

**GOVERNMENT OF MIZORAM  
CITIZEN'S CHARTER**

**FOR**

**Office of The District Officer's Office, Land Resources, Soil & Water  
Conservation Department, Kolasib**

**For the year 2022**

Address : Khuangpuilam, Kolasib

Website : Nil

Date of Issue : Dt. 27th, May, 2022.

**CITIZEN'S CHARTER FOR OFFICE OF  
THE DISTRICT OFFICER'S OFFICE, LAND RESOURCES, SOIL & WATER CONSERVATION  
DEPARTMENT, KOLASIB DISTRICT**

**MAIN SERVICES**

| Sl. No. | Services delivered by the office to citizens or other offices/ organisations including non/ governmental organisations | 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 |
|---------|--|---------------------------------------|------------------------------|---|---|---|
| 1       | Soil & Water Conservation Works under RKVY-RAFTAAR   | V. Vanlawma, District Officer         | 9436156003                   | Implementation of the Project                     | i) Survey report of the proposed area<br>ii) Land use report                            | Nil                                       |
| 2       | Creation of Soil Conservation Plantation (for Rubber, Broom, Arecanut, Coffee)   | -do-                                  | -do-                         | -do-  | i) Availability of land<br>ii) Willingness of farmer                                    | Nil                                       |

**CITIZEN'S CHARTER FOR OFFICE OF  
THE DISTRICT OFFICER'S OFFICE, LAND RESOURCES, SOIL & WATER CONSERVATION  
DEPARTMENT, KOLASIB DISTRICT**

**SERVICE DELIVERY STANDARD**

| <b>Sl. No.</b> | <b>Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations</b> | <b>Stipulated time limit for delivery of service (days/weeks/months)</b> | <b>Remarks, if any</b> |
|----------------|--|--|------------------------|
| 1              | Soil & Water Conservation works under RKVY-RAFTAAR   | 4 months   |                        |
| 2              | Creation of Soil Conservation Plantation (for Broom, Rubber, Coffee & Arecanut)  | 4 months   |                        |

**CITIZEN'S CHARTER FOR OFFICE OF  
THE DISTRICT OFFICER'S OFFICE, LAND RESOURCES, SOIL & WATER CONSERVATION  
DEPARTMENT, KOLASIB DISTRICT**

**GRIEVANCE REDRESS MECHANISM**

Website address to  
lodge grievance  
pgportal.gov.in

| <b>Sl. No.</b> | <b>Name of the responsible officer to handle public grievance in the department/office</b> | <b>Contact Number</b> | <b>Email</b>   | <b>Time limit for redress of grievances</b> |
|----------------|--|-----------------------|--|---|
| 1              | V. Vanlawma  | 9436156003            | <a href="mailto:lrsnwckolasib@gmail.com">lrsnwckolasib@gmail.com</a> | 3 weeks                                     |

**CITIZEN'S CHARTER FOR OFFICE OF  
THE DISTRICT OFFICER'S OFFICE, LAND RESOURCES, SOIL & WATER  
CONSERVATION DEPARTMENT, KOLASIB DISTRICT**

**LIST OF STAKEHOLDERS/CLIENTS**

| <b>Sl. No.</b> | <b>Stakeholders/clients</b>     |
|----------------|---------------------------------|
| 1              | All farmers of Kolasib District |

**EXPECTATIONS OF THE KOLASIB DISTRICT OFFICE FROM  
CITIZENS/SERVICE RECIPIENTS**

| <b>Sl. No.</b> | <b>Expectations of the department/office from citizens/service recipients</b>  |
|----------------|--|
| 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.                               |

**CITIZEN'S CHARTER FOR OFFICE OF  
THE DISTRICT OFFICER'S OFFICE, LAND RESOURCES, SOIL & WATER CONSERVATION  
DEPARTMENT, KOLASIB DISTRICT**

| Sl. No. | Services delivered by the office to citizens or other offices/organisations 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 | Stipulated time limit for delivery of service (days/weeks/months) <sup>6</sup> |
|---------|--|---|---|---|--|
| 1       | Soil & Water Conservation works under RKVY-RAFTAAR   | V. Vanlawma,<br>District Officer                              | -   | Nil                                       | 4 months   |
| 2       | Creation of Soil Conservation Plantation (for broom, rubber, coffee & arecanut)                                      | -do-  | -   | Nil                                       | 4 months   |

Name of Public Grievance Redress Officer(s) :

V. Vanlawma

Phone Number :

9436156003

Email :

[lrsnwckolasib@gmail.com](mailto:lrsnwckolasib@gmail.com)