/disburse the same to Forest Development Agency/ Range Officers for implementation and execution of the projects/schemes. | Utilization Certificate of funds received earlier and progress reports, etc | NA | NA | NA |
| 7 | Release of fund received from Govt of India for bamboo plantation under National Agro-forestry & Bamboo Mission | 9 | Lalthangliana Murray Chief Conservator of Forests (Administration) & State Mission | murray_l@rediffmail.com | 9436140211 (0389-2326231) | Funds received from Govt of India are referred to State Govt for budget allocation and then for expenditure sanction. The funds are then released to SMD who in turn transfer/ disburse the same to Forest Development Agency/ DFO | Utilization Certificate of funds received earlier and progress reports, etc | NA | NA | NA |

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SERVICESTANDARD

| Sl. No | Services/Transaction | Weight (%) | Success Indicator | Service Standard | Unit | Data source |
|--------|---|------------|---|--|------|---------------------|
| 1 | Processing of proposal seeking forest clearance & environmet clearance under Forest (Conservation) Act, 1980 and EIA Notification, 2006 respectively | 13 | Average time taken from date of receipt of application or proposal | Upto 60 days from the date of receipt of application | Days | Office records |
| 2 | Issue of No Objection Certificate (NOC) | 6 | Average time taken from date of receipt of application | Upto 25 days from the date of receipt of application | Days | Verification report |
| 3 | Issue of permission for extraction of bamboo or other non-timber forest produce from forest areas through mahal or permit system | 10 | Average time taken from date of receipt of applica-tion or opening of tender documents | Upto 45 days from the date of receipt of application or opening of tender | Days | Office records |
| 4 | Processing of proposals for afforestation works and related activities under National Afforestation Program | 9 | Average time taken from date of receipt of proposals | Upto 20 days from the date of receipt of proposals | Days | Implementi ng DFOs |
| 5 | Processing of proposals for bamboo plantation and related activities under National Agro-forestry & Bamboo Mission | 9 | Average time taken from date of receipt of proposals | Upto 20 days from the date of receipt of proposals | Days | Implementi ng DFOs |
| 6 | Release of fund received from Govt of India for afforestation works, etc under National Affores-tation Program (NAP), Intensification of Forest Management and Finance Commission Grant | 9 | Average time taken from date of receipt of sanction/fund from Govt of India till further release of fund to divisions | Upto 45 days from the date of receipt of sanction or fund from Govt of India | Days | Office records |

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|----|---|------------|---|---|------|----------------------|
| 7 | Release of fund received from Govt of India for bamboo plantation under National Bamboo Mission | 9 | Average time taken from date of receipt of sanction/fund from Govt of India till further release of fund to divisions | Upto 45 days from the date of receipt of proposals | Days | Office records |
| 8 | Registration of private tree plantation | 9 | Average time taken from date of receipt of application | Upto 30 days from the date of receipt of application depending on location and area of plantation | Days | Office records |
| 9 | Permission for tree felling in private plantation | 9 | Average time taken from date of receipt of application | Upto 30 days from the date of receipt of application depending on location, number of trees marked, etc | Days | Office records |
| 10 | Permission for purchase of timber available in depots | 7 | Average time taken from date of receipt of application | Upto 10 days from the date of receipt of application | Days | Office records |
| 11 | Permission for extraction of bamboo, broomstick, etc from private lands | 10 | Average time taken from date of receipt of application | Upto 30 days from the date of receipt of application depending on location & no. of applications | Days | Verifica-tion report |
| | Total | 100 | | | | |

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GRIEVANCE REDRESSAL MECHANISM

Website url to lodge Grievance

<https://pgportal.gov.in/>

| Sl No | Name of the Public Grievance Redress Officer | Helpline Number | Email | Mobile number |
|-------|--|-----------------|--------------------------------|---------------|
| 1 | Pi Lalrammawii Sailo Deputy Conservator of Forests (Headquarters) Office of the Principal Chief Conservator of Forests Tuikhuahtlang Aizawl – 796 001 Mizoram | 0389-2323420 | lalrammawisailodfo@yahoo.co.in | 9436150119 |

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LIST OF STAKEHOLDERS/CLIENTS

| Sl. no. | Stakeholders/Clients |
|----------------|--|
| 1 | Minitries/Department of Government of India |
| 2 | Minitries/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 |

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RESPONSIBILITY CENTRES AND SUBORDINATE ORGANISATIONS

| Sl. no. | Responsibility Centres and Subordinate Organisation | Landline number | Email | Mobile number | Address |
|---------|--|-----------------|--|---------------|----------------------------------|
| 1 | Principal Chief Conservator of Forests | (0389) 2325727 | mizoramforest@yahoo.co.in | 9436142355 | Tuikhuahtlang, Aizawl, |
| 2 | Addl Principal Chief Conservator of Forests | (0389) 2325371 | nofcmizoram@gmail.com | 9436143396 | Tuikhuahtlang, Aizawl, |
| 3 | Chief Conservator of Forests (Administration) | (0389) 2326231 | murray_l@yahoo.com | 9436140211 | Tuikhuahtlang, Aizawl, |
| 4 | Chief Conservator of Forests (Planning & Development) | (0389) 2322733 | llailung@yahoo.co.in | 9436145056 | Tuikhuahtlang, Aizawl, Mizoram |
| 5 | Dy. Conservator of Forests (Headquarters) | (0389) 2323420 | lalrammawisailodfo@yahoo.co.in | 9436150119 | Tuikhuahtlang, Aizawl |
| 6 | Chief Wildlife Warden | (0389) 2315538 | rosiama_vanchhong@yahoo.co.in & chiefwildmiz@gmail.com | 9436147387 | Tuikhuahtlang, Aizawl |
| 7 | Conservator of Forests (Central Circle) | (0389) 2314791 | ltmuana60@gmail.com | 9436141357 | Tuikhuahtlang, Aizawl |
| 8 | Conservator of Forests (Northern Circle) | (0389) 2326025 | chuailova2014@gmail.com | 9436156252 | Tuikhuahtlang, Aizawl |
| 9 | Conservator of Forests (Southern Circle) | (0372) 2324860 | ltmuana60@gmail.com | 9436141357 | Bazar Veng, Lunglei |
| 10 | Conservator of Forests (Research & Development Circle) | (0389) 2321939 | ifsrituraj@gmail.com | 7085057970 | Tuikhuahtlang, Aizawl, Mizoram |
| 11 | Conservator of Forests (Wildlife) | (0389) 2300658 | chiefwildmz@gmail.com | 7085057970 | Tuikhuahtlang, Aizawl |
| 12 | Divisional Forest Officer, Aizawl Forest Division | (0389) 2334713 | dfoaizawl15@gmail.com & cvanlalena@gmail.com | 9436141365 | New Secretariat Complex, Aizawl, |
| 13 | Divisional Forest Officer, Kolasib Forest Division | (03837) 222099 | dfokolasib@gmail.com | 8729981933 | Diakkawn, Kolasib |
| 14 | Divisional Forest Officer, Darlawn Forest Division | (0389) 2569261 | kawlnhuna@gmail.com & dfodarlawn@gmail.com | 9436147483 | Darlawn, Mizoram |
| 15 | Divisional Forest Officer, Kawrthah Forest Division | (0389) 2563340 | lalduhthlana71@gmail.com | 8974058661 | Kawrthah, Mizoram |
| 16 | Divisional Forest Officer, Mamit Forest Division | (0389) 2565294 | klnsanga@yahoo.com | 9436148155 | Mamit, Mizoram |
| 17 | Divisional Forest Officer, Lunglei Forest Division | (0372) 2324045 | dfolunglei@gmail.com & vidhyaiifs@gmail.com | 9436148155 | Bazar Veng, Lunglei, Mizoram |

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|----|--|----------------|---|--------------------------|--|
| 18 | Divisional Forest Officer, Tlabung Forest Division | (03834) 222131 | dfotlabung@gmail.com | 9436961354 9862736987 | Tlabung, Mizoram |
| 19 | Divisional Forest Officer, N.Vanlaiphai Forest Division | (03838) 224305 | tlanazathang48@gmail.com | 9436195286 | N.Vanlaiphai, Mizoram |
| 20 | Divisional Forest Officer, Champhai Forest Division | (03831) 234474 | cbiaka@rediffmail.com & dfochamphai1@gmail.com | 9436153597 | Bethel Veng, Champhai, Mizoram |
| 21 | Divisional Forest Officer, Thenzawl Forest Division | (03838) 261475 | lallianzualachenkual@yahoo.com & dfothenzawl@gmail.com | 9436148311 | Thenzawl, Mizoram |
| 22 | Working Plan Officer (N) | (0389) 2322627 | vijinatarajankkl@gmail.com | 9410992634 | Tuikhuahtlang, Aizawl |
| 23 | Divisional Forest Officer, Forest Extension Division | (0389) 2323302 | clbchama@gmail.com | 8974419082 | Tuikhuahtlang, Aizawl, Mizoram |
| 24 | Divisional Forest Officer, Forest Protection Division | (0389) 2325916 | navraj.pradhan@yahoo.com | 9436141162 | New Secretariat Complex, Aizawl, |
| 25 | Divisional Forest Officer, Resources Survey cum Silviculture Research Division | (0389) 2322073 | clbchama@gmail.com | 8974419082 | Tuikhuahtlang, Aizawl, Mizoram |
| 26 | Principal, Forest Training School | (0389) 2326108 | margaretlalramchhani@gmail.com | 8974436843 | Bethlehem Vengthlang, Aizawl, Mizoram |
| 27 | Working Plan Officer (S) | (0389) 2324020 | wposlunglei@gmail.com | 9436147090 | Bazar Veng, Lunglei |
| 28 | Dy. Conservator of Forest Wildlife Division, Aizawl | (0389) 2336679 | hlmawia@yahoo.co.in | 9436141203 | New Secretariat Complex, Khatla, Aizawl, Mizoram |
| 29 | Field Director, Dampa Tiger Reserve | (0389) 2566289 | ifsrituraj@gmail.com & fddampa@gmail.com | 7085057970 | Dinthar, W. Phaileng |
| 30 | Dy. Conservator of Forests, Lawngtlai Wildlife Division | (03835) 232323 | pcdamd@gmail.com | 9436144979 | College Veng, Lawngtlai, Mizoram |
| 31 | Dy. Conservator of Forests, Khawzawl Wildlife Division | (03831) 261491 | masins@rediffmail.com | 9436354743 | Khawzawl, Mizoram |

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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. |
| 7 | To assist in generating awareness among the local people towards the importance of conserving forests. |
| 8 | To actively involve in tree planting activities. |
| 9 | To register any tree plantation genuinely raised by individuals on non-forest land in the office of the Divisional Forest Officer concerned. |
| 12 | To help in protection of forest areas from encroachment (illegal allotment of land), illicit felling, wild fire, etc. |
| 13 | To adopt or help in adopting the practice of settled cultivation in place of shifting cultivation (Jhumming). |