



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

FOR

DEPARTMENT OF SERICULTURE

FOR THE YEAR 2024

Address : Chaltlang, Aizawl
Website : sericulture.mizoram.gov.in
Date of Issue : 30.01.2024

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF SERICULTURE DEPARTMENT (2024)

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.

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MAIN SERVICES

Sl/No	Service 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.	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.	R.Lalbiakthanga. i.c. Principal, Sericulture Training Institute, Zemabawk.	rlalbiakthanga2014@gmail.com 9774812856	As per need base	NIL	NIL
2.	Issue of Rearing equipment's, disinfectants & Chemicals.	R.Lalzawmliana Sericulture Extension Officer.	rlalzawmliana21@gmail.com 9436196197	By submission of application and as per need base.	NIL	NIL
3.	Distribution/Supply of Dfl's to the farmers	Lalduhsaki Ralte. Sericulture Promotion Officer.	16duhsaki@gmail.com 7086814154	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	Lalduhsaki Ralte. Sericulture Promotion Officer.	16duhsaki@gmail.com 7086814154	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 sericulturellitps@gmail.com champhaiseri@gmail.com DSOseri2k@gmail.com Mamitdso@gmail.com dsoserchhip@gmail.com dsosaiha@gmail.com bawihpuiakb@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.	F.Lalbiaknungi Sericulture Inspector	Lalpuif012@gmail.com 8974905122	Through cocoon purchasing centres	NIL	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)	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 produced 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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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.

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.	V.Zothansanga Director of Sericulture, Mizoram	0389-2345773 (O) 8787852415 (M)	zothanav@gmail.com	As per Guidelines
2.	Lalrinawma Joint Director of Sericulture, Mizoram	0389-2341398 (O) 9862342050 (M)	lalrinawmahmar10@gmail.com	As per Guidelines
3.	R.Lalthanfeli Superintendent Department of Sericulture, Mizoram	9436154667	mathaniralte13@gmail.com	As per Guidelines

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LIST OF STAKEHOLDERS/CLIENTS

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

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.