

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

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	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:-

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 Aizawl District, Aizawl hortiaizawldivision @gmail.com 9862889375	-			
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@ gmail.com 03831-261102 (O)			
	<u>Fruits</u> Development	B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai l.com 03831-234708 (O)			
	Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for	R.L Peka, DHO Mamit District, Mamit	dhomamit123@gma il.com 8731006229	approval, of applicant or convey as per approval to farmer, issue of input to	Pass,	
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)		D/Contact No., Bank Pass Book,	
1.	approval, Distribution of planting materials and other related inputs on fruit	R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.co m 03838-222558 (O)		proposed site / land, Passport size photograph	N/A
	crops. Execution and implementation of Govt. schemes at field level,	Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227		prescribed	
	extension services, monitoring and evaluation of programmes.	C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.co m 03835-226434 (O)	farmer.		
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)	_		
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com 9862927625			

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 Aizawl District, Aizawl	hortiaizawldivision @gmail.com 9862889375			
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@ gmail.com 03831-261102 (O)			
	Protected Cultivation	B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai l.com 03831-234708 (O)			
	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.	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	R.L Peka, DHO Mamit District, Mamit	dhomamit123@gma il.com 8731006229	Identification , verification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, issue of input to Valid Land Pass, Aadhar/VoterI D/Contact No., Bank Pass Book, Photograph of proposed site / land, Passport size photograph of applicant or as per prescribed format	
			C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)		
2.			R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.co m 03838-222558 (O)		N/A
			Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227		
		C. Lianluaia DHO, Siaha District,	dhosiaha@gmail.co m 03835-226434 (O)	farmer		
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 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)
		DHO Aizawl District @gmail.c	hortiaizawldivision @gmail.com 9862889375			
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@ gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai l.com 03831-234708 (O)	T1		
	<u>Nursery</u>	R.L Peka, dhomamit123@gma DHO il.com Mamit District, 8731006229	of applicant, forwarding of application to the Director			
	Registration Receipt of application for	C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)	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		Rs.
3.	Registration of Horticulture Nursery and forwarding the application to	R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.co m 03838-222558 (O)		Periodic Patta/LSC, Complete	to be paid to Directo
	Director of Horticulture. Nursery inspection as per instruction of	Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227			-rate of Horticu -lture
	DH. Submission of Inspection Report to DH for approval.	C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.co m 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com 9862927625			

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		Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision @gmail.com 9862889375			
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@ gmail.com 03831-261102 (O)			
	<u>Vegetable</u> <u>Development</u>	B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai l.com 03831-234708 (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 Vegetable crops. Execution and implementation of Govt. schemes at	Receipt of Application, Verification,	R.L Peka, DHO Mamit District, Mamit	dhomamit123@gma il.com 8731006229	Identification Valid Land Pass,	
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)	and selection of suitable farmers, Aadhar/VoterI D/Contact No., Bank Pass		
4.		approval, Distribution of planting materials	R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.co m 03838-222558 (O)	competent authority approval, Obtain Photograph of proposed site / land, Passport size photograph	N/A
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227	approval to farmer, issue of input to farmer	of applicant or as per prescribed format	
	field level, extension services, monitoring and evaluation of	C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.co m 03835-226434 (O)	Tarmer		
	programmes.	Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com 9862927625			

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		Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision @gmail.com 9862889375				
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@ gmail.com 03831-261102 (O)				
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai 1.com 03831-234708 (O)				
	Post Harvest Management DPR scrutiny and estimation as part of the technical team, spot verification. Facilitate	Management DPR scrutiny and estimation as part of the technical team, spot verification. Facilitate	R.L Peka, DHO Mamit District, Mamit	dhomamit123@gma il.com 8731006229	Scrutiny by examination of DPR, spot verification, competent authority DPRs ,loan sanctions documents and loan disbursement		
			C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)		· ·	
5.			R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.co m 03838-222558 (O)		N/A	
	installation of PHM after approval of DH. Facility, Supervision, extension services	Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227	approval and or convey approval.	documents based on items		
	and monitoring.	C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.co m 03835-226434 (O)				
			Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 9436151925				
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com 9862927625				

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

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		Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision @gmail.com 9862889375				
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@ gmail.com 03831-261102 (O)				
	Micro Irrigation System Receipt of Application, Verification,	B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai l.com 03831-234708 (O)	1)Identificati			
	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 geotagging.	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	R.L Peka, DHO Mamit District, Mamit	dhomamit123@gma il.com 8731006229	verification and selection of suitable farmers, obtain competent authority approval, convey approval to farmer, issue of input to farmer 2).Field Supervision Valid Land Pass, Aadhar/VoterI D/Contact No., Bank Pass Book, Photograph of proposed site / land, Passport size photograph of applicant or as per prescribed format		
			C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)		Aadhar/VoterI D/Contact No., Bank Pass	
7.			R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.co m 03838-222558 (O)		Photograph of proposed site / land, Passport	N/A
			Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.co m 03835-226434 (O)	including geo-tagging after complete installation.			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)				
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 9436151925				
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com 9862927625				

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		Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision @gmail.com 9862889375			
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@ gmail.com 03831-261102 (O)			
	BamboDevelopme	B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai l.com 03831-234708 (O)			
	Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of planting materials and other related	Application, Verification, Selection and Submission of proposal to Director of Horticulture for	R.L Peka, DHO Mamit District, Mamit	dhomamit123@gma il.com 8731006229	Identification , verification and selection of suitable farmers, obtain competent The selection of suitable farmers, obtain competent competent Pass, Aadhar/VoterI D/Contact No., Bank Pass Book, Photograph of	
			C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)		
8		R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.co m 03838-222558 (O)	authority approval, convey approval to farmer, issue of input to farmer. A protograph of proposed site / land, Passport size photograph of applicant or as per prescribed format.	proposed site / land, Passport size photograph	N/A
	inputs on Bamboo crops. Execution and implementation of Govt. schemes at	Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227		as per prescribed	
	field level, extension services, monitoring and evaluation of	C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.co m 03835-226434 (O)			
	programmes	Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com 9862927625			

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		Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision @gmail.com 9862889375				
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@ gmail.com 03831-261102 (O)				
	Plant Protection <u>Materials</u>	B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai l.com 03831-234708 (O)				
	Receipt of Application, Verification, Selection and Submission of proposal to Director of Horticulture for approval, Distribution of	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	R.L Peka, DHO Mamit District, Mamit	dhomamit123@gma il.com 8731006229	Valid Land Pass, Aadhar/VoterI D/Contact No., Bank Pass Obtain competent authority approval, convey approval to farmer, issue of input to farmer. Valid Land Pass, Aadhar/VoterI D/Contact No., Bank Pass Photograph of proposed site / land, Passport size photograph of applicant or as per prescribed format.		
			C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)		Aadhar/VoterI D/Contact No., Bank Pass	
9			R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.co m 03838-222558 (O)		N/A	
			Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227			
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.co m 03835-226434 (O)				
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)				
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 9436151925				
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com 9862927625				

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

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		Lalvansanga DHO Aizawl District, Aizawl	hortiaizawldivision @gmail.com 9862889375				
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@ gmail.com 03831-261102 (O)				
	Tools &	B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai l.com 03831-234708 (O)				
	Implements 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	Receipt of Application, Verification, Selection and Submission of proposal to	R.L Peka, DHO Mamit District, Mamit	dhomamit123@gma il.com 8731006229	Obtain and selection competent suitable		
			C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)		Identification and selection of suitable farmers, obtain	
11		R. Lalrintluanga DHO, Serchhip District, Serchlip D	DH approval, convey approval to farmer,	N/A			
		Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227	delivery to farmer.	delivery of inputs to farmers.		
	field level, extension services, monitoring and evaluation of programmes.	C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.co m 03835-226434 (O)				
	programmes.	Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)				
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 9436151925				
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com 9862927625				

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 Aizawl District, Aizawl	hortiaizawldivision @gmail.com 9862889375			
		Lalnunpuia, DHO Khawzawl District, Khawzawl	khawzawldivision@ gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai 1.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gma il.com 8731006229	_		
		C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)	Identification and selection of suitable		
12.	Human Resource Development- Conduct of Training / Capacity	R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.co m 03838-222558 (O)	farmers, arrangement of training place, training materials,	N/A	N/A
	building	Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227	conveyance as the case may be.		
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.co m 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 9436151925			
		PC Lalmalsawma DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail .com 9862927625			

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

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

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

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

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

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

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

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

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

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		Lalvansanga DHO Aizawl District, Aizawl Lalnunpuia, DHO Khawzawl District, Khawzawl	hortiaizawldivision @gmail.com 9862889375 khawzawldivision@ gmail.com 03831-261102 (O)			
		B. Lalzarzova DHO Champhai District, Champhai	dhochamphai@gmai l.com 03831-234708 (O)			
		R.L Peka, DHO Mamit District, Mamit	dhomamit123@gma il.com 8731006229	Identification and selection of suitable farmers,	Valid Land Pass, Aadhar/VoterID/C ontact No., Bank Pass Book	
	D :1	C. Zosangliana DHO, Kolasib District, Kolasib	dhokolasib@gmail.c om 03827-220272 (O)			
22	Providing information relating to Mushroom Production, Bee	R. Lalrintluanga DHO, Serchhip District, Serchhip	schphorti@gmail.co m 03838-222558 (O)	obtain competent authority approval, convey approval		N/A
	Keeping	Lalrinsanga DHO, Lunglei District, Lunglei	lungleihorti@yahoo. in 9862347227	to farmer, followed by delivery of input.		
		C. Lianluaia DHO, Siaha District, Siaha	dhosiaha@gmail.co m 03835-226434 (O)			
		Lalengzuala DHO, Lawngtlai District, Lawngtlai	lgtdivision@gmail.c om 03835-233289 (O)			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.c om 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

SI No.	Services delivered by the office to citizens or other offices/ organizations	Stipulated time limit for delivery of service	Remarks, if any
	including non- governmental organisations	(days/ weeks/ months)	
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

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
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	<u>Horticulture Inputs logistic</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

Si.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.