



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Office of the Directorate of Horticulture

Aizawl, Mizoram

For the year 2021 - 2022

Near Tennis Court, Tuikual South, Aizawl, Pin - 796001

Website www.horticulture.mizoram.gov.in

CITIZEN'S CHARTER FOR DIRECTORATE OF HORTICULTURE (2021 - 2022)

GRIEVANCE REDRESS MECHANISM:-

Website address to lodge grievance pgportal.gov.in

Sl No	Name of the responsible officer to handle public grievance in the department/ office	Contact number	Email	Time limit for redress of grievances
1.	Dr. Elizabeth Saipari Director of Horticulture Directorate of Horticulture, Aizawl	2314370(O)	dirhorti_mizoram@yahoo.in	1 month
2.	L.Lalhmingmawia Pachuau Joint Director of Horticulture, Directorate of Horticulture, Aizawl	2319805(O)	mahminga.pc@gmail.com	1 month
3.	Manthanga Tochwawng, Deputy Director of Horticulture, Directorate of Horticulture, Aizawl	-	manthangatochwawng@gmail.com	1 month
4.	Lalremruata, Asst. Director of Horticulture Directorate of Horticulture, Aizawl	-	remruatahamp@gmail.com	1 month

LIST OF STAKEHOLDERS/CLIENTS

Sl.No.	Stakeholders/Clients
1.	All members of Horticulture farming community of Indian citizen living in Mizoram
2.	Any other Organizations having direct or indirect connection with Horticulture Department such as Registered Nurseries, Zo-Anthurium Growers Society (ZAGS), Mizoram State Cooperative Marketing & Consumer's Federation (MIZOFED), Mizoram Agriculture Marketing Solution (MAMSOL), Valid Suppliers Mizoram Horticulture Service Association (MHSA) , Mizoram Horticulture Diploma Holder Association (MIHDHA) , Horticulture Officer's & Staff Welfare Association (HOSA), Mizoram Dragonfruit Association (MIDFA), Zoram Watermelon Growers Association (Zoram Dawnfawh chingtu pawl).
3.	Government of Mizoram
4.	Government of India

EXPECTATIONS OF THE DEPARTMENT/ OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

Sl.No.	Expectations of the department/office from citizens/ service recipients
1.	Submission of Application in DBT form, as per scheme application form or Plain paper whichever is relevant and applicable.
2.	Relevant supporting documents if any, to be submitted along with Application
3.	Realize beneficiary selection to be done on ground of suitability / potentiality/ eligibility criteria as the case may be
4.	Timeline stipulated if any, for compliance of formalities for service delivery to be adhered to.
5.	Payment of fees, input cost if any.
6.	Confirmation of information /updated position in the matter with concerned official (s) before lodging grievance.

CITIZEN'S CHARTER FOR DIRECTORATE OF HORTICULTURE (2021-2022)

VISION AND MISSION

VISION:-

1. Doubling farmers' income
2. Increase production and productivity of horticulture crops.
3. Enhancing income levels of horticulture farmers and uplifting their standard of living.
4. Promoting horticulture to a profitable and viable sector by leveraging technology.
5. Maximizing utilization of farm mechanization..
6. Sustained farming by Precision Farming and Protected Cultivation.
7. Promotion of Entrepreneurship by encouraging educated unemployed youth in Horticulture Sector.
8. Adoption of Post-Harvest Management practices and improves Horticulture Supply Chain System.
9. Development of Cold Chain System.

MISSION :-

1. Increasing production and productivity through adoption of Hi-Tech and innovative horticulture practices.
2. Strengthening the production and supply of quality planting materials.
3. Promoting High Density Planting in perennial crops.
4. Canopy management and rejuvenation of senile orchards.
5. Thrust on Integrated Nutrient Management & Integrated Pest Management.
6. Reduction of Post-harvest losses through modern Post-harvest technologies.
7. HRD - Capacity building for Department Personnel / Farmers/ Entrepreneurs.
8. Good Governance through transparency.

CITIZEN'S CHARTER FOR DIRECTORATE OF HORTICULTURE (2021 – 2022)

MAIN SERVICES:-

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and 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 (Rs)
1.	<u>RTI</u> Providing Information under RTI Act, 2005	1.Dr.Elizabeth Saipari (Department Appellate Authority) 2.L.Lalhmingma wia Pachuau (SPIO)	dirhorti_mizoram@yahoo.in 2314370(O)/2312846(R) mahminga.pc@gmail.com 2319805(O)	1)Collect required information from concerned sections or District Officers 2)Prepare information as required by applicant 3) Issue of information to applicant 4) Entertain suggestion and appeal from public	Online application through the website- rti.mizoram.gov.in and Offline application as per prescribed form or in plain paper as the case may be	Application fee Rs. 10/- and Cost of supply of information as per RTI Act, 2005.
2.	<u>Fruit Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on fruit crops, procurement and distribution of the same to all District Horticulture offices	Lalramthara (Dy. Director)	lalramthara08@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work / supply order and provisions of inputs.	As per prescribed scheme application form	N/A
3.	<u>Protected Cultivation</u> Preparation of District wise plan and estimates, allotment, procurement and distribution of Materials for Protected cultivation to all District Horticulture offices for installation in farmers' field.	Lalramthara (Dy. Director)	lalramthara08@gmail.com	Identification and selection of suitable inputs, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	As per prescribed scheme application form	Subsidy varies from 75-100% based on items.

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and 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 (Rs)
4.	Registration of Horticulture Nursery	Lalramthara (Dy. Director)	lalramthara08@gmail.com	Receipt of application, spot verification by concerned Nursery Inspector, registration, issue of license under Mizoram Fruit Nursery Registration Rules, 1994.	Sketch Plan, Valid Periodic Patta/LSC, Complete application in prescribed form	1000
5.	<u>Vegetables Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on vegetables crops, procurement and distribution of the same to all District Horticulture offices .	Dr.Robert Lalrinsanga (Dy. Director)	robertrinsanga17@gmail.com 2301229 (o)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	As per prescribed scheme application form	N/A
6.	<u>Post Harvest Management</u> Preparation plan & estimate, District wise allocation of Post Harvest Management infrastructure such as Preservation Units, Cold Rooms, Ripening Chamber etc.	Dr.Robert Lalrinsanga (Dy. Director)	robertrinsanga17@gmail.com 2301229 (o)	Identification and selection of suitable and potential location on requirement basis, Floating of Tender notice/ EOI, scrutiny and examination of DPRs by the Department Technical Team and spot verification, approval of beneficiaries	DPRs, loan sanctions documents and loan disbursement documents based on items.	N/A

7.	<p><u>Floriculture Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on floriculture crops, procurement and distribution of the same to all District Horticulture offices .</p>	F. Zorinsangi (Dy. Director)	f.zorini76@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	As per prescribed scheme application form	N/A
8.	<p><u>Micro Irrigation</u> Preparation of District wise plan and estimates, , requirement based allotment of micro irrigation and other related inputs as per specified spacings, procurement and distribution of the same to all District Horticulture offices . Geo tagging through concerned DHOs.</p>	Lucy Zaithangpui (Dy. Director)	sailocy@yahoo.com 2300163 (O)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and distribution / installation of inputs to concerned	As per prescribed scheme application form	N/A
9.	<p><u>Bamboo Development</u> Preparation of Plan and Estimates, project reports, requirement based allotment, distribution of the same to concerned beneficiaries through concerned District Horticulture Officer / Block Horticulture Officer</p>	T.Liankunga, Project Officer (Bamboo)	nbmhorti_mizoram@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	Application in plain paper or as per prescribed format of the NBM Operational Guidelines for Accreditation of Bamboo Nurseries, Tissue culture Laboratory and Certification of Quality Planting Material.	As per Guidelines

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and 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 (Rs)
10.	<p><u>Plant Protection Materials</u> Preparation of District wise plan and estimates, requirement based allotment of Plant Protection Materials and other related inputs, Manure& Fertilizers, procurement and distribution of the same to all District Horticulture offices .</p>	Dr.H.Vanlaldiki (Dy. Director)	vanlaldiki1974@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	As per prescribed scheme application form	N/A
11.	<p><u>Spices Development</u> Preparation of District wise plan and estimates, requirement based allotment of Spices. Procurement and distribution of the same to all District Horticulture offices .</p>	Lalrinawmi Renthlei (Dy. Director)	marinirenthlei15@gmail.com 2310190(O)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	As per prescribed scheme application form	N/A
12.	<p><u>Tools & Implements</u> Preparation of District wise plan and estimates, requirement based allotment of Tools & Implements including small farm machineries, procurement and distribution of the same to all District Horticulture offices.</p>	Manthanga Tochwawng (Dy. Director)	manthangatoc hhawng@gmail.com	Identification, selection of suitable inputs on requirement basis, tender floating, selection of eligible firms/ supplier and placement of work / supply order and provisions of inputs	As per prescribed scheme application form	Subsidy given @ 75% - 100% based on items.

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and 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 (Rs)
13.	<u>Human Resource Development</u> – a)Conduct of Training / Capacity building/ Seminar Workshop/ Fair at International / National/ State / District Level b) Information Dissemination through various media	Manthanga Tochwang (Dy. Director)	manthangatoc@hawang@gmail.com	1) Identification and selection of horticulture farmers and field functionaries 2) Locate place for training 3) Inform concerned DHO (s) 4) Arrange all necessary inputs – Conveyance, Training Materials, Trainers etc.	Proof of id of farmers such as voters id, Aadhar card, ration card, valid passport (as the case may be)	N/A
14	<u>SEDP</u> Preparation of District wise plan and estimates, requirement based allotment of inputs under SEDP, procurement and distribution of the same to all District Horticulture offices .	Dr. Jenny Zoremthuangi (Dy. Director)	jennyhorti@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	N/A	N/A
15	<u>Article 275 (1)</u> Preparation of District Wise plan and estimates, allotment on requirement basis of inputs under Article 275(1), procurement and distribution of inputs to all District Horticulture offices as per the approved project	R.Lalremliana (Dy. Director)	lalremliana.ralte54@gmail.com 2320251 (O)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, procure inputs , distribution of inputs to all concerned as per allotment.	Beneficiary details along with LGD (Local Govt. Directory) codes	N/A
16	<u>Service Matter of Govt. Employee</u> Providing information relating to service matter of Govt. employee under Horticulture Department	H. Zasiama Dy. Director (A)	siamahniarthul@gmail.com	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
17	<u>Finance & Accounts</u> Management of Finance, Account, Audit, Budget etc.	P.C Lalmuchhuaka (FAO)	lachonghlut@gmail.com	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and 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 (Rs)
18.	Management of JICA,	Dr. Jenny Zoremthuangi (Dy. Director)	jennyhorti@gmail.com	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
19.	<u>Horticulture Inputs logistic</u> Managing input logistic and warehouse.	Manthanga Tochhawng (Dy. Director)	manthangatoc hhawng@gmail.com	Receipt / Distribution /Sale of item as per availability and allotment	Proof of identity of applicant	N/A
20.	Providing information relating to Research & Education , RKVY	F. Zorinsangi, (Dy. Director)	f.zorini76@gmail.com	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
21.	Preparation of District Wise plan and estimates, allotment on requirement basis of inputs under Plantation Crops, Medicinal & Aromatic Plants	R.Lalremliana (Dy. Director)	lalremlianaralte54@gmail.com 2320251 (O)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, procure inputs, distribution of inputs to all concerned as per allotment.	Proof of identity of applicant	N/A
22.	Providing information relating to Mushroom Production , Bee Keeping	Michael Zoramthanga, (Dy. Director)	michaelhohama@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, procure inputs , distribution of inputs to all concerned as per allotment.	Proof of identity of applicant	N/A

CITIZEN'S CHARTER FOR DIRECTORATE OF HORTICULTURE (2021 – 2022)
SERVICE DELIVERY STANDARD

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organisations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
1	<u>Fruit Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on fruit crops, procurement and distribution of the same to all District Horticulture Offices	3 months	Provided fund is available on time
2	<u>Protected Cultivation</u> Preparation of District wise plan and estimates, allotment, procurement and distribution of Materials for Protected cultivation to all District Horticulture offices for installation in farmers' field.	3 months	Provided fund is available on time
3	Registration of Horticulture Nursery	45 days	Provided all required valid documents are available , scrutiny as per eligibility criteria of the rules.
4	<u>Vegetables Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on vegetables crops, procurement and distribution of the same to all District Horticulture offices.	3 months	Provided fund is available on time
5	<u>Post Harvest Management</u> Preparation plan & estimate, District wise allocation of Post Harvest Management infrastructure such as Preservation Units, Cold Rooms, Ripening Chamber etc.	3 months	Provided fund is available on time
6	<u>Floriculture Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on floriculture crops, procurement and distribution of the same to all District Horticulture offices	3 months	Provided fund is available on time

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organisations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
7	<p><u>Micro Irrigation</u> Preparation of District wise plan and estimates, requirement based allotment of micro irrigation and other related inputs as per specified spacings, procurement and distribution of the same to all District Horticulture offices.</p>	3 ^{1/2} months	Provided fund is available on time
8	<p><u>Bamboo Development</u> Preparation of Plan and Estimates, project reports, requirement based allotment, distribution of the same to concerned beneficiaries through concerned District Horticulture Officer / Block Horticulture Officer</p>	3 months	Provided fund is available on time
9	<p><u>Plant Protection Materials</u> Preparation of District wise plan and estimates, requirement based allotment of Plant Protection Materials and other related inputs, Manure & Fertilizers, procurement and distribution of the same to all District Horticulture offices .</p>	3 months	Provided fund is available on time
10	<p><u>Spices Development</u> Preparation of District wise plan and estimates, requirement based allotment of Spices. Procurement and distribution of the same to all District Horticulture offices.</p>	3 months	Provided fund is available on time
11	<p><u>Tools & Implements</u> Preparation of District wise plan and estimates, requirement based allotment of Tools & Implements including small farm machineries, procurement and distribution of the same to all District Horticulture offices.</p>	3 months	Provided fund is available on time
12	<p>Human Resource Development – a) Conduct of Training / Capacity building/ Seminar Workshop/ Fair at International / National/ State / District Level b) Information Dissemination through various media</p>	1 month	Provided fund/ logistic arrangement is available on time.
13	<p><u>RTI</u> Providing Information under RTI Act, 2005</p>	Within 1 month or As per rule under RTI Act 2005	-

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14	<u>SEDP</u> Preparation of District wise plan and estimates, requirement based allotment of inputs under SEDP, procurement and distribution of the same to all District Horticulture offices.	3 months	Provided fund is available on time
15	<u>Article 275(1)</u> Preparation of District Wise plan and estimates, allotment on requirement basis of inputs under Article 275(1), procurement and distribution of inputs to all District Horticulture offices as per the approved project	3 months	Provided fund is available on time
16	<u>Service Matter of Govt. Employee</u> Providing information relating to service matter of Govt. employee under Horticulture Department	3 days	May be more or less than 3 days depending on availability of required information
17	<u>Finance & Accounts</u> Management of information relating to Finance, Account, Audit, Budget etc.	3 days	May be more or less than 3 days depending on availability of required information
18	Management of information relating to DBT, PFMS , JICA, MSFAC	1-7 days	May be more or less than 7 days depending on availability of required information
19	<u>Horticulture Inputs logistic</u> Management of input logistic and warehouse.	No time line	
20	Providing information relating to Research & Education , RKVY	1-3 days	Provided fund is available on time
21	Preparation of District Wise plan and estimates, allotment on requirement basis of inputs under Plantation Crops, Medicinal & Aromatic Plants	3 months	Provided fund is available on time
22	Providing information relating to Mushroom Production , Bee Keeping	1-3 days	May be more or less than 3 days depending on availability of required information