

GOVERNMENT OF MIZORAM CITIZEN CHARTER



FOR DEPARTMENT OF FISHERIES FOR THE YEAR 2025

Address: MINECO, Khatla, Aizawl

Website: fisheriesmizo.gov.in

email – fisheriesmizo@gmail.com

Citizen's/Client's Charter for Department of Fisheries, Mizoram 2025

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 Zonuntluangi 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 Zonuntluangi 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

Sl 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

Sl 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 Laltpuui 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	Pi C.Lallianpuii DFDO Siaha	03837-222125/ 9612022725	saihafish@gmail.com	
6	Pu Lalramzawnchhuaha Khawhring DFDO Mamit	7085626077	mamitdfdo@gmail.com	
7	Pu Lalruatfela DFDO Kolasib	03837-222125/ 9612134944	dfdokolasib5@gmail.com	
8	Pu K.Lalmalsawma DFDO Serchhip	03838-226055/ 9863362420	dfdosrp@gmail.com	
8	Pu Lalhmunsanga DFDO Lawngtlai	03835-232052/ 9774646984	fisherieslawngtlai@gmail.com	
10	Pi Lalremsangpuii DFDO Champhai	03831-2335577/ 9862385390	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	