

GOVERNMENT OF MIZORAM CITIZEN'S CHARTER

for

Office of the District Horticulture Officer

For the year 2021 - 2022

Address DHO, Aizawl/ Khawzawl/ Champhai/Mamit /Kolasib Serchhip/ Lunglei/ Siaha/ Lawngtlai/ Saitual / Hnahthial

 $Website \underline{www.horticulture.mizoram.gov.in}$

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

GRIEVANCES REDRESS MECHANISM:-

Website address to lodge grievance pgportal.gov.in

SI No	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances
1	Lalvansanga DHO Aizawl District , Aizawl	0389- 2312996(O)	dhoaizawl@gmail.com	1 month
2	Lalnunpuia DHO Khawzawl District, Khawzawl	03831-261102	hortikzl@gmail.com	1 month
3	B. Lalzarzova DHO Champhai District, Champhai	03831-2301229 (O)	blalzarzova000@gmail.com	1 month
4	R.L Peka, DHO Mamit District, Mamit	0389-2912743	rlpeka100@gmail.com	1 month
5	Zosangliana, DHO, Kolasib District, Kolasib	03827-220272	horticulturekolasib@yahoo.com	1 month
6	R. Lalrintluanga DHO, Serchhip Division, Serchhip	03838-222588	dserchhip@yahoo.co.in	1 month
7	Lalrinsanga DHO Lunglei District, Lunglei	03722322693	lungleihorti@yahoo.in	1 month
8	C. Lianluaia DHO, Siaha District, Siaha	03835226434	dhosaiha@yahoo.com	1 month
9	Lalengzuala DHO, Lawngtlai Division, Lawngtlai	03835233289	horti.lawngtlai@gmail.com	1 month
10	C.Lalawmpuia DHO, Saitual District, Saitual	-	dhosaitual@gmail.com	1 month
11	PC Lalmalsawma, DHO, Hnahthial District, Hnahthial	-	dhohnahthial@gmail.com	1 month

CITIZEN'S CHARTER FOR THE OFFICE OF DISTRICT HORTICULTURE OFFICES(2021 – 2022)

MAIN SERVICES:-

SI No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia, DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	Fruits Development Receipt of Application,	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)		Valid Land Pass, Aadhar/VoterID/ Contact No.,	
	Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of planting materials and other related inputs on fruit	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	Valid Land Pass, Aadhar/VoterID/		
		C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272		Photograph of proposed site /	
1.		R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588		size photograph of applicant or as	N/A
	crops. Execution and implementation of Govt. schemes at	DHOLungleiDistrict,	lungleihorti@yahoo. in 03722322693			
	field level, extension services, monitoring and evaluation of	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
	evaluation of programmes.	Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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		Lalvansanga, DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia, DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	<u>Protected</u> <u>Cultivation</u>	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
	Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of Materials for Protected cultivation.	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	Identification, verification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, issue of input to farmer Valid Land Pass, Aadhar/VoterID/ Contact No., Bank Pass Book, Photograph of proposed site / land, Passport size photograph of applicant or as per prescribed format		
		C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272		Aadhar/VoterID/ Contact No., Bank Pass Book,	
2.		R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588		proposed site / land, Passport size photograph	N/A
	Execution and implementation of Govt. schemes at field level,	Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693		per prescribed	
	extension services, monitoring and evaluation of	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
	programmes.	Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
		B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			Rs. 1000/-
	Nursery Registration Receipt of application for Registration of Horticulture Nursery and forwarding the application to Director of Horticulture. Nursery inspection as per instruction of DH. Submission of Inspection Report to DH for approval.	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	Identification of applicant, forwarding of application to the Director of Horticulture for approval, Inspection / verification of Nursery as per DH instruction and submission of inspection report to DH for approval. Convey approval to farmer by DHO, issue of inputs to farmers.		
		C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272		Sketch Plan	
3.		R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588		Periodic Patta/LSC, Complete	to be paid to Directo -rate of
		Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			Horticu -lture
		C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail. com			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	Vegetable Development	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)		Valid Land Pass, Aadhar/VoterID/ Contact No., Bank Pass Book, Photograph of	
	Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of planting materials and other related inputs on Vegetable crops. Execution and implementation of Govt. schemes at	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	verification and selection of suitable farmers , obtain competent authority approval, Aadhar/VoterID/ Contact No., Bank Pass Book, Photograph of proposed site / land, Passport size photograph		
		C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272			
4.		R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588		land, Passport size photograph of applicant or as	N/A
		Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
	field level, extension services, monitoring and evaluation of	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
	programmes.	Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail. com			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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		Lalvansanga DHO AizawlDistrict , Aizawl Lalnunpuia DHO	dhoaizawl@gmail.c om 0389-2312996(O) hortikzl@gmail.com			
		KhawzawlDistrict, Khawzawl	03831-261102			
	Post Harvest Management DPR scrutiny and estimation as part of the technical team, spot verification. Facilitate installation of	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)		DPRs ,loan	
		R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	Scrutiny by examination of DPR, spot verification, competent authority approval and or convey approval. DPRs, loan sanctions documents and loan disbursement documents based on items		
		C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272			
5.		R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588		documents and loan disbursement	N/A
	PHM after approval of DH. Facility, Supervision,	Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693		on items	
	extension services and monitoring.	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)	Identification, verification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, issue of input to farmer. Walid Land Pass, Aadhar/VoterID/Contact No., Bank Pass Book, Photograph of proposed site / land, Passport size photograph of applicant or as per prescribed format.		
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	Floriculture Development	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
	Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of planting materials and other related inputs on Floriculture crops. Execution and implementation of Goyt, schemes at	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743		,	
		C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272			
6.		R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588		land, Passport size photograph of applicant or as	N/A
		Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
	field level, extension services, monitoring and evaluation of	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
	programmes.	Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
	Micro Irrigation	Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	System Receipt of Application, Verification, Selection and	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)	1)Identification,	Valid Land Pass,	
	Submission of proposal to Director of Horticulture for approval, Distribution and installation of micro irrigation system. Execution and implementation of Govt. schemes at field level,	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	verification and selection of suitable farmers , obtain competent authority approval, convey approval to farmer, issue of input to farmer verification and selection of watch and Pass, Aadhar/VoterID/Contact No., Bank Pass Book, Photograph of proposed site / land, Passport size photograph		
		C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272			
7.		R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588		land, Passport size photograph of applicant or as	N/A
	extension services, monitoring and evaluation of programmes	Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
	including geo- tagging.	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail. com			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	Receipt of Application,	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
	Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of	Verification, Selection and Submission of proposal to	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	Identification, verification and selection of Aadhar/VoterID/	
8		C. Zosangliana DHO,KolasibDistrict , Kolasib	<u>Myahoo.com</u> 03827-220272	suitable farmers, obtain competent authority Contact No., Bank Pass Book, Photograph of proposed site /	N/A	
	planting materials and other related inputs on Bamboo crops. Execution	R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588	approval, convey approval to farmer, issue of input to	land, Passport size photograph of applicant or as per prescribed	
	and implementation of Govt. schemes at field level,	Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693	farmer.	format.	
	extension services, monitoring and evaluation of	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
	programmes	Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail. com			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	Plant Protection Materials Receipt of	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
	Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of Plant Protection Materials and other related inputs, Manure& Fertilizers. Execution and implementation of Govt. schemes at field level, extension services, monitoring and	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co <u>m</u> 0389-2912743	Identification/Verification of suitable farmers, obtain competent authority approval to farmer, issue of input to farmer. Valid Land Pass, Aadhar/VoterID/Contact No., Bank Pass Book, Photograph of proposed site / land, Passport size photograph of applicant or as per prescribed format.		
		C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272		Aadhar/VoterID/ Contact No., Bank Pass Book,	
9		R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588		land, Passport size photograph of applicant or as	N/A
		Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
		C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
	evaluation of programmes.	Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	Spices Development	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
	Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of planting materials and other related inputs on Spices. Execution and implementation of Govt. schemes at field level, extension services,	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	- authority Aadhar/VoterID approval, Contact No.,		
10		C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272		Valid Land Pass, Aadhar/VoterID/	21/4
10.		R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588		Contact No., Bank Pass Book.	N/A
		Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
	monitoring and evaluation of programmes.	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail. com			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	Tools & Implements Receipt of	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
	Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of Horticultural Tools & Implements. Execution and implementation of Govt. schemes at field level,	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	Obtain competent authorityapproval, convey the same to the farmer. Input delivery to farmer. Obtain selection of suitable farmers, obtain DH approval, convey approval to farmer, delivery of inputs to farmers.		
11		C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272		selection of suitable farmers, obtain DH	N/A
11		R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588		approval to farmer, delivery of inputs to	IN/A
		Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
	extension services, monitoring and evaluation of programmes.	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual PC Lalmalsawma	dhosaitual@gmail. com dhohnahthial@gmail			
		DHO, Hnahthial District, Hnahthial	.com			

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		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
		B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
		R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743			
	Human Resource Development-	C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272	Identification and selection of suitable farmers,		
12.	Conduct of Training / Capacity building	R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588	arrangement of training place, training materials, conveyance as the case may be.	N/A	N/A
		Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
		C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual PC Lalmalsawma	dhosaitual@gmail. com dhohnahthial@gmail			
		DHO, Hnahthial District, Hnahthial	.com			

SI No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
		B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
		R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743		Application as per prescribed form	
	<u>RTI</u>	C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272	Collection of required information from concerned Officers/ Dealing		Cost of supply fee as
13	Providing Information under RTI Act	R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588	Assistant, submission of the same to the SPIO at Directorate of Horticulture.		per RTI Act, 2005
		Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
		C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

Sl No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	SEDP Receipt of Application,	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
	Verification, Selection and Submission of proposal relating	R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	Identification		
	to horticulture development activity to Director of Horticulture for	C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272	and selection of suitable farmers, obtain competent	Valid Land Pass, Aadhar/VoterID/C	
14	approval, Distribution of Inputs under SEDP. Execution	R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@vahoo.c approval, ontact	ontact No., Bank Pass Book	N/A	
	and implementation of Govt. schemes at field level, extension services,	Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693	inputs to applicant		
	extension services, monitoring and evaluation of programmes.	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail. com			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

SI No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
	Article 275 (1) Receipt of Application, Verification, Selection and Submission of proposal relating	B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)	Identification		with amount
		R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743			
	to horticulture development activity to Director of Horticulture for	C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272	and selection of suitable farmers, obtain competent authority	Valid Land Pass, Aadhar/VoterID/C	
15	approval, Distribution of Inputs under Article 275(1). Execution and	R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588	approval, convey approval to farmer, followed by	ontact No., Bank Pass Book	N/A
	implementation of Govt. schemes at field level, extension services,	Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693	delivery of input.		N/A
	monitoring and evaluation of programmes.	C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual dhosaitual@gmail. com				
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

SI No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
		B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
		R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743			
	Service matter of Govt. employee Providing	C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272	Prepare information as		
16	information relating to service matter of Govt. employee under Horticulture	R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588	required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
	Department	Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
		C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail. com			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

SI No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
		B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
		R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	1) Prepare information as required by applicant.	Proof of identity of applicant	
17	Finance & Accounts Management of Finance, Account,	C. Zosangliana DHO,KolasibDistrict , Kolasib	<u>Morticulturekolasib</u> <u>@yahoo.com</u> 03827-220272			N/A
	Audit, Budget etc.	R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588	2) Issue information to the applicant		
		Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
		C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhosaitual@gmail. com dhohnahthial@gmail .com			

SI No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the 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 DBT, PFMS, JICA, MSFAC	Lalvansanga DHO AizawlDistrict , Aizawl Lalnunpuia DHO KhawzawlDistrict, Khawzawl B. Lalzarzova DHO Champhai District, Champhai R.L Peka, DHO Mamit District, Mamit C. Zosangliana DHO,KolasibDistrict , Kolasib R. Lalrintluanga DHO, Serchhip Division, Serchhip Lalrinsanga DHOLungleiDistrict, Lunglei C.Lianluaia DHO, SiahaDistrict, Siaha Lalengzuala DHO, Lawngtlai	dhoaizawl@gmail.c om 0389-2312996(O) hortikzl@gmail.com 03831-261102 blalzarzova000@g mail.com 03831-2301229 (O) rlpeka100@gmail.co m 0389-2912743 horticulturekolasib @yahoo.com 03827-220272 dserchhip@yahoo.c o.in 03838-222588 lungleihorti@yahoo. in 03722322693 dhosaiha@yahoo.co m 03835226434 horti.lawngtlai@gm ail.com	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

SI No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
		Lalvansanga DHO AizawlDistrict , Aizawl	dhoaizawl@gmail.c om 0389-2312996(O)			
		Lalnunpuia DHO KhawzawlDistrict, Khawzawl	hortikzl@gmail.com 03831-261102			
		B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)			
		R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co m 0389-2912743	Receipt / Distribution /Sale of item as per	Proof of identity of	N/A
19	Horticulture Inputs logistic Management of	C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272			
17	input logistic and warehouse.	R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588	availability and allotment.	applicant	1771
		Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693			
		C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434			
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

SI No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
20	governmental	Lalvansanga DHO AizawlDistrict , Aizawl Lalnunpuia DHO KhawzawlDistrict, Khawzawl B. Lalzarzova DHO Champhai District, Champhai R.L Peka, DHO Mamit District, Mamit C. Zosangliana DHO,KolasibDistrict , Kolasib R. Lalrintluanga DHO, Serchhip Division, Serchhip Lalrinsanga DHOLungleiDistrict, Lunglei C.Lianluaia DHO, SiahaDistrict, Siaha Lalengzuala DHO, Lawngtlai Division , Lawngtlai	dhoaizawl@gmail.com 0389-2312996(O) hortikzl@gmail.com 03831-261102 blalzarzova000@g mail.com 03831-2301229 (O) rlpeka100@gmail.co m 0389-2912743 horticulturekolasib @yahoo.com 03827-220272 dserchhip@yahoo.c o.in 03838-222588 lungleihorti@yahoo. in 03722322693 dhosaiha@yahoo.co m 03835226434 horti.lawngtlai@gm ail.com 03835233289	1) Prepare information as required by applicant. 2) Issue information to the applicant		amount
		C. Lalawmpuia DHO, Saitual District, Saitual PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhosaitual@gmail. com dhohnahthial@gmail .com			

Sl No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)			
		Lalvansanga DHO AizawlDistrict, Aizawl Lalnunpuia DHO KhawzawlDistrict, Khawzawl							
		B. Lalzarzova DHO Champhai District, Champhai	blalzarzova000@g mail.com 03831-2301229 (O)						
		R.L Peka, DHO Mamit District, Mamit	rlpeka100@gmail.co <u>m</u> 0389-2912743	Identification and selection of suitable farmers, obtain	Valid Land Pass, Aadhar/VoterID/C ontact No., Bank Pass Book				
	Preparation of District Wise plan	C. Zosangliana DHO,KolasibDistrict , Kolasib	horticulturekolasib @yahoo.com 03827-220272						
21	and estimates, allotment on requirement basis of inputs under Plantation Crops,	R. Lalrintluanga DHO, Serchhip Division, Serchhip	dserchhip@yahoo.c o.in 03838-222588	competent authority approval, convey approval to farmer,		N/A			
	Medicinal & Aromatic Plants	Lalrinsanga DHOLungleiDistrict, Lunglei	lungleihorti@yahoo. in 03722322693	followed by delivery of input.					
		C.Lianluaia DHO, SiahaDistrict, Siaha	dhosaiha@yahoo.co m 03835226434						
		Lalengzuala DHO, Lawngtlai Division, Lawngtlai	horti.lawngtlai@gm ail.com 03835233289						
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail. com						
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com						

Sl No.	Services delivered by the department/ office to citizens or other offices/ organizations including non- governmental organizations	Responsible official with designation	Email and Contact No.	Process for delivery of service within the office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
22		Lalvansanga DHO AizawlDistrict , Aizawl Lalnunpuia DHO KhawzawlDistrict, Khawzawl B. Lalzarzova DHO Champhai District, Champhai R.L Peka, DHO Mamit District, Mamit C. Zosangliana DHO,KolasibDistrict , Kolasib R. Lalrintluanga DHO, Serchhip Division, Serchhip Lalrinsanga DHOLungleiDistrict, Lunglei C.Lianluaia DHO, SiahaDistrict, Siaha Lalengzuala DHO, Lawngtlai Division , Lawngtlai C. Lalawmpuia	dhoaizawl@gmail.c om 0389-2312996(O) hortikzl@gmail.com 03831-261102 blalzarzova000@g mail.com 03831-2301229 (O) rlpeka100@gmail.co m 0389-2912743 horticulturekolasib @yahoo.com 03827-220272 dserchhip@yahoo.c o.in 03838-222588 lungleihorti@yahoo. in 03722322693 dhosaiha@yahoo.co m 03835226434 horti.lawngtlai@gm ail.com 03835233289 dhosaitual@gmail.	Identification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, followed by delivery of input.	Valid Land Pass, Aadhar/VoterID/C ontact No., Bank Pass Book	
		DHO, Saitual District, Saitual PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com			

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

SERVICE DELIVERY STANDARD

SI No.	Services delivered by the office to citizens or other offices/ organizations including non- governmental organisations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
1	Fruit Development Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of planting materials and other related inputs on fruit crops. Extension services, scheme implementation, supervision, monitoring.	4 months	Provided fund is available on time
2	Protected Cultivation Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of Materials for Protected cultivation. Extension services, scheme implementation, supervision, monitoring.	4 months	Provided fund is available on time
3	Nursery Registration Receipt of application for Registration of Horticulture Nursery and forwarding the application to Director of Horticulture. Inspection of Nursery as per instruction of DH, submission of Inspection Report to DH for approval.	2 month	-
4	Vegetables Development Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of planting materials and other related inputs on Vegetable crops. Extension services, scheme implementation, supervision, monitoring	4 months	Provided fund is available on time
5	Post Harvest Management Instruction from Director of Horticulture for DPR scrutiny and estimation as part of the technical team, spot verification. Facilitate installations of PHM facility after approval of DH, supervision and monitoring	4 months	Provided fund is available on time

Sl No.	Services delivered by the office to citizens or other offices/ organizations including non- governmental organisations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
6	Floriculture Development Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of planting materials and other related inputs on Floriculture crops. Extension services, scheme implementation, supervision, monitoring.	4 months	Provided fund is available on time
7	Micro Irrigation Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution and installation of micro irrigation system. Field supervision, geo-tagging, extension services, monitoring.	5 months	Provided fund is available on time
8	Bamboo Development Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution and installation of micro irrigation system. Field supervision, geo-tagging, extension services, monitoring.	5 months	Provided fund is available on time
9	Plant Protection Materials Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of Plant Protection Materials and other related inputs, Manure& Fertilizers. Extension Services, Supervision, monitoring.	4 months	Provided fund is available on time
10	Spices Development Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of planting materials and other related inputs on Spices. Extension services, scheme implementation, supervision, monitoring	4 months	Provided fund is available on time

SI No.	Services delivered by the office to citizens or other offices/ organizations including non- governmental organisations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
11	Tools & Implements Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of Horticultural Tools & Implements	4 months	Provided fund is available on time
12	Human Resource Development- Conduct of Training / Capacity building	2 weeks	Provided fund is available on time
13	RTI Providing Information under RTI Act	Within 1 month or As per rule under RTI Act 2005	
14	SEDP Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of Inputs under SEDP. Extension services, scheme implementation, supervision, monitoring	4 months	Provided fund is available on time
15	Article 275 (1) Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of Inputs under Article 275(1). Extension services, scheme implementation, supervision, monitoring	4 months	Provided fund is available on time
16	Service Matter of Govt. employee Providing information relating to service matter of Govt. employee under Horticulture Department	5 days	May be more or less than 5 days depending on availability of required information
17	Finance & Accounts Management of information relating to Finance Account, Audit, Budget etc.	5 days	May be more or less than 5 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

SI No.	Services delivered by the office to citizens or other offices/ organizations including non- governmental organisations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
19	Horticulture Inputs logistic Management of input logistic and warehouse.	No time line	-
20	Management of information relating to Research & Education, RKVY	1-7 days	May be more or less than 7 days depending on availability of required information
21	Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of Inputs under SEDP. Extension services, scheme implementation, supervision, monitoring	4 months	Provided fund is available on time
22	Management of information relating to Mushroom Production, Bee Keeping	1-7 days	May be more or less than 7 days depending on availability of required information

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

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, ZAGS, MIZOFED, MAMSOL, MIFAS, Valid Suppliers / MHSA/ MIHDHA/ HOSA	
3.	Government of Mizoram	
4.	Government of India	

EXPECTATIONS OF THE OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

Si.No.	Expectations of the department/office from citizens/ service recipients
1.	Submission of Application in DBT form, as per schemeapplication 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.
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.