



**GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER**

for

Office of the District Horticulture Officer

For the year 2022 – 2023

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

Website: www.horticulture.mizoram.gov.in

**CITIZEN'S CHARTER FOR THE OFFICE OF DISTRICT HORTICULTURE OFFICES
(2022 - 2023)**

GRIEVANCES REDRESS MECHANISM:-

Website address to lodge grievance pgportal.gov.in

Sl 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	9862889375	hortiaizawldivision@gmail.com	1 month
2	Lalnunpuia DHO Khawzawl District, Khawzawl	03831-261102 (O)	khawzawldivision@gmail.com	1 month
3	B. Lalzarzova DHO Champhai District, Champhai	03831-234708 (O)	dhochamphai@gmail.com	1 month
4	R.L Peka, DHO Mamit District, Mamit	8731006229	dhomamit123@gmail.com	1 month
5	C. Zosangliana, DHO, Kolasib District, Kolasib	03827-220272 (O)	dhokolasib@gmail.com	1 month
6	R. Lalrintluanga DHO, Serchhip District, Serchhip	03838-222558 (O)	schphorti@gmail.com	1 month
7	Lalrinsanga DHO, Lunglei District, Lunglei	9862347227	lungleihorti@yahoo.in	1 month
8	C. Lianluaia DHO, Siaha District, Siaha	03835-226434 (O)	dhosiaha@gmail.com	1 month
9	Lalengzuala DHO, Lawngtlai District, Lawngtlai	03835-233289 (O)	lgtdivision@gmail.com	1 month
10	C. Lalawmpuia DHO, Saitual District, Saitual	9436151925	dhosaitual@gmail.com	1 month
11	PC Lalmalsawma, DHO, Hnahthial District, Hnahthial	9862927625	dhohnahthial@gmail.com	1 month

**CITIZEN'S CHARTER FOR THE OFFICE OF DISTRICT HORTICULTURE OFFICES
(2022 – 2023)**

MAIN SERVICES:-

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)
1.	<p align="center"><u>Fruits Development</u> 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. Execution and implementation of Govt. schemes at field level, extension services, monitoring and evaluation of programmes.</p>	<p>Lalvansanga DHO Aizawl District, Aizawl</p>	<p>hortiaizawldivision@gmail.com 9862889375</p>	<p>Identification , verification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, issue of input to farmer.</p>	<p>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</p>	<p>N/A</p>
	<p>Lalnunpuia, DHO Khawzawl District, Khawzawl</p>	<p>khawzawldivision@gmail.com 03831-261102 (O)</p>				
	<p>B. Lalzarzova DHO Champhai District, Champhai</p>	<p>dhochamphai@gmail.com 03831-234708 (O)</p>				
	<p>R.L Peka, DHO Mamit District, Mamit</p>	<p>dhomamit123@gmail.com 8731006229</p>				
	<p>C. Zosangliana DHO, Kolasib District, Kolasib</p>	<p>dhokolasib@gmail.com 03827-220272 (O)</p>				
	<p>R. Lalrintluanga DHO, Serchhip District, Serchhip</p>	<p>schphorti@gmail.com 03838-222558 (O)</p>				
	<p>Lalrinsanga DHO, Lunglei District, Lunglei</p>	<p>lungleihorti@yahoo.in 9862347227</p>				
	<p>C. Lianluaia DHO, Siaha District, Siaha</p>	<p>dhosiaha@gmail.com 03835-226434 (O)</p>				
	<p>Lalengzuala DHO, Lawngtlai District, Lawngtlai</p>	<p>lgtdivision@gmail.com 03835-233289 (O)</p>				
	<p>C. Lalawmpuia DHO, Saitual District, Saitual</p>	<p>dhosaitual@gmail.com 9436151925</p>				
	<p>PC Lalmalsawma DHO, Hnahthial District, Hnahthial</p>	<p>dhohnahthial@gmail.com 9862927625</p>				

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)
2.	<p><u>Protected Cultivation</u></p> <p>Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of Materials for Protected cultivation. Execution and implementation of Govt. schemes at field level, extension services, monitoring and evaluation of programmes.</p>	<p>Lalvansanga DHO Aizawl District, Aizawl</p>	<p>hortiaizawldivision@gmail.com 9862889375</p>	<p>Identification , verification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, issue of input to farmer</p>	<p>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</p>	<p>N/A</p>
	<p>Lalnunpuia, DHO Khawzawl District, Khawzawl</p>	<p>khawzawldivision@gmail.com 03831-261102 (O)</p>				
	<p>B. Lalzarzova DHO Champhai District, Champhai</p>	<p>dhochamphai@gmail.com 03831-234708 (O)</p>				
	<p>R.L Peka, DHO Mamit District, Mamit</p>	<p>dhomamit123@gmail.com 8731006229</p>				
	<p>C. Zosangliana DHO, Kolasib District, Kolasib</p>	<p>dhokolasib@gmail.com 03827-220272 (O)</p>				
	<p>R. Lalrintluanga DHO, Serchhip District, Serchhip</p>	<p>schphorti@gmail.com 03838-222558 (O)</p>				
	<p>Lalrinsanga DHO, Lunglei District, Lunglei</p>	<p>lungleihorti@yahoo.in 9862347227</p>				
	<p>C. Lianluaia DHO, Siaha District, Siaha</p>	<p>dhosiaha@gmail.com 03835-226434 (O)</p>				
	<p>Lalengzuala DHO, Lawngtlai District, Lawngtlai</p>	<p>lgtdivision@gmail.com 03835-233289 (O)</p>				
	<p>C. Lalawmpuia DHO, Saitual District, Saitual</p>	<p>dhosaitual@gmail.com 9436151925</p>				
	<p>PC Lalmalsawma DHO, Hnahthial District, Hnahthial</p>	<p>dhohnahthial@gmail.com 9862927625</p>				

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3.	<p><u>Nursery Registration</u></p> <p>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.</p>	<p>Lalvansanga DHO Aizawl District, Aizawl</p>	<p>hortiaizawldivision@gmail.com 9862889375</p>	<p>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.</p>	<p>Sketch Plan, Periodic Patta/LSC, Complete application in prescribed form</p>	<p>Rs. 1000/- to be paid to Directorate of Horticulture</p>
	<p>Lalnunpuia, DHO Khawzawl District, Khawzawl</p>	<p>khawzawldivision@gmail.com 03831-261102 (O)</p>				
	<p>B. Lalzarzova DHO Champhai District, Champhai</p>	<p>dhochamphai@gmail.com 03831-234708 (O)</p>				
	<p>R.L Peka, DHO Mamit District, Mamit</p>	<p>dhomamit123@gmail.com 8731006229</p>				
	<p>C. Zosangliana DHO, Kolasib District, Kolasib</p>	<p>dhokolasib@gmail.com 03827-220272 (O)</p>				
	<p>R. Lalrintluanga DHO, Serchhip District, Serchhip</p>	<p>schphorti@gmail.com 03838-222558 (O)</p>				
	<p>Lalrinsanga DHO, Lunglei District, Lunglei</p>	<p>lungleihorti@yahoo.in 9862347227</p>				
	<p>C. Lianluaia DHO, Siaha District, Siaha</p>	<p>dhosiaha@gmail.com 03835-226434 (O)</p>				
	<p>Lalengzuala DHO, Lawngtlai District, Lawngtlai</p>	<p>lgtdivision@gmail.com 03835-233289 (O)</p>				
	<p>C. Lalawmpuia DHO, Saitual District, Saitual</p>	<p>dhosaitual@gmail.com 9436151925</p>				
	<p>PC Lalmalsawma DHO, Hnahthial District, Hnahthial</p>	<p>dhohnahthial@gmail.com 9862927625</p>				

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4.	<p><u>Vegetable Development</u></p> <p>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 field level, extension services, monitoring and evaluation of programmes.</p>	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	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	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625					

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5.	<p><u>Post Harvest Management</u></p> <p>DPR scrutiny and estimation as part of the technical team, spot verification. Facilitate installation of PHM after approval of DH. Facility, Supervision, extension services and monitoring.</p>	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	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	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
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6.	<p><u>Floriculture Development</u></p> <p>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 Govt. schemes at field level, extension services, monitoring and evaluation of programmes.</p>	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	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.	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625					

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7.	<p><u>Micro Irrigation System</u> Receipt of Application, Verification, Selection and 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, extension services, monitoring and evaluation of programmes including geo-tagging.</p>	<p>Lalvansanga DHO Aizawl District, Aizawl</p>	<p>hortiaizawldivision@gmail.com 9862889375</p>	<p>1)Identification , verification and selection of suitable farmers , obtain competent authority approval, convey approval to farmer, issue of input to farmer</p> <p>2).Field Supervision including geo-tagging after complete installation.</p>	<p>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.</p>	<p>N/A</p>
	<p>Lalnunpuia, DHO Khawzawl District, Khawzawl</p>	<p>khawzawldivision@gmail.com 03831-261102 (O)</p>				
	<p>B. Lalzarzova DHO Champhai District, Champhai</p>	<p>dhochamphai@gmail.com 03831-234708 (O)</p>				
	<p>R.L Peka, DHO Mamit District, Mamit</p>	<p>dhomamit123@gmail.com 8731006229</p>				
	<p>C. Zosangliana DHO, Kolasib District, Kolasib</p>	<p>dhokolasib@gmail.com 03827-220272 (O)</p>				
	<p>R. Lalrintluanga DHO, Serchhip District, Serchhip</p>	<p>schphorti@gmail.com 03838-222558 (O)</p>				
	<p>Lalrinsanga DHO, Lunglei District, Lunglei</p>	<p>lungleihorti@yahoo.in 9862347227</p>				
	<p>C. Lianluaia DHO, Siaha District, Siaha</p>	<p>dhosiaha@gmail.com 03835-226434 (O)</p>				
	<p>Lalengzuala DHO, Lawngtlai District, Lawngtlai</p>	<p>lgtdivision@gmail.com 03835-233289 (O)</p>				
	<p>C. Lalawmpuia DHO, Saitual District, Saitual</p>	<p>dhosaitual@gmail.com 9436151925</p>				
	<p>PC Lalmalsawma DHO, Hnahthial District, Hnahthial</p>	<p>dhohnahthial@gmail.com 9862927625</p>				

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8	<p><u>BamboDevelopment</u></p> <p>Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of planting materials and other related inputs on Bamboo crops. Execution and implementation of Govt. schemes at field level, extension services, monitoring and evaluation of programmes</p>	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	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.	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625			

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9	<p><u>Plant Protection Materials</u></p> <p>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. Execution and implementation of Govt. schemes at field level, extension services, monitoring and evaluation of programmes.</p>	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	Identification / Verification of suitable farmers, obtain competent authority approval, convey approval to farmer, issue of input to farmer.	Valid Land Pass, Aadhar/Voter ID/Contact No., Bank Pass Book, Photograph of proposed site / land, Passport size photograph of applicant or as per prescribed format.	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625					

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10.	<p><u>Spices Development</u></p> <p>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, monitoring and evaluation of programmes.</p>	<p>Lalvansanga DHO Aizawl District, Aizawl</p>	<p>hortiaizawldivision@gmail.com 9862889375</p>	<p>Identification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, delivery of inputs to farmers.</p>	<p>Valid Land Pass, Aadhar/VoterID/Contact No., Bank Pass Book.</p>	<p>N/A</p>
	<p>Lalnunpuia, DHO Khawzawl District, Khawzawl</p>	<p>khawzawldivision@gmail.com 03831-261102 (O)</p>				
	<p>B. Lalzarzova DHO Champhai District, Champhai</p>	<p>dhochamphai@gmail.com 03831-234708 (O)</p>				
	<p>R.L Peka, DHO Mamit District, Mamit</p>	<p>dhomamit123@gmail.com 8731006229</p>				
	<p>C. Zosangliana DHO, Kolasib District, Kolasib</p>	<p>dhokolasib@gmail.com 03827-220272 (O)</p>				
	<p>R. Lalrintluanga DHO, Serchhip District, Serchhip</p>	<p>schphorti@gmail.com 03838-222558 (O)</p>				
	<p>Lalrinsanga DHO, Lunglei District, Lunglei</p>	<p>lungleihorti@yahoo.in 9862347227</p>				
	<p>C. Lianluaia DHO, Siaha District, Siaha</p>	<p>dhosiaha@gmail.com 03835-226434 (O)</p>				
	<p>Lalengzuala DHO, Lawngtlai District, Lawngtlai</p>	<p>lgtdivision@gmail.com 03835-233289 (O)</p>				
	<p>C. Lalawmpuia DHO, Saitual District, Saitual</p>	<p>dhosaitual@gmail.com 9436151925</p>				
	<p>PC Lalmalsawma DHO, Hnahthial District, Hnahthial</p>	<p>dhohnahthial@gmail.com 9862927625</p>				

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)
11	<p><u>Tools & Implements</u> Receipt of 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, extension services, monitoring and evaluation of programmes.</p>	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	Obtain competent authority approval, convey the same to the farmer. Input delivery to farmer.	Identification and selection of suitable farmers, obtain DH approval, convey approval to farmer, delivery of inputs to farmers.	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625			

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)
12.	Human Resource Development- Conduct of Training / Capacity building	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	Identification and selection of suitable farmers, arrangement of training place, training materials, conveyance as the case may be.	N/A	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625					

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)
13	<u>RTI</u> Providing Information under RTI Act	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	Collection of required information from concerned Officers/ Dealing Assistant, submission of the same to the SPIO at Directorate of Horticulture.	Application as per prescribed form	Cost of supply fee as per RTI Act, 2005
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625			

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)
14	<p><u>SEDP</u> Receipt of Application, Verification, Selection and Submission of proposal relating to horticulture development activity to Director of Horticulture for approval, Distribution of Inputs under SEDP. Execution and implementation of Govt. schemes at field level, extension services, monitoring and evaluation of programmes.</p>	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	Identification and selection of suitable farmers, obtain competent authority approval, convey approval to the applicant, delivery of inputs to applicant	Valid Land Pass, Aadhar/VoterID/ Contact No., Bank Pass Book	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625					

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)
15	<p>Article 275 (1) Receipt of Application, Verification, Selection and Submission of proposal relating to horticulture development activity to Director of Horticulture for approval, Distribution of Inputs under Article 275(1). Execution and implementation of Govt. schemes at field level, extension services, monitoring and evaluation of programmes.</p>	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	Identification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, followed by delivery of input.	Valid Land Pass, Aadhar/VoterID/ Contact No., Bank Pass Book	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625					

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)
16	<p><u>Service matter of Govt. employee</u></p> <p>Providing information relating to service matter of Govt. employee under Horticulture Department</p>	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	<p>1) Prepare information as required by applicant.</p> <p>2) Issue information to the applicant</p>	Proof of identity of applicant	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625			

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17	<u>Finance & Accounts</u> Management of Finance, Account, Audit, Budget etc.	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625					

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)
18	Management of DBT, PFMS , JICA, MSFAC	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625					

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19	<u>Horticulture</u> <u>Inputs logistic</u> Management of input logistic and warehouse.	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	Receipt / Distribution /Sale of item as per availability and allotment.	Proof of identity of applicant	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625			

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)
20	Providing information relating to Research & Education , RKVY	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahtial@gmail.com 9862927625			

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)
21	Preparation of District Wise plan and estimates, allotment on requirement basis of inputs under Plantation Crops, Medicinal & Aromatic Plants	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	Identification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, followed by delivery of input.	Valid Land Pass, Aadhar/VoterID/Contact No., Bank Pass Book	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625					

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	Providing information relating to Mushroom Production , Bee Keeping	Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision@gmail.com 9862889375	Identification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, followed by delivery of input.	Valid Land Pass, Aadhar/VoterID/Contact No., Bank Pass Book	N/A
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmail.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gmail.com 8731006229			
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.com 03827-220272 (O)			
		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.com 03838-222558 (O)			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo.in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.com 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.com 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com 9436151925			
PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com 9862927625					

**CITIZEN'S CHARTER FOR THE OFFICE OF DISTRICT HORTICULTURE OFFICES
(2022 - 2023)**

SERVICE DELIVERY STANDARD

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
1	<u>Fruit Development</u> 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	<u>Protected Cultivation</u> 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	<u>Nursery Registration</u> 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	<u>Vegetables Development</u> 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	<u>Post Harvest Management</u> 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	<p><u>Floriculture Development</u> 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.</p>	4 months	Provided fund is available on time
7	<p><u>Micro Irrigation</u> 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.</p>	5 months	Provided fund is available on time
8	<p><u>Bamboo Development</u> 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.</p>	5 months	Provided fund is available on time
9	<p><u>Plant Protection Materials</u> 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.</p>	4 months	Provided fund is available on time
10	<p><u>Spices Development</u> 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</p>	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
11	<u>Tools & Implements</u> 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	<u>RTI</u> Providing Information under RTI Act	Within 1 month or As per rule under RTI Act 2005	
14	<u>SEDP</u> 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	<u>Article 275 (1)</u> 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	<u>Service Matter of Govt. employee</u> 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	<u>Finance & Accounts</u> 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

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
19	<u><i>Horticulture Inputs logistic</i></u> 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
(2022-2023)**

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

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.
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.