



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

**Department/Office of the Directorate of Land
Resources, Soil & Water Conservation (LRS&WC),**

For the year 2022

Address : Near Tennis Court, Khatla, Aizawl

Website : soil.mizoram.gov.in

Date of issue : 07.06.2022

¹This format is to be used for formulation of Citizen's Charter for Administrative Departments and subordinate offices at the level of directorates and autonomous bodies as listed in column (2) and (3) of Annexure-IV

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
Directorate of LRS&WC (2022)**

VISION AND MISSION

VISION

We are focusing on the following approaches in order to conserve the land resources:-

• Conservation of Soil:

Soil loses its fertility due to erosion. So we need to conserve the soil. Soil conservation means checking soil erosion and improving soil fertility by adopting various methods. Some of the methods we have been practicing and planned to extend further include:

- 1) Maintenance of soil fertility: The fertility can be maintained by adding manure and fertilizers regularly as well as by rotation of crop.
- 2) Control on grazing: Grazing should be allowed only on the areas meant for it and not on agricultural land.
- 3) Reforestation: Planting of trees and vegetation reduces soil erosion by both water and wind. Eg. Creation of Rubber, coffee and broom plantation that would not only prevent erosion but also provide income to the cultivators.
- 4) Terracing: Dividing a slope into several flat fields to control rapid run-off water. It is practiced mostly in hilly areas.
- 5) Contour ploughing: Ploughing at right angles to the slope allows the furrows to trap water and check soil erosion by rain water.
- 6) Contour Trenching: This is all about excavation of trenches of 10 feet long, 1 foot wide and 1 foot deep on the ground in order to retard the flow of water and entrap the eroded soil particles. Usually applied for moisture conservation in the reclamation of barren/wasteland.

• Conservation of Water:

Water Conservation and management of water are essential for the survival of mankind, plants and animals. This can be achieved by adopting the following methods:

1. Growing vegetation in the catchment areas, which will hold water in the soil and allow it to percolate into deeper layers and contribute to formation of ground water.
2. Constructing dams (including check-dams) and reservoirs to regulate supply of water to the fields, as well as to enable generating hydroelectricity.
3. Sewage should be treated and only the clear water should be released into the rivers.
4. Industrial wastes (effluents) should be treated to prevent chemical and thermal pollution of fresh water.
5. Judicious use of water in our day-to-day life.
6. Rainwater harvesting should be done by storing rainwater and recharging groundwater.
7. Conservation/Development of spring-shed's catchment areas in order to obtain continuous supply of spring water throughout the year.

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•Conservation of Forests/afforestation:

Forest is an important part of the environment, because trees clean the air and keep the atmosphere cool. We cannot live without plants, because the oxygen need for breathing is produced by plants. Trees absorb sunlight and reduce the heat. Plants provide fodder for animals, firewood, timber, medicines, honey, wax, gum, lac and food for us. Tree roots penetrate deep into the soil and form cavities in the ground. The dry leaves which fall on ground cover the soil and absorb more rain water, which slowly percolates through the soil. Thus, a large portion of the rain water can be retained in the field, by planting more trees. Flooding or rivers can be prevented by protecting the forest or afforestation. Knowing the importance of trees, we are planning to create income-generating plantations like Rubber, Broom, Coffee and Arecanut.

MISSION

The conservation, Protection and Management of the Natural Resources in the State viz. Soil, Water and Vegetation for livelihood security.

Competing demands in Agriculture, Industry and other domestic sectors have resulted in intensive and unscientific exploitation of soil, water and vegetation thereby causing widespread eco-system and land degradation.

In this context, the Land Resources, Soil & Water Conservation Department, Government of Mizoram has been entrusted with the task of formulation and implementation of schemes and projects not only to conserve soil, water and vegetation but also to promote their efficient use and environmental awareness so as to ensure sustainable development.

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
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MAIN SERVICES

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organisations including non-governmental organisations	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
1)	Skill Development on Rubber Harvesting and Processing	Lalchhanhima, Dy. Director (Plan)	9436145137	1)Preparation of Project Report. 2)Obtaining AA & ES from Finance Dept. 3)Implementation of the Project.	1) Assessment of Rubber planters. 2)Willingness of Rubber Planters. 3)Availability of training facilities.	NIL
2)	Soil & Water Conservation works under RKVY-RAFTAAR	Er.Vanlalmuanpui a Chhangte, SCE	9436360183	1)Preparation of Project Report 2) Obtaining approval of Ministry of Ahriculture, GOI 3)Obtaining approval of SLSC 4)Implementation of the projects.	1) Survey Report of the proposed project areas. 2)Land use report 3)Land Capability Classification Map	NIL
3)	Creation of Soil Conservation Plantations (for Broom,Rubber, Coffee & Arecanut)	Hualthanga Chhakchhuak, Director	9436153340	1)Preparation of Project Report 2)Obtaining approval of the funding agency 3) Obtaining Expenditure sanction 4)Implementation of the project.	1)Availability of land 2)Willingness of farmers 3)Plantation Potential Map	NIL
4)	Construction/Upgradation of Access Road for Rubber/Broom/Coffee/Arecanut Plantations.	Er.Vanlalmuanpui a Chhangte, SCE	9436360183	1)Preparation of Project Report 2) Obatining AA & ES from Finance Dept. 3)Implementation of the Project.	1)Survey Report 2) No of beneficiaries 3)Total Areas of Plantation	NIL

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SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)²	Remarks, if any
1)	Skill Development on Rubber Harvesting and Processing	6 months	
2)	Soil & Water Conservation works under RKVY-RAFTAAR	4 months	
3)	Creation of Soil Conservation Plantations (for Broom,Rubber, Coffee & Arecanut)	4 months	
4)	Construction/Upgradation of Access Road for Rubber/Broom/Coffee/Arecanut Plantations.	4 months	
5)	Catchment Area Development of all streams and water bodies of Mizoram	5 Months	

²The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends upon the fulfilment of certain conditions beyond the control of the department/office, then, it may be written like ".....days/weeks/months.....subject toconditions"

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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)	Hualthanga Chhakchhuak, Director	0389-2325097 9436153340	hthanga64@gmail.com	3 weeks
2)	Vanlalmuanpuia Chhangte, SCE	9436360183	uceburla246@gmail.com	3 weeks

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LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1)	All farmers of Mizoram

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**EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE
RECIPIENTS**

Sl. No.	Expectations of the department/office from citizens/service recipients
1)	Conservation of natural fertilizers i.e. top fertile soil and soil moisture conservation through the implementation of Soil & Water Conservation activities.
2)	Introduction of Soil Conservation Plantations (Broom, Rubber, Coffee & Arecanut) for income generation while conserving top soil erosion. And switchover to settled cultivation leaving behind faulty land management practices (shifting cultivation etc).
3)	Improvement/upgradation and Creation of access road for Plantations (Broom, Rubber, Coffee & Arecanut) in order to enhance income from the farm while reducing transportation cost of farm produces, equipments and fertilizers.
4)	To submit willingness for Skill Development training/Technical support with regards to Broom, Rubber, Coffee and Arecanut plantations in the field of Planting Technique, Propagation technique, Harvesting technique and Post-Harvest management technique.
5)	Joint Cooperation with regards to Conservation of Water, Conservation of forest, Judicious use of natural resources, afforestation and catchment area development/protection of all streams/water bodies within Mizoram state.