



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
For
Department of Fisheries
for the year 2024

Address: New Capital Complex, Aizawl
Website: fisheriesmizo.gov.in
email – fisheriesmizo@gmail.com

Citizen's/Client's Charter for Department of Fisheries, Mizoram 2024

VISION

Sustainable Development of Fishery Sector in the state of Mizoram for nutritional security and livelihood support.

MISSION

To promote, facilitate and secure long term development, conservation and utilization of fishery resources based on sustainable practices to attain 11 kg per capita fish availability from fishery sector.

- Augment fish production and productivity
- Ensuring safe harvest management practices
- Strengthening Social security and welfare measures of fisher

MAIN SERVICES

Sl No	Services/ Transaction	Responsible Person with designation	Email and Mobile phone No.	Process for delivers of services within the Department/Office	Documents Required for obtaining the service to be submitted by Citizen/ client	Fees if any, for the service with amount Category
1	Fisheries Acts & Rules	Pi Zonunluangi Joint Director	9862779422	Acts and rules can be downloaded from Department Website. Further inquiry based on the act may be submitted on plain paper.	-	-
2	National Fisheries Dev. Board (NFDB) Programme	Pi Zonunluangi Joint Director	9862779422	Application on plain paper	Valid land pass	-
3	All Bank Scheme	C.Lalparmawii Deputy Director	9436788650		Valid land pass	-
4	Pradhan Mantri Matsya Sampada Yojana (PMMSY)	Pu K.Lalrinmawia Assistant Director	8729916062	Application on plain paper	Valid land pass	-
5	General Administration	Pi Lalmuanpuii Superintendent	9436776691	-	-	-

SERVICE STANDARD

SI No	Services delivered by the Department/office to the citizens or other departments/organization including non-governmental organizations.	Stipulated time limit for delivery of service (days/weeks/months)	Remarks in any
1	Purchase of inputs eg. Nets, Feeds, etc.	1 day	Based on the availability of stock
2	Fish Seeds	Season based	Based on availability of funds under CSS/ State Flagship programmes
3	Assistance under various Schemes for establishment of aquaculture infrastructures such as ponds, hatchery, Ice plants etc.	2 months approx. (application by beneficiaries- spot verification-selection)	After release of funds from the Central Government/ State Government

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholders/Clients
1	Fisheries Co-Operative Societies/ Federation
2	Fish Farmers/Fisher

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE

SI No	Indicative expectations from service recipients
1	To fulfill the target and guideline of various schemes/projects
2	To strive towards achieving self- sufficiency in fish/fish seed productions
3	To adopt the technical way of cultural practices as imparted through capacity building programmes

GRIEVANCE REDRESS MECHANISM

Sl. No.	Name of the responsible Officer to handle Public grievance in the Department/office	Contact No.	Email	Time limit for redress of grievances
1	Pi Laltleipuii Appellate Authority	0389-2336106	fisheriesmizo@gmail.com	2 weeks
2	Pi Zonuntluangi, SPIO	0389-2336749	fisheriesmizo@gmail.com	2 weeks
State Assistant Public Information Officer (SAPIO)				
3	Pi Lucy Lalrinpuii DFDO Aizawl	0389-2339247/ 9612100255	dfdoaizawl@gmail.com	
4	Pu Christina Lalramchhani DFDO Lunglei	0372-2323134/ 9820868995	dfdolunglei@gmail.com	
5	Pu Lalruatfela DFDO Siaha	03837-222125/ 9612134944	saihafish@gmail.com	
6	Pi Lalremsangpuii DFDO Mamit	9862385390	mamitdfdo@gmail.com	
7	Pi C.Lallianpuii DFDO Kolasib	03837-222125/ 9612022725	dfdokolasib5@gmail.com	
8	Pi Lalhmunsanga DFDO Serchhip	03838-226055/ 8974562290	dfdosrp@gmail.com	
8	Pu Lalramzawnychhuaha Khawhring DFDO Lawngtlai	03835-232052/ 7085626077	fisherieslawngtlai@gmail.com	
10	Pu K.Lalmalsawma DFDO Champhai	03831-2335577/ 9863362420	champhaidfdo@gmail.com	
11	Pu Zohmingthanga DFDO, Khawzawl	9862279166	khawzawlfishery@gmail.com	
12	Pu George Lalnuntluanga DFDO, Hnahthial	8731070601	Hnahthialdfdo2023@gmail.com	
13	Pi Zomuansangi DFDO, Saitual	8259019089	saitualdfdo2023@gmail.com	