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**GOVERNMENT OF MIZORAM**

**CITIZEN’S CHARTER**

**FOR**

**DEPARTMENT OF SERICULTURE**

**FOR THE YEAR 2022**

Address : Chaltlang, Aizawl

Website : <https://sericulture.mizoram.gov.in>

Date of Issue : 30.04.2022

**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF**

**SERICULTURE DEPARTMENT (2022)**

**VISION AND MISSION**

**VISION:** Uplift the poor by giving self employment opportunities & livelihood support through Sericulture and allied activities.

**MISSION:** 1) To uplift the rural economy in the State.

2) To generate direct and indirect gainful employment.

3) Creating sustainable livelihood for the rural poor.

4) To produce more cocoon and raw silk for the benefit of the farmer in particular and to increase State’s revenue in general.

**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF**

**SERICULTURE DEPARTMENT, MIZORAM (2022)**

**MAIN SERVICES**

|  |  |  |  |  |  |  |
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| **Sl/No** | **Service delivered by the department/office to citizens or other departments/organisations including non-govermentalorganisations** | **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. | a) Imparting training for In-Service for the development of Sericulture in Mizoram.  b)Training to the farmers on packages of practices on Mulberry, Eri and Muga. | P.C.Rochhunga.  i.c. Principal, Sericulture Training Institute, Zemabawk. | [pcrochhunga4@gmail.com](mailto:Lalrinlianabawihtlung85@gmail.com)  9436142094 | As per need base | NIL | NIL |
| 2. | Issue of Rearing equipment’s, disinfectants & Chemicals. | Ramfangzauva.  Sericulture Promotion Officer. | [zauteaseri@gmail.com](mailto:zauteaseri@gmail.com)  8014542101 | By submission of application and as per need base. | NIL | NIL |
| 3. | Distribution/Supply of Dfl’s to the farmers | S.Lalrintluangi  Sericulture Extension Officer. | [atluangismapuii@gmail.com](mailto:seedorganisation2021i@gmail.com)  9612799089 | As per Crop schedule prepared by the Department | NIL | a) MullberryRs. 3/- per Dfl’s  b) EriRs. 3/- per Dfl’s  c) MugaRs. 5/- per Dfl’s  d) Oak tasarRs. 5/- per Dfl’s |
| 4. | Purchase of seed cocoons from Farmers | S.Lalrintluangi  Sericulture Extension Officer. | [atluangismapuii@gmail.com](mailto:seedorganisation2021i@gmail.com)  9612799089 | As per Crop schedule prepared by the Department | Cocoon receipt | NIL |
| 5. | Purchase of reeling Cocoons from farmers | All District Sericulture Officers. | [dsoaizawlproject@gmail.com](mailto:dsoaizawlproject@gmail.com)  [sericulturellitps@gmail.com](mailto:sericulturellitps@gmail.com)  [champhaiseri@gmail.com](mailto:champhaiseri@gmail.com)  [DSOseri2k@gmail.com](mailto:DSOseri2k@gmail.com)  [Mamitdso@gmail.com](mailto:Mamitdso@gmail.com)  [dsoserchhip@gmail.com](mailto:dsoserchhip@gmail.com)  [dsosaiha@gmail.com](mailto:dsosaiha@gmail.com)  bawihpuia[kb@gmail.com](mailto:kb@gmail.com) | As per Crop schedule prepared by the Department | Cocoon receipt | NIL |
| 6. | Conduct survey on Crop yield, economics, Disease and Pest surveillance | All Technical staff. |  | As per need base | NIL | NIL |
| 7. | Silk Processing (Post Cocoon Technology) to produce sufficient quality of raw silk, silk yarn and silk goods produced by the farmers. | K. Lallawmzuali  Sericulture Promotion Officer. | [azualikhiangte@gmail.com](mailto:azualikhiangte@gmail.com)  8575708131 | Through cocoon purchasing centres | NIL | NIL |

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**SERICULTURE DEPARTMENT (2022)**

**SERVICE DELIVERY STANDARD**

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| **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)** | **Remarks, if any** |
| 1. | Issue of rearing equipment’s and chemicals to farmers | Within 1 week. |  |
| 2. | Supply of Dfl’s to farmers | Within 1-5 days. |  |
| 3. | Purchase of cocoons from farmers | Within 1-2 days at Cocoon Purchasing Centers. | The cocoons produces by the farmers all over Mizoram are collected and deposited at Reeling & Spinning Centre, Zemabawk, whereby processing and reeled producing raw silk and yarn are done. The products are then sold to various consumers all over India. |

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**SERICULTURE DEPARTMENT (2022)**

**GRIEVANCE REDRESS MECHANISM**

The Directorate of Sericulture does not have any separate Grievance Redressal cell at present. As such every citizen is free to meet the following Officers for redressal of their Grievance at the Government level.

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| --- | --- | --- | --- | --- |
| **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. | B.Lalrinliana,  Director of Sericulture, Mizoram | 0389-2345773 (0)  8259947568 (M) | [Lalrinlianabawihtlung85@gmail.com](mailto:Lalrinlianabawihtlung85@gmail.com) | As per Guidelines |
| 2. | ElithungYanthan Joint Director of Sericulture, Mizoram | 0389-2341398 (O)  8974843384 (M) | [eliyanthan16@gmail.com](mailto:eliyanthan16@gmail.com) | As per Guidelines |
| 3. | Lalrinawma  Deputy Director of Sericulture, Mizoram | 8259821335 (M) | [lalrinawmahmar10@gmail.com](mailto:lalrinawmahmar10@gmail.com) | As per Guidelines |
| 4. | L.V. Lalnunsangi  Superintendent  Department of Sericulture, Mizoram | 9774284461 (M) | [lvlalnunsangi@gmail.com](mailto:lvlalnunsangi@gmail.com) | As per Guidelines |

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**SERICULTURE DEPARTMENT (2022)**

**LIST OF STAKEHOLDERS/CLIENTS**

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| --- | --- |
| **Sl. No.** | **Stakeholders/Clients** |
| 1. | Farmers (Sericulture) Farmers who own a piece of land, who have cultivated Mulberry, Eri, Muga and Oak Tasar to rear silkworm to result in cocoon production. |
| 2. | Seed growers : Persons who rear silkworm for production of seed cocoons. |
| 3. | Reelers/weavers and other stake holders: Convert perishable commodity – the cocoons to stable commodity – the raw silk through mechanized processes and interventions, varying upon investment and quality of raw material used. |
| 4. | Chawkirearers : Persons who have created facility to rear/tend the newly hatched silkworm between 0-10 days (approx.) |

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

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| --- | --- |
| **Sl. No.** | **Expectations of the department/office from citizens/service** |
| 1. | Productions of quality cocoons from farmers. |
| 2. | Utilization of material supplies as per provision |
| 3. | Result of good feedback information. |