



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Office of the Directorate of Horticulture Department

For the year 2020

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

Website www.horticulture.mizoram.gov.in

CITIZEN'S CHARTER FOR DIRECTORATE OF HORTICULTURE (2020)

VISION AND MISSION

VISION:-

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

MISSION :-

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

CITIZEN'S CHARTER FOR DIRECTORATE OF HORTICULTURE (2020)

MAIN SERVICES:-

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
1.	<u>Fruit Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on fruit crops, procurement and distribution of the same to all District Horticulture offices	Lalramthara (Dy. Director)	lalramthara08@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work / supply order and provisions of inputs.	As per prescribed/ DBT Format	N/A
2.	<u>Protected Cultivation</u> Preparation of District wise plan and estimates, allotment, procurement and distribution of Materials for Protected cultivation to all District Horticulture offices for installation in farmers' field.	Lalramthara (Dy. Director)	lalramthara08@gmail.com	Identification and selection of suitable inputs, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	As per prescribed/ DBT Format	Subsidy varies from 75-100% based on items.
3.	Registration of Horticulture Nursery	C.H Lalmuanpuia (Dy Director)	pchuauhang@gmail.com 2324744(O)	Receipt of application, spot verification by concerned Nursery Inspector, registration, issue of license under Mizoram Fruit Nursery Registration Rules, 1994.	Sketch Plan, Valid Periodic Patta/LSC, Complete application in prescribed form	1000

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
4.	<u>Vegetables Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on vegetables crops, procurement and distribution of the same to all District Horticulture offices .	Dr.Robert Lalrinsanga (Dy. Director)	robertrinsanga17@gmail.com 2327335 (o)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	As per prescribed/ DBT Format	N/A
5.	<u>Post Harvest Management</u> Preparation plan & estimate, District wise allocation of Post Harvest Management infrastructure such as Preservation Units, Cold Rooms, Ripening Chamber etc.	F.Lalthlamuana (Dy. Director)	fmuaana08@gmail.com 2300163(O)	Identification and selection of suitable and potential location on requirement basis, Floating of Tender notice/ EOI , scrutiny and examination of DPRs by the Department Technical Team and spot verification, approval of beneficiaries	DPRs ,loan sanctions documents and loan disbursement documents based on items.	N/A
6.	<u>Floriculture Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on floriculture crops, procurement and distribution of the same to all District Horticulture offices .	L.Lalhmingmawia Pachuau (Dy. Director)	mahminga.pc@gmail.com 2328682(O)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	As per prescribed/ DBT Format	N/A

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
7.	<p><u>Micro Irrigation</u> Preparation of District wise plan and estimates, , requirement based allotment of micro irrigation and other related inputs as per specified spacings, procurement and distribution of the same to all District Horticulture offices . Geo tagging through concerned DHOs.</p>	Zosiamliani (Dy. Director)	Zosiamliani29@gmail.com 2320251(O)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and distribution / installation of inputs to concerned	As per prescribed/ DBT Format	N/A
8.	<p><u>Bamboo Development</u> Preparation of Plan and Estimates, project reports, requirement based allotment, distribution of the same to concerned beneficiaries through concerned District Horticulture Officer / Block Horticulture Officer</p>	T.Liankunga, P.O Bamboo	tliana.kunga@gmail.com 2301364 (O)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	Application in plain paper	N/A
9.	<p><u>Plant Protection Materials</u> Preparation of District wise plan and estimates, requirement based allotment of Plant Protection Materials and other related inputs, Manure& Fertilizers, procurement and distribution of the same to all District Horticulture offices .</p>	Dr.H.Vanlaldiki (Dy. Director)	vanlaldiki1974@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	As per prescribed/ DBT Format	N/A

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
10.	<u>Spices Development</u> Preparation of District wise plan and estimates, requirement based allotment of Spices. Procurement and distribution of the same to all District Horticulture offices .	Lalrinawmi Renthlei (Dy. Director)	marinirenthlei15@gmail.com 2310190(O)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	As per prescribed/ DBT Format	N/A
11	<u>Tools & Implements</u> Preparation of District wise plan and estimates, requirement based allotment of Tools & Implements including small farm machineries, procurement and distribution of the same to all District Horticulture offices.	L.Lalhmingmawia Pachuau (Dy. Director)	mahminga.pc@gmail.com 2328682(O)	Identification, selection of suitable inputs on requirement basis, tender floating, selection of eligible firms/ supplier and placement of work / supply order and provisions of inputs	Valid farmer's Card issued by Horticulture Department	Subsidy given @ 75% - 100% based on items.
12	<u>Human Resource Development</u> – a)Conduct of Training / Capacity building/ Seminar Workshop/ Fair at International / National/ State / District Level b) Information Dissemination through various media	Manthanga Tochwang (Dy. Director)	manthangatoc hhawng@gmail.com	1) Identification and selection of horticulture farmers and field functionaries 2) Locate place for training 3) Inform concerned DHO (s) 4) Arrange all necessary inputs – Conveyance, Training Materials, Trainers etc.	Proof of id of farmers such as voters id, Aadhar card, ration card, valid passport (as the case may be)	N/A
13	<u>RTI</u> Providing Information under RTI Act	1.Dr.Elizabeth Saipari (Department Appellate Authority) 2.L.Lalhmingmawia Pachuau (SPIO)	dirhorti_mizoram@yahoo.in 2314370(O)/2312846(R) fmuana08@gmail.com 2300163(O)	1)Collect required information from concerned sections or District Officers 2)Prepare information as required by applicant 3) Issue of information to applicant 4) Entertain suggestion and appeal from public	Application as per prescribed form or in plain paper as the case may be	Application fee Rs. 10/- and Cost of supply of information as per RTI Act, 2005.

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
14	<u>SEDP</u> Preparation of District wise plan and estimates, requirement based allotment of inputs under SEDP, procurement and distribution of the same to all District Horticulture offices .	Dr.Jenny Zoremthuangi (Dy. Director)	jennyzhorti@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, tender floating, selection of eligible firms/ supplier and placement of work/ supply order and provisions of inputs	N/A	N/A
15	<u>Article 275 (1)</u> Preparation of District Wise plan and estimates, allotment on requirement basis of inputs under Article 275(1), procurement and distribution of inputs to all District Horticulture offices as per the approved project	B.Lalzarzova (Dy. Director)	blalzarzova000@gmail.com 2301229 (O)	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, procure inputs , distribution of inputs to all concerned as per allotment.	Beneficiary details along with LGD (Local Govt. Directory) codes	N/A
16	<u>Service Matter of Govt. Employee</u> Providing information relating to service matter of Govt. employee under Horticulture Department	H. Zasiama (Superintendent)	siamahniarthul@gmail.com	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
17	<u>Finance & Accounts</u> Management of Finance, Account, Audit, Budget etc.	P.C Lalmuchhuaka (FAO)	lachonghlut@gmail.com	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
18	Management of DBT, PFMS , , MSFAC	B. Lalzarzova (Dy. Director)	blalzarzova000@gmail.com 2301229(O)	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
19	Management of JICA,	Dr.Jenny Zoremthuangi (Dy. Director)	jennyzhorti@gmail.com	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)
20	<u>Horticulture Inputs logistic</u> Managing input logistic and warehouse.	H. Zosangliana (Dy. Director)	zosanga44@gmail.com	Receipt / Distribution /Sale of item as per availability and allotment	Proof of identity of applicant/ Horticulture Farmers' Card	N/A
21	Providing information relating to Research & Education , RKVY	F. Zorinsangi, (Dy. Director)	f.zorini76@gmail.com	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
22	Preparation of District Wise plan and estimates, allotment on requirement basis of inputs under Plantation Crops, Medicinal & Aromatic Plants	R.Lalremliana (Dy. Director)	lalremliana.ralte54@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, procure inputs , distribution of inputs to all concerned as per allotment.	Proof of identity of applicant	N/A
23	Providing information relating to Mushroom Production , Bee Keeping	Lalnuntluanga, (Dy. Director)	tluangteavangchhia@gmail.com	Identification, selection of suitable inputs on requirement basis, approval of beneficiaries proposed by DHOs, procure inputs , distribution of inputs to all concerned as per allotment.	Proof of identity of applicant	N/A

CITIZEN'S CHARTER FOR DIRECTORATE OF HORTICULTURE (2020)

SERVICE DELIVERY STANDARD

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

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

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

CITIZEN'S CHARTER FOR DIRECTORATE OF HORTICULTURE (2020)

GRIEVANCE REDRESS MECHANISM:-

Website address to lodge grievance pgportal.gov.in

Sl No	Name of the responsible officer to handle public grievance in the department/ office	Contact number	Email	Time limit for redress of grievances
1.	L.Lalhmingmawia Pachuau Deputy Director of Horticulture, Directorate of Horticulture, Aizawl	2328682 (O)	mahminga.pc@gmail.com	1 month
2.	B.Lalzarzova, Deputy Director of Horticulture, Directorate of Horticulture, Aizawl	2301229(O)	blalzarzova000@gmail.com	1 month
3.	Lalremruata, Asst. Director of Horticulture Directorate of Horticulture, Aizawl	-	remruatahamp@gmail.com	1 month

LIST OF STAKEHOLDERS/CLIENTS

Sl.No.	Stakeholders/Clients
1.	All members of Horticulture farming community of Indian citizen living in Mizoram
2.	Any other Organizations having direct or indirect connection with Horticulture Department such as Registered Nurseries, ZAGS, MIZOFED, MAMSOL, MIFAS, Valid Suppliers /MHSA / MIHDHA / HOSA.
3.	Government of Mizoram
4.	Government of India

EXPECTATIONS OF THE DEPARTMENT/ OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

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

CITIZEN'S CHARTER FOR THE OFFICE OF DIRECTORATE OF HORTICULTURE (2020)

Sl No.	Services delivered by the office to citizens or other offices/ organizations including non-governmental organisations	Responsible official with Designation, email and phone number	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)	Stipulated time limit for delivery of service (days/ weeks/ months)
1	<u>Fruit Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on fruit crops, procurement and distribution of the same to all District Horticulture Offices	Lalramthara (Dy. Director) lalramthara08@gmail.com	As per prescribed/ DBT Format	N/A	3 months
2.	<u>Protected Cultivation</u> Preparation of District wise plan and estimates, allotment, procurement and distribution of Materials for Protected cultivation to all District Horticulture offices for installation in farmers' field.	Lalramthara (Dy. Director) lalramthara08@gmail.com	As per prescribed/ DBT Format	Subsidy varies from 75-100% based on items	3 months
3.	Registration of Horticulture Nursery.	C.H. Lalmuanpuia (Dy. Director) pchuauhang@gmail.com 2324744(O)	Sketch Plan, Valid Periodic Patta/LSC, Complete application in prescribed form	1000	45 days
4.	<u>Vegetables Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on vegetables crops, procurement and distribution of the same to all District Horticulture offices .	Robert Lalrinsanga (Dy. Director) robertrinsanga17@gmail.com 2327335 (O)	As per prescribed/ DBT Format	N/A	3 months

Sl No.	Services delivered by the office to citizens or other offices/ organizations including non-governmental organisations	Responsible official with Designation, email and phone number	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)	Stipulated time limit for delivery of service (days/ weeks/ months)
5.	<u>Post Harvest Management</u> Preparation plan & estimate, District wise allocation of Post Harvest Management infrastructure such as Preservation Units, Cold Rooms, Ripening Chamber etc.	F.Lalthlamuana (Dy. Director) fmuaana08@gmail.com 2300163(O)	DPRs ,loan sanctions documents and loan disbursement documents based on items.	N/A	3 months
6	<u>Floriculture Development</u> Preparation of District wise plan and estimates, requirement based allotment of Planting Materials and other related inputs on floriculture crops, procurement and distribution of the same to all District Horticulture offices .	L.Lalhmingmawia Pachuau (Dy. Director) mahminga.pc@gmail.com 2328682(O)	As per prescribed/ DBT Format	N/A	3 months
7	<u>Micro Irrigation</u> Preparation of District wise plan and estimates, , requirement based allotment of micro irrigation and other related inputs as per specified spacings, procurement and distribution of the same to all District Horticulture offices . Geo tagging through concerned DHOs.	Zosiamliani (Dy. Director) zosiamliani29@gmail.com 2320251(O)	As per prescribed/ DBT Format	N/A	3 1/2 months
8	<u>Bamboo Development</u> Preparation of Plan and Estimates, project reports, requirement based allotment, distribution of the same to concerned beneficiaries through concerned District Horticulture Officer / Block Horticulture Officer	T.Liankunga, P.O Bamboo tliana.kunga@gmail.com 2301364 (O)	Application in plain paper	N/A	3 months

Sl No.	Services delivered by the office to citizens or other offices/ organizations including non-governmental organisations	Responsible official with Designation, email and phone number	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)	Stipulated time limit for delivery of service (days/ weeks/ months)
9	<u>Plant Protection Materials</u> Preparation of District wise plan and estimates, requirement based allotment of Plant Protection Materials and other related inputs, Manure& Fertilizers, procurement and distribution of the same to all District Horticulture offices .	Dr.H.Vanlaldiki (Dy. Director) vanlaldiki1974@gmail.com	As per prescribed/ DBT Format	N/A	3 months
10	<u>Spices Development</u> Preparation of District wise plan and estimates, requirement based allotment of Spices. Procurement and distribution of the same to all District Horticulture offices .	Lalrinawmi Renthlei (Dy. Director) marinirenthlei15@gmail.com 2310190(O)	As per prescribed/ DBT Format	N/A	3 months
11	<u>Tools & Implements</u> Preparation of District wise plan and estimates, requirement based allotment of Tools & Implements including small farm machineries, procurement and distribution of the same to all District Horticulture offices.	L.Lalhmingmawia Pachuau (Dy. Director) mahminga.pc@gmail.com 2328682(O)	Valid farmers Card issued by Horticulture Department	Subsidy given @ 75% - 100% based on items.	3 months
12	<u>Human Resource Development</u> – a)Conduct of Training / Capacity building/ Seminar Workshop/ Fair at International / National/ State / District Level b) Information Dissemination through various media	Manthanga Tochhawng (Dy. Director) manthangatochhawng@gmail.com	Proof of id of farmers such as voters id, Aadhar card, ration card, valid passport (as the case may be)	N/A	1 month

Sl No.	Services delivered by the office to citizens or other offices/ organizations including non-governmental organisations	Responsible official with Designation, email and phone number	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)	Stipulated time limit for delivery of service (days/ weeks/ months)
13	<u>RTI</u> Providing Information under RTI Act	Dr. Elizabeth Saipari (Department Appellate Authority) dirhorti_mizoram@yahoo.in L.Lalhmingmawia Pachuau (State Public Information Officer) mahminga.pc@gmail.com 2328682(O)	Application as per prescribed form or in plain paper as the case may be	Application fee Rs. 10/- and Cost of supply of information as per RTI Act, 2005.	Within 1 month or As per rule under RTI Act 2005 3 months
14	<u>SEDP</u> Preparation of District wise plan and estimates requirement based allotment of inputs under SEDP, procurement and distribution of the same to all District Horticulture offices .	Dr.Jenny Zoremthuangi (Dy. Director) jennyzhorti@gmail.com	N/A	N/A	3 months
15	<u>Article 275 (1)</u> Preparation of District Wise plan and estimates, allotment on requirement basis of inputs under Article 275(1), procurement and distribution of inputs to all District Horticulture offices as per the approved project	B.Lalzarzova (Dy. Director) blalzarzova000@gmail.com 2301229(O)	Beneficiary details along with LGD (Local Govt. Directory) codes	N/A	3 months
16	<u>Service Matter of Govt. Employee</u> Providing information relating to service matter of Govt. employee under Horticulture Department	H. Zasiama (Superintendent) siamahniarthul@gmail.com	Proof of identity of applicant	N/A	3 days
17	<u>Finance & Accounts</u> Management of Finance, Account, Audit, Budget etc.	P.C Lalhmuchhuaka (FAO) lalachonghlut@gmail.com	Proof of identity of applicant	N/A	3 days
18	Management of DBT, PFMS ,MSFAC	B. Lalzarzova (Dy. Director) blalzarzova000@gmail.com 2301229(O)	Proof of identity of applicant	N/A	1-7 days
19	Management of JICA	Dr.Jenny Zoremthuangi (Dy. Director) jennyzhorti@gmail.com	Proof of identity of applicant	N/A	1-7 days

Sl No.	Services delivered by the office to citizens or other offices/ organizations including non-governmental organisations	Responsible official with Designation, email and phone number	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount (Rs)	Stipulated time limit for delivery of service (days/ weeks/ months)
20	<i>Horticulture Inputs & Logistic</i> Managing input logistic and warehouse.	H. Zosangliana (Dy. Director) zosanga44@gmail.com	Proof of identity of applicant/ Horticulture Farmers' Card	N/A	No time line
21	Providing information relating to Research & Education , RKVY	F. Zorinsangi, (Dy. Director) f.zorini76@gmail.com	Proof of identity of applicant	N/A	3 days
22	Preparation of District Wise plan and estimates, allotment on requirement basis of inputs under Plantation Crops, Medicinal & Aromatic Plants	R.Lalremliana (Dy. Director) lalremlianaralte54@gmail.com	Proof of identity of applicant	N/A	2 months
23	Providing information relating to Mushroom Production , Bee Keeping	Lalnuntluanga, (Dy. Director) tluangteavangchhia@gmail.com	Proof of identity of applicant	N/A	2 months

Name of Public Grievance Redress Officer (s) : 1.) L.Lalhmingmawia Pachuau
Deputy Director of Horticulture,
Directorate of Horticulture, Aizawl

Phone Number : 2328682

Email : mahminga.pc@gmail.com

Name of Public Grievance Redress Officer (s) : 2).B.Lalzarzova
Deputy Director of Horticulture,
Directorate of Horticulture, Aizawl

Phone Number : 2301229

Email : blalzarzova000@gmail.com

Name of Public Grievance Redress Officer (s) : 3).Lalremruata
Asst. Director of Horticulture
Directorate of Horticulture, Aizawl

Phone Number : -

Email : remruatahamp@gmail.com



**GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER**

for

Office of the District Horticulture Office

For the year 2020

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

Website www.horticulture.mizoram.gov.in

**CITIZEN'S CHARTER FOR THE OFFICE OF DISTRICT HORTICULTURE
OFFICES(2020)**

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 Mobile (Phone 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>Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl</p>	<p>dhoaizawl@gmail.com 2312996(O)</p>	<p>Identification, verification and selection of suitable farmers, obtain DH 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>Lalengzuala, DHO Khawzawl District, Khawzawl</p>	<p>hortikzl@gmail.com 03831-261102</p>				
	<p>R.L Peka, DHO Champhai District, Champhai</p>	<p>rlpeka100@gmail.com</p>				
	<p>T.Vanlaltlana , DHO Mamit District, Mamit</p>	<p>tlanatlau@gmail.com 0389-2912743</p>				
	<p>C. Lalremsiama DHO, Kolasib District , Kolasib</p>	<p>horticulturekolasib@yahoo.com 03827-220272</p>				
	<p>M. Vanlalzami DHO, Serchhip Division, Serchhip</p>	<p>dserchhip@yahoo.co.in 03838-222588</p>				
	<p>Lalvansanga DHO Lunglei District, Lunglei</p>	<p>lungleihorti@yahoo.in 03722322693</p>				
	<p>Vanlalvuana Rokhum DHO, Siaha District, Siaha</p>	<p>dhosaiha@yahoo.com 03835226434</p>				
	<p>C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai</p>	<p>horti.lawngtlai@gmail.com 03835233289</p>				
	<p>C. Lalawmpuia DHO, Saitual District, Saitual</p>	<p>dhosaitual@gmail.com</p>				
	<p>Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial</p>	<p>dhohnahthial@gmail.com</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 Mobile (Phone 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>	Vanlalnunluanga Renthlei, DHO Aizawl District , Aizawl	dhoaizawl@gmail.com 2312996(O)	Identification, verification and selection of suitable farmers, obtain DH 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
Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102					
R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com					
T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743					
C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272					
M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588					
Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693					
Vanlalvuana Rokhum DHO, Siaha District, Siaha	dhosaiha@yahoo.com 03835226434					
C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289					
C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com					
Lucy Zaithangpuii 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 Mobile (Phone 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)
3.	<p><u>Nursery Registration</u></p> <p>Receipt of application for Registration of Horticulture Nursery and forwarding the application to Director of Horticulture .</p> <p>Nursery inspection as per instruction of DH.</p> <p>Submission of Inspection Report to DH for approval.</p>	<p>Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl</p> <p>Lalengzuala, DHO Khawzawl District, Khawzawl</p> <p>R.L Peka, DHO Champhai District, Champhai</p> <p>T.Vanlaltlana , DHO Mamit District, Mamit</p> <p>C. Lalremsiama DHO, Kolasib District , Kolasib</p> <p>M. Vanlalzami DHO, Serchhip Division, Serchhip</p> <p>Lalvansanga DHO Lunglei District, Lunglei</p> <p>Vanlalvuana Rokhum DHO, Siah District, Siah</p> <p>C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai</p> <p>C. Lalawmpuia DHO, Saitual District, Saitual</p> <p>Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial</p>	<p>dhoaizawl@gmail.com 2312996(O)</p> <p>hortikzl@gmail.com 03831-261102</p> <p>rlpeka100@gmail.com</p> <p>tlanatlau@gmail.com 0389-2912743</p> <p>horticulturekolasib@yahoo.com 03827-220272</p> <p>dserchhip@yahoo.co.in 03838-222588</p> <p>lungleihorti@yahoo.in 03722322693</p> <p>dhosaiha@yahoo.com 03835226434</p> <p>horti.lawngtlai@gmail.com 03835233289</p> <p>dhosaitual@gmail.com</p> <p>dhohnahthial@gmail.com</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 Director -rate of Horticulture</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>	<p>Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl</p> <p>Lalengzuala, DHO Khawzawl District, Khawzawl</p> <p>R.L Peka, DHO Champhai District, Champhai</p> <p>T.Vanlaltlana , DHO Mamit District, Mamit</p> <p>C. Lalremsiama DHO, Kolasib District , Kolasib</p> <p>M. Vanlalzami DHO, Serchhip Division, Serchhip</p> <p>Lalvansanga DHO Lunglei District, Lunglei</p> <p>Vanlalvuana Rokhum DHO, Siah District, Siah</p> <p>C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai</p> <p>C. Lalawmpuia DHO, Saitual District, Saitual</p> <p>Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial</p>	<p>dhoaizawl@gmail.com 2312996(O)</p> <p>hortikzl@gmail.com 03831-261102</p> <p>rlpeka100@gmail.com</p> <p>tlanatlau@gmail.com 0389-2912743</p> <p>horticulturekolasib@yahoo.com 03827-220272</p> <p>dserchhip@yahoo.co.in 03838-222588</p> <p>lungleihorti@yahoo.in 03722322693</p> <p>dhosaiha@yahoo.com 03835226434</p> <p>horti.lawngtlai@gmail.com 03835233289</p> <p>dhosaitual@gmail.com</p> <p>dhohnahthial@gmail.com</p>	<p>Identification, verification and selection of suitable farmers , obtain DH 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>	N/A

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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>	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dhoazawl@gmail.com 2312996(O)	Scrutiny by examination of DPR, spot verification, DH approval and or convey approval.	DPRs ,loan sanctions documents and loan disbursement documents based on items	N/A
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siaha District, Siaha	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com					

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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>	<p>Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl</p> <p>Lalengzuala, DHO Khawzawl District, Khawzawl</p> <p>R.L Peka, DHO Champhai District, Champhai</p> <p>T.Vanlaltlana , DHO Mamit District, Mamit</p> <p>C. Lalremsiama DHO, Kolasib District , Kolasib</p> <p>M. Vanlalzami DHO, Serchhip Division, Serchhip</p> <p>Lalvansanga DHO Lunglei District, Lunglei</p> <p>Vanlalvuana Rokhum DHO, Siaha District, Siaha</p> <p>C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai</p> <p>C. Lalawmpuia DHO, Saitual District, Saitual</p> <p>Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial</p>	<p>dhoazawl@gmail.com 2312996(O)</p> <p>hortikzl@gmail.com 03831-261102</p> <p>rlpeka100@gmail.com</p> <p>tlanatlau@gmail.com 0389-2912743</p> <p>horticulturekolasib@yahoo.com 03827-220272</p> <p>dserchhip@yahoo.co.in 03838-222588</p> <p>lungleihorti@yahoo.in 03722322693</p> <p>dhosaiha@yahoo.com 03835226434</p> <p>horti.lawngtlai@gmail.com 03835233289</p> <p>dhosaitual@gmail.com</p> <p>dhohnahthial@gmail.com</p>	<p>Identification, verification and selection of suitable farmers, obtain DH 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>	N/A

Sl No.	Services delivered by the department/ office to citizens or other offices/ organizations including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone 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)
7.	<p><u>Micro Irrigation System</u></p> <p>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>Vanlalnunluanga Renthlei, DHO Aizawl District , Aizawl</p> <p>Lalengzuala, DHO Khawzawl District, Khawzawl</p> <p>R.L Peka, DHO Champhai District, Champhai</p> <p>T.Vanlaltlana , DHO Mamit District, Mamit</p> <p>C. Lalremsiama DHO, Kolasib District , Kolasib</p> <p>M. Vanlalzami DHO, Serchhip Division, Serchhip</p> <p>Lalvansanga DHO Lunglei District, Lunglei</p> <p>Vanlalvuana Rokhum DHO, Siaha District, Siaha</p> <p>C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai</p> <p>C. Lalawmpuia DHO, Saitual District, Saitual</p> <p>Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial</p>	<p>dhoaizawl@gmail.com 2312996(O)</p> <p>hortikzl@gmail.com 03831-261102</p> <p>rlpeka100@gmail.com</p> <p>tlanatlau@gmail.com 0389-2912743</p> <p>horticulturekolasib@yahoo.com 03827-220272</p> <p>dserchhip@yahoo.co.in 03838-222588</p> <p>lungleihorti@yahoo.in 03722322693</p> <p>dhosaiha@yahoo.com 03835226434</p> <p>horti.lawngtlai@gmail.com 03835233289</p> <p>dhosaitual@gmail.com</p> <p>dhohnahthial@gmail.com</p>	<p>1).Identification , verification and selection of suitable farmers , obtain DH 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>	N/A

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8	<u>BamboDevelopment</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 Bamboo crops. Execution and implementation of Govt. schemes at field level, extension services, monitoring and evaluation of programmes	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dhoaizawl@gmail.com 2312996(O)	Identification, verification and selection of suitable farmers, obtain DH 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
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siaha District, Siaha	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com					

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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>	<p>Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl</p> <p>Lalengzuala, DHO Khawzawl District, Khawzawl</p> <p>R.L Peka, DHO Champhai District, Champhai</p> <p>T.Vanlaltlana , DHO Mamit District, Mamit</p> <p>C. Lalremsiama DHO, Kolasib District , Kolasib</p> <p>M. Vanlalzami DHO, Serchhip Division, Serchhip</p> <p>Lalvansanga DHO Lunglei District, Lunglei</p> <p>Vanlalvuana Rokhum DHO, Siah District, Siah</p> <p>C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai</p> <p>C. Lalawmpuia DHO, Saitual District, Saitual</p> <p>Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial</p>	<p>dhoaizawl@gmail.com 2312996(O)</p> <p>hortikzl@gmail.com 03831-261102</p> <p>rlpeka100@gmail.com</p> <p>tlanatlau@gmail.com 0389-2912743</p> <p>horticulturekolasib@yahoo.com 03827-220272</p> <p>dserchhip@yahoo.co.in 03838-222588</p> <p>lungleihorti@yahoo.in 03722322693</p> <p>dhosaiha@yahoo.com 03835226434</p> <p>horti.lawngtlai@gmail.com 03835233289</p> <p>dhosaitual@gmail.com</p> <p>dhohnahthial@gmail.com</p>	<p>Identification/ Verification of suitable farmers , obtain DH 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>	N/A

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10.	<p>Spices Development</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>Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl</p> <p>Lalengzuala, DHO Khawzawl District, Khawzawl</p> <p>R.L Peka, DHO Champhai District, Champhai</p> <p>T.Vanlaltlana , DHO Mamit District, Mamit</p> <p>C. Lalremsiama DHO, Kolasib District , Kolasib</p> <p>M. Vanlalzami DHO, Serchhip Division, Serchhip</p> <p>Lalvansanga DHO Lunglei District, Lunglei</p> <p>Vanlalvuana Rokhum DHO, Siaha District, Siaha</p> <p>C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai</p> <p>C. Lalawmpuia DHO, Saitual District, Saitual</p> <p>Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial</p>	<p>dhoaizawl@gmail.com 2312996(O)</p> <p>hortikzl@gmail.com 03831-261102</p> <p>rlpeka100@gmail.com</p> <p>tlanatlau@gmail.com 0389-2912743</p> <p>horticulturekolasib@yahoo.com 03827-220272</p> <p>dserchhip@yahoo.co.in 03838-222588</p> <p>lungleihorti@yahoo.in 03722322693</p> <p>dhosaiha@yahoo.com 03835226434</p> <p>horti.lawngtlai@gmail.com 03835233289</p> <p>dhosaitual@gmail.com</p> <p>dhohnahthial@gmail.com</p>	<p>Identification and selection of suitable farmers, obtain DH approval, convey approval to farmer, delivery of inputs to farmers.</p>	<p>Valid Land Pass, Aadhar/VoterID/ Contact No., Bank Pass Book.</p>	N/A

Sl No.	Services delivered by the department/ office to citizens or other offices/ organizations including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone 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>	<p>Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl</p> <p>Lalengzuala, DHO Khawzawl District, Khawzawl</p> <p>R.L Peka, DHO Champhai District, Champhai</p> <p>T.Vanlaltlana , DHO Mamit District, Mamit</p> <p>C. Lalremsiama DHO, Kolasib District , Kolasib</p> <p>M. Vanlalzami DHO, Serchhip Division, Serchhip</p> <p>Lalvansanga DHO Lunglei District, Lunglei</p> <p>Vanlalvuana Rokhum DHO, Siaha District, Siaha</p> <p>C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai</p> <p>C. Lalawmpuia DHO, Saitual District, Saitual</p> <p>Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial</p>	<p>dhoaizawl@gmail.com 2312996(O)</p> <p>hortikzl@gmail.com 03831-261102</p> <p>rlpeka100@gmail.com</p> <p>flanatlau@gmail.com 0389-2912743</p> <p>horticulturekolasib@yahoo.com 03827-220272</p> <p>dserchhip@yahoo.co.in 03838-222588</p> <p>lungleihorti@yahoo.in 03722322693</p> <p>dhosaiha@yahoo.com 03835226434</p> <p>horti.lawngtlai@gmail.com 03835233289</p> <p>dhosaitual@gmail.com</p> <p>dhohnahthial@gmail.com</p>	<p>Obtain DH approval, convey the same to the farmer. Input delivery to farmer.</p>	<p>Valid farmer's Card issued by Horticulture Department</p>	<p>N/A</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 Mobile (Phone 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	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dhoaizawl@gmail.com 2312996(O)	Identification and selection of suitable farmers, arrangement of training place, training materials, conveyance as the case may be.	N/A	N/A
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siah District, Siah	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
Lucy Zaithangpuii 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 Mobile (Phone 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	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dhoaizawl@gmail.com 2312996(O)	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
	Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102				
	R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com				
	T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743				
	C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272				
	M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588				
	Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693				
	Vanlalvuana Rokhum DHO, Siaha District, Siaha	dhosaiha@yahoo.com 03835226434				
	C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289				
	C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com				
	Lucy Zaithangpuii 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 Mobile (Phone 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>SEDP 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>	Vanlalnunluanga Renthlei, DHO Aizawl District , Aizawl	dho aizawl@gmail.com 2312996(O)	Identification and selection of suitable farmers, obtain DH approval, convey approval to the applicant, delivery of inputs to applicant	Valid Land Pass, Aadhar/VoterID/ Contact No., Bank Pass Book	N/A
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siah District, Siah	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
		Lucy Zaithangpuii 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 Mobile (Phone 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>	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dhoaizawl@gmail.com 2312996(O)	Identification and selection of suitable farmers, obtain DH approval, convey approval to farmer, followed by delivery of input.	Valid Land Pass, Aadhar/VoterID/Contact No., Bank Pass Book	N/A
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siaha District, Siaha	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
Lucy Zaithangpuii 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 Mobile (Phone 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	<u>Service matter of Govt. employee</u> Providing information relating to service matter of Govt. employee under Horticulture Department	Vanlalnunluanga Renthlei, DHO Aizawl District , Aizawl	dhoaizawl@gmail.com 2312996(O)	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siaha District, Siaha	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
		Lucy Zaithangpuii 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 Mobile (Phone 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)
17	<u>Finance & Accounts</u> Management of Finance, Account, Audit, Budget etc.	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dhoaizawl@gmail.com 2312996(O)	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Sialha District, Sialha	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
		Lucy Zaithangpuii 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 Mobile (Phone 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	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dho aizawl@gmail.com 2312996(O)	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siah District, Siah	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
		Lucy Zaithangpuii 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 Mobile (Phone 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)
19	<i>Horticulture</i> <i>Inputs logistic</i> Management of input logistic and warehouse.	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dho aizawl@gmail.com 2312996(O)	Receipt / Distribution /Sale of item as per availability and allotment.	Proof of identity of applicant	N/A
		Lalenzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siah District, Siah	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
Lucy Zaithangpuii 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 Mobile (Phone 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	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dhoaizawl@gmail.com 2312996(O)	1) Prepare information as required by applicant. 2) Issue information to the applicant	Proof of identity of applicant	N/A
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siah District, Siah	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
		Lucy Zaithangpuii 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 Mobile (Phone 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	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dhoaizawl@gmail.com 2312996(O)	Identification and selection of suitable farmers, obtain DH approval, convey approval to farmer, followed by delivery of input.	Valid Land Pass, Aadhar/VoterID/Contact No., Bank Pass Book	N/A
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siaha District, Siaha	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
		Lucy Zaithangpuii 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 Mobile (Phone 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	Vanlalnuntluanga Renthlei, DHO Aizawl District , Aizawl	dhoaizawl@gmail.com 2312996(O)	Identification and selection of suitable farmers, obtain DH approval, convey approval to farmer, followed by delivery of input.	Valid Land Pass, Aadhar/VoterID/Contact No., Bank Pass Book	N/A
		Lalengzuala, DHO Khawzawl District, Khawzawl	hortikzl@gmail.com 03831-261102			
		R.L Peka, DHO Champhai District, Champhai	rlpeka100@gmail.com			
		T.Vanlaltlana , DHO Mamit District, Mamit	tlanatlau@gmail.com 0389-2912743			
		C. Lalremsiama DHO, Kolasib District , Kolasib	horticulturekolasib@yahoo.com 03827-220272			
		M. Vanlalzami DHO, Serchhip Division, Serchhip	dserchhip@yahoo.co.in 03838-222588			
		Lalvansanga DHO Lunglei District, Lunglei	lungleihorti@yahoo.in 03722322693			
		Vanlalvuana Rokhum DHO, Siaha District, Siaha	dhosaiha@yahoo.com 03835226434			
		C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	horti.lawngtlai@gmail.com 03835233289			
		C. Lalawmpuia DHO, Saitual District, Saitual	dhosaitual@gmail.com			
		Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial	dhohnahthial@gmail.com			

**CITIZEN'S CHARTER FOR THE OFFICE OF DISTRICT HORTICULTURE
OFFICES(2020)**

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

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	<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

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	<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

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	<i>Horticulture Inputs logistic</i> 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(2020)**

GRIEVANCE 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	Vanlalnunluanga Renthlei, DHO Aizawl District , Aizawl	2312996(O)	dho aizawl@gmail.com	1 month
2	Lalengzuala, DHO Khawzawl District, Khawzawl	03831-261102	hortikzl@gmail.com	1 month
3	R.L Peka, DHO Champhai District, Champhai	-	rlpeka100@gmail.com	1 month
4	T.Vanlaltlana , DHO Mamit District, Mamit	0389-2912743	tlanatlau@gmail.com	1 month
5	C. Lalremsiama DHO, Kolasib District , Kolasib	03827-220272	horticulturekolasib@yahoo.com	1 month
6	M. Vanlalzami DHO, Serchhip Division, Serchhip	03838-222588	dserchhip@yahoo.co.in	1 month
7	Lalvansanga DHO Lunglei District, Lunglei	03722322693	lungleihorti@yahoo.in	1 month
8	Vanlalvuana Rokhum DHO, Siaha District, Siaha	03835226434	dhosaiha@yahoo.com	1 month
9	C. Lianluaia, DHO, Lawngtlai Division , Lawngtlai	03835233289	horti.lawngtlai@gmail.com	1 month
10	C.Lalawmpuia DHO, Saitual District, Saitual	-	dhosaitual@gmail.com	1 month
11	Lucy Zaithangpuii DHO, Hnahthial District, Hnahthial	-	dhohnahthial@gmail.com	1 month

**CITIZEN'S CHARTER FOR THE OFFICE OF DISTRICT HORTICULTURE
OFFICES(2020)**

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 prescribed format 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.