

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

Sl No.	Services delivered by the office to citizens or other offices/ organizations 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 (Rs)	Stipulated time limit for delivery of service (days/ weeks/ months)
1.	<u>RTI</u> Providing Information under RTI Act, 2005	Dr. Elizabeth Saipari (Department Appellate Authority) dirhorti_mizoram@yahoo.in 2314370(O)/2312846(M) L.Lalhmingmawia Pachuau (State Public Information Officer) mahminga.pc@gmail.com 2319805(O) Manthanga Tochhawng (State Assistant Public Information Officer) manthangatochhawng@gmail.com	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.	Within 1 month or As per rule under RTI Act 2005 3 months
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	As per prescribed scheme application form	N/A	3 months
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	As per prescribed scheme application form	Subsidy varies from 75-100% based on items	3 months
4.	Registration of Horticulture Nursery.	Lalramthara (Dy. Director) lalramthara08@gmail.com	Sketch Plan, Valid Periodic Patta/LSC, Complete application in prescribed form	1000	45 days

Sl No.	Services delivered by the office to citizens or other offices/ organizations 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 (Rs)	Stipulated time limit for delivery of service (days/ weeks/ months)
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 .	Robert Lalrinsanga (Dy. Director) robertrinsanga17@gmail.com 2301229 (O)	As per prescribed scheme application form	N/A	3 months
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.	Robert Lalrinsanga (Dy. Director) robertrinsanga17@gmail.com 2301229 (O)	DPRs ,loan sanctions documents and loan disbursement documents based on items.	N/A	3 months
7.	<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 .	F. Zorinsangi (Dy. Director) f.zorini76@gmail.com	As per prescribed scheme application form	N/A	3 months
8.	<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.	Lucy Zaithangpuii (Dy. Director) sailocy@yahoo.in 2300163 (O)	As per prescribed scheme application form	N/A	3 ^{1/2} months

Sl No.	Services delivered by the office to citizens or other offices/ organizations 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 (Rs)	Stipulated time limit for delivery of service (days/ weeks/ months)
9.	<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	T.Liankunga, P.O Bamboo nbmhorti_mizoram@gmail.com 2301364 (O)	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.	N/A	3 months
10.	<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 .	Dr.H.Vanlaldiki (Dy. Director) vanlaldiki1974@gmail.com	As per prescribed scheme application form	N/A	3 months
11.	<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 .	Lalrinawmi Renthlei (Dy. Director) marinirenthlei15@gmail.com 2310190(O)	As per prescribed scheme application form	N/A	3 months
12.	<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.	Manthanga Tochwawng (Dy. Director) manthangatochwawng@gmail.com	As per prescribed scheme application form	Subsidy given @ 75% - 100% based on items.	3 months

Sl No.	Services delivered by the office to citizens or other offices/ organizations 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 (Rs)	Stipulated time limit for delivery of service (days/ weeks/ months)
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 Tochhawng (Dy. Director) manthangatochhawng@gmail.com	Proof of id of farmers such as voters id, Aadhar card, ration card, valid passport (as the case may be)	N/A	1 month
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 .	Lucy Zaithangpuii (Dy. Director) sailocy@yahoo.in 2300163 (O)	N/A	N/A	3 months
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) lalremliantaralte54@gmail.com 2320251 (O)	Beneficiary details along with LGD (Local Govt. Directory) codes	N/A	3 months
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	Proof of identity of applicant	N/A	3 days
17.	<u>Finance & Accounts</u> Management of Finance, Account, Audit, Budget etc.	P.C Lalhmuchhuaka (FAO) lalachonghlut@gmail.com	Proof of identity of applicant	N/A	3 days
18.	Management of JICA	Lucy Zaithangpuii (Dy. Director) sailocy@yahoo.in 2300163 (O)	Proof of identity of applicant	N/A	1-7 days

Sl No.	Services delivered by the office to citizens or other offices/ organizations 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 (Rs)	Stipulated time limit for delivery of service (days/ weeks/ months)
19.	<u>Horticulture Inputs & Logistic</u> Managing input logistic and warehouse.	Manthanga Tochwawng (Dy. Director) manthangatochwawng@gmail.com	Proof of identity of applicant	N/A	No time line
20.	Providing information relating to Research & Education , RKVY	F. Zorinsangi, (Dy. Director) f.zorini76@gmail.com	Proof of identity of applicant	N/A	3 days
21.	Preparation of District Wise plan and estimates, allotment on requirement basis of inputs under Plantation Crops, Medicinal & Aromatic Plants	R.Lalremliana (Dy. Director) lalrelianaralte54@gmail.com	Proof of identity of applicant	N/A	2 months
22.	Providing information relating to Mushroom Production , Bee Keeping	Michael Zoramthanga, (Dy. Director) michaelhohama@gmail.com	Proof of identity of applicant	N/A	2 months

Name of Public Grievance Redress Officer (s) : 1) Dr Elizabeth Saipari
Director of Horticulture,
Directorate of Horticulture, Aizawl

Phone Number : 2314370(O))

Email : dirhorti_mizoram@yahoo.in

Name of Public Grievance Redress Officer (s) : 2) L.Lalhmingmawia Pachuau
Joint Director of Horticulture,
Directorate of Horticulture, Aizawl

Phone Number : 2319805(O)

Email : mahminga.pc@gmail.com

Name of Public Grievance Redress Officer (s) : 3) Manthanga Tochwawng
Deputy Director of Horticulture,
Directorate of Horticulture, Aizawl

Phone Number : -

Email : manthangatochwawng@gmail.com

Name of Public Grievance Redress Officer (s) : 4) Lalremruata
Asst. Director of Horticulture
Directorate of Horticulture, Aizawl

Phone Number : -

Email : remruatahamp@gmail.com

