



**GOVERNMENT OF MIZORAM**  
**CITIZEN'S CHARTER**  
**FOR**  
**HORTICULTURE DEPARTMENT**  
**2017**

Address : Directorate of Horticulture, Tuikual South, Aizawl  
Website ID : [horticulture.mizoram.gov.in](http://horticulture.mizoram.gov.in)  
Date of Issue : March 2016  
Next Review : January 2017

## Citizens's Charter for Horticulture Department (2017)

### VISION AND MISSION STATEMENT

<b>VISION</b>
To achieve self-sufficiency in fruits, vegetables, flowers, spices and plantation crops in Mizoram and build commercial scale production.

<b>MISSION</b>
Enhancement in production , post harvest management and creation of marketing infrastructure of horticultural produces for increasing income of farmers , providing employment and establishing brand value in horticultural produces where state has competitive advantage.

## Citizens's Charter for Horticulture Department (2017)

### MAIN SERVICES / TRANSACTION

SI No.	Services / Transaction	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents required	Fees		
							Category	Mode	Amount
1.	Distribution of planting materials and other related inputs on fruit crops	H.Lalchhuanvawra (Deputy Director)	Vawra16@gmail.com	9436141964	Identification and selection of suitable farmers	Land Pass	N/A	N/A	N/A
2.	Distribution of Materials for Protected cultivation	H.Lalchhuanvawra (Deputy Director)	Vawra16@gmail.com	9436141964	Identification and selection of suitable farmers	Land Pass	N/A	N/A	N/A
3.	Registration of Horticulture Nursery	H.Lalchhuanvawra (Deputy Director)	Vawra16@gmail.com	9436141964	Verification and Issue of Licence	Sketch Plan Periodic Patta/LSC Complete application in prescribed form	Registration Fee	Direct payment	1000
4.	Distribution of planting materials and other related inputs on Vegetable crops	Vanlalruata Chenkual (Deputy Director)	ruatavchenkual@gmail.com	9436141341	Identification and selection of suitable farmers	Land Pass	N/A	N/A	N/A
5.	Distribution of planting materials and other related inputs on Floriculture crops	V.Lalzuithanga (Deputy Director)	Vlalzuithanga62@gmail.com	9615141501	Identification and selection of suitable farmers	Land Pass	N/A	N/A	N/A
6.	Distribution of materials for creation of water sources	V.Lalzuithanga (Deputy Director)	Vlalzuithanga62@gmail.com	9615141501	Identification and selection of suitable farmers having potentials	Land Pass	N/A	N/A	N/A

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SI No.	Services / Transaction	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents required	Fees		
							Category	Mode	Amount
7.	Distribution of Plant Protection Materials, Manure	K.Lalduhawma (Deputy Director)	duhawma_k@yahoo.co.in	9436147138	Identification and selection of suitable farmers	Valid farmers Card	N/A	N/A	N/A
8.	Distribution of planting materials and other related inputs on Spices	R.Thasiama (Deputy Director)	samthangts@gmail.com	9436140765	Identification and selection of suitable farmers	Land Pass	N/A	N/A	N/A
9.	Subsidised sale of Horticultural Tools	H.Manthianga (Deputy Director)	manahmar12@gmail.com	9436151229	Purchase from Department store	Valid farmers Card	N/A	N/A	N/A
10.	Conduct of Training / Capacity building	H.Manthianga (Deputy Director)	manahmar12@gmail.com	9436151229	Identification and selection of suitable farmers	No Document	N/A	N/A	N/A

## Citizens's Charter for Horticulture Department (2017)

### SERVICE STANDARD

SI No.	Services / Transaction	Success Indicator	Service Standard	Unit	Data Source
1	Distribution of planting materials and other related inputs on fruit crops	Time taken to complete the process from identification of farmer to delivery of Inputs	8	Month	Department Record
2	Distribution of Materials for Protected cultivation	Time taken to complete the process from identification of farmer to delivery of Inputs	8	Month	Department Record
3	Registration of Horticulture Nursery	Time taken to complete the process from identification of farmer to delivery of Inputs	8	Month	Department Record
4	Distribution of planting materials and other related inputs on Vegetable crops	Time taken to complete the process from identification of farmer to delivery of Inputs	8	Month	Department Record
5	Distribution of planting materials and other related inputs on Floriculture crops	Time taken to complete the process from identification of farmer to delivery of Inputs	8	Month	Department Record
6	Distribution of materials for creation of water sources	Time taken to complete the process from identification of farmer to delivery of Inputs	8	Month	Department Record
7	Distribution of Plant Protection Materials, Manure	Time taken to complete the process from identification of farmer to delivery of Inputs	8	Month	Department Record
8	Distribution of planting materials and other related inputs on Spices	Time taken to complete the process from identification of farmer to delivery of Inputs	8	Month	Department Record
9	Subsidised sale of Horticultural Tools	Time taken to complete procurement and sale	45	Day	Department Record
10	Conduct of Training / Capacity building	Time taken to complete process from selection of suitable farmers to training/ fair etc.	3	Month	Department Record

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### GRIEVANCE REDRESS MECHANISM

Sl No	Name of the Public Grievance Redress Officer	Helpline Number	Email	Mobile Number
1.	Dr.Elizabeth Saipari, Joint Director of Horticulture, Directorate of Horticulture, Aizawl	03892326378	<a href="mailto:saipari_eli@yahoo.co.in">saipari_eli@yahoo.co.in</a>	9436140610
2	Rosanglura Ralte, Divisional Horticulture Officer, Aizawl Division , Aizawl	03892312996	dhoaizawl@gmail.com	9436141608
3	Lalmangaiha, Divisional Horticulture Officer, Khawzawl Division, Champhai District	03831261102	<a href="mailto:hortikzl@gmail.com">hortikzl@gmail.com</a>	9436150363
4	T.Vanlaltlana , Divisional Horticulture Officer, Tuidam Division , Mamit District	03892912743	<a href="mailto:tuidamhorticulture@gmail.com">tuidamhorticulture@gmail.com</a>	9436147910
5	Lalthlamuana, Divisional Horticulture Officer, Kolasib Division , Kolasib	03827220272	<a href="mailto:horticulturekolasib@yahoo.com">horticulturekolasib@yahoo.com</a>	9436144012
6	Zosiamliani, Divisional Horticulture Officer, Serchhip Division, Serchhip	03838222588	<a href="mailto:dserchhip@yahoo.co.in">dserchhip@yahoo.co.in</a>	9436195506
7	Vanlalnunluanga Renthlei, Divisional Horticulture Officer Lunglei Division, Lunglei	03722322693	<a href="mailto:lungleihorti@yahoo.in">lungleihorti@yahoo.in</a>	9436148059
8	C.H.Lalmuanpuia , Divisional Horticulture Officer Siaha Division, Siaha	03835226434	<a href="mailto:dhosaiha@yahoo.com">dhosaiha@yahoo.com</a>	9436365793
9	L.Lalhmingmawia Pachuau, Divisional Horticulture Officer Lawngtlai Division , Lawngtlai	03835233289	horti.lawngtlai@gmail.com	9436370038

## Citizens's Charter for Horticulture Department (2017)

### LIST OF STAKEHOLDERS / CLIENTS

SI No.	Stakeholders / Clients
1.	All members of Horticulture farming community of Indian citizen living in Mizoram
2.	Government of Mizoram
3.	Government of India

### RESPONSIBILITY CENTRES AND SUBORDINATE ORGANISATIONS

SI No.	Responsibility Centres and Subordinate Organisation	Landline Number	Email	Mobile Number	Address

### INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

SI No.	Indicative expectations from service recipients
1.	Submission of Application in prescribed format of Plain paper whichever is relevant
2.	Relevant supporting documents if any, to be submitted along with Application
3.	Realize beneficiary selection to be done on ground of suitability / potentiality
4.	Timeline stipulated if any, for compliance of formalities for service delivery to be adhered to.
5.	Confirmation of information / updated position in the matter with concerned official (s) before lodging grievance.

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