

No.F.12011/1/2010-DP&AR(GGC)
GOVERNMENT OF MIZORAM
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS
(GOOD GOVERNANCE CELL)

Mizoram Secretariat, MINECO,
Aizawl, the 20th March, 2020

OFFICE MEMORANDUM

Subject: Guidelines for formulation of Citizen's Charter and matters connected thereto

The formats for drafting of Citizen's Charter for all departments under the Government of Mizoram had been issued vide O.M of even number dated 09.07.2012 with an instruction to all departments to prepare/revise their Citizen's Charter. Several departments had formulated and updated their Citizen's Charter based on the format prescribed by the aforesaid O.M. In order to streamline the procedure for formulation of Citizen's Charter and ensure revision of the same on a regular basis and with a view to ensure better delivery of services to citizens/clients, the following guidelines are hereby issued in supersession of all previous O.M on the subject matter for compliance by all departments under the Government of Mizoram including Constitutional, statutory and other autonomous bodies/agencies.

2. CITIZEN'S CHARTER – MEANING:

- 1) The Citizen's Charter is essentially a written declaration by a Government department/organisation/office that highlights the standards of service delivery that it subscribes to, availability of choice for citizens/clients, avenues for grievance redress and other related information. In other words, it is a set of commitments made by a department/organisation/office regarding the standards of service which it delivers.
- 2) Though not enforceable in a court of law, the Citizen's Charter is intended to empower citizens and clients so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider departments/organizations/offices. The basic thrust of the Citizen's Charter is to render public services citizen centric by making them demand driven rather than supply driven.

3. FORMAT OF CITIZEN'S CHARTER:

Citizen's Charter should generally contain the following components:

- 1) **Vision and Mission statement of the department/organisation/office:**
 - a) A Vision is an idealized state for the department/organization/office. It is the big picture of what the leadership wants the department/organisation/office to look like in the future. Vision is a

long-term statement and typically generic and grand. Therefore, a vision statement does not change from year to year unless the department is dramatically restructured and is expected to undertake very different tasks in the future. Vision should have a time horizon of 5-10 years.

b) Mission of the department is the purpose for which the department/organisation/office exists. It is in one way the road to achieve the vision. It is strongly recommended that mission should follow the vision. The vision represents the big picture and the mission represents the necessary work.

- 2) **Main services provided by the department/organisation/office:** This component basically consists of the main services provided by the department/organisation/office to citizens and their clients (i.e. clients can be in the form of government departments/offices/agencies and government employees availing services from another government department/office) including the designation of the responsible officer, contact details of the responsible officer, process for delivery of such services within the department/organisation/office, documents required for delivery of such services to citizens/clients, fees, if any, prescribed for delivery of such services. In this context, the services notified under the Mizoram Right to Public Services Act, 2015 may invariably be included in the main services of the Citizen's Charter.
- 3) **Service delivery standards set by the department/organisation/office:** This component basically consists of the standard set by the department/organisation/office towards delivery of main services to the citizens and their clients by prescribing the time limit for delivery of such services which may be prescribed in terms of days, weeks, months, etc. wherever possible. In this context, the stipulated time limit for service delivery in respect of services notified under the Mizoram Right to Public Services Act, 2015 may invariably be adopted as the service delivery standard under Citizen's Charter.
- 4) **Grievance redress mechanism:** This component should contain the mechanism for redress of grievances lodged by citizens/clients regarding deficiencies in delivery of services written by the department/organisation/office in the Citizen's Charter. It includes the name of a responsible officer to handle public grievances, contact details and the time limit for redress of grievances lodged by citizens/clients. The online mechanism for lodging and disposal of grievances prescribed by the Government of India viz. pgportal.gov.in shall be adopted as the mechanism for online lodging and disposal of grievances under the Citizen's Charter.
- 5) **List of stakeholders/clients:** This component should contain the list of stakeholders/clients who have been consulted for setting service standards.

- 6) **Expectation of the department/organisation/office from citizens/clients:** This component should contain responsibilities of the citizens/clients if they are to avail efficient service delivery at the standards stated in the Citizen's Charter. Examples of this would include submitting completed application forms along with all the required documents, duly attested where required; cross-checking for information or the latest position on a matter on the department's website before raising a query or a grievance etc.
- 7) **Standard formats:**
- a) The standard format for formulation and revision of Citizen's Charter in respect of administrative departments and their subordinate offices at the level of Directorates including constitutional/statutory bodies is enclosed at *Annexure-I*.
 - b) The standard format for formulation and revision of Citizen's Charter in respect of District offices including division/block level offices is enclosed at *Annexure-II*.
 - c) A concise format of the Citizen's Charter to be used by subordinate offices at the level of directorates and district/division/block level offices is enclosed at *Annexure-III*. This format is to be used for preparing the Charter using flex printing/signboards, etc. for easy access by the general public and placing the Citizen's Charter at the front of their office building.
 - d) A simple illustration for filling up the standard format for formulation of Citizen's Charter is enclosed at *Annexure-V*. The Citizen's Charter of Central Government Ministries/Departments may also be accessed for reference at goicharters.nic.in or dpar.mizoram.gov.in →OM/Notification → Citizen's Charter.

4. FORMULATION OF CITIZEN'S CHARTER:

The step by step procedure for formulation of Citizen's Charter is hereby prescribed as follows:

- 1) **Step 1 "Formation of Core Group on Citizen's Charter":** Form a "Core Group on Citizen's Charter" in respect of the department or organisation or office where the Charter is to be formulated consisting of representatives from all stakeholders which inter-alia may include Top Management, Middle Management, cutting-edge level staff representatives, etc. with a senior and responsible officer being designated as the Convener of the Core Group on Citizen's Charter. The Core Group shall oversee the formulation of the Citizen's Charter and its implementation. In this context, all departments, organizations or offices mentioned in column (2), (3) and (4) of *Annexure-IV* shall invariably form the Core Group on Citizen's Charter.

- 2) **Step 2 “Identification of main services”:** The Core Group to identify the services currently provided and delivered by the department /organisation/office to citizens and clients. Out of this list of services, the main services are filtered out for inclusion in the Citizen’s Charter. Main services include services that are being availed in routine by a large majority of citizens and clients. Services rendered occasionally under exceptional or extraordinary situations may not form part of the main services. It is reiterated that the services notified under the Mizoram Right to Public Services Act, 2015 along with their stipulated time limits may invariably be included in the main services of the Citizen’s Charter.
- 3) **Step 3 “Formulation of draft Citizen’s Charter”:** After identification of the main services, Core Group on Citizen’s Charter to formulate draft Citizen’s Charter of the department/organization/office following the standard format as prescribed at paragraph 3 of this O.M.
- 4) **Step 4 “Consultation with clients and stakeholders”:** Core Group on Citizen’s Charter to organize consultation with clients/stakeholders/staff (primarily at cutting-edge level) and their representative associations on the draft Citizen’s Charter. Consultations to focus primarily on the main services proposed to be included in the Citizen’s Charter and the proposed standards for delivery of services written in the Charter.
- 5) **Step 5 “Modification of draft Citizen’s Charter”:** Following the consultation with clients/stakeholders, etc. draft Citizen’s Charter may be modified, if necessary, after taking into account the views and observations of the clients/stakeholders, etc.
- 6) **Step 6 “Approval of Competent Authority”:** Draft Citizen’s Charter to be submitted for approval of the Competent Authority. The Competent Authority in respect of the Citizen’s Charter of the departments and their subordinate offices at the level of Directorates shall be the Hon’ble Minister concerned while the Competent Authority in respect of the Citizen’s Charter of the district level offices including divisional/block level offices shall be the Secretary of the department concerned.
- 7) **Step 7 “Publication of Citizen’s Charter”:** The approved Citizen’s Charter shall be widely publicised for the benefits of citizens, clients and all other stakeholders. It may be uploaded on the official website of the department/organisation/office and hard copies of the Citizen’s Charter may be disseminated to stakeholders and clients, as far as possible.

5. REVISION OF CITIZEN’S CHARTER:

- 1) Citizen’s Charter, after formulation as per these guidelines, may be revised generally after a period of one year from the date of their publication or even before the lapse of a year when there are circumstances which merits revision of the Charter.

- 2) Revision of the Citizen's Charter may be undertaken following the procedure for formulation of Citizen's Charter as outlined in paragraph 4 of these guidelines.

6. IMPLEMENTATION OF CITIZEN'S CHARTER:

The Core Group on Citizen's Charter shall take the initiative for the successful implementation of Citizen's Charter. The actions points mentioned below may be actively followed for successful implementation of the Charter:

- 1) All departments/organisations/offices as listed in column (2), (3) and (4) of *Annexure-IV* shall formulate their Citizen's Charter as per these guidelines. Heads of Departments may also identify offices/organisations which are not listed at column (3) and (4) of *Annexure-IV* but having a considerable interface with citizens to formulate Citizen's Charter in respect of such offices with a view to ensure a citizen centric administration.
- 2) Administrative departments and their subordinate offices at the level of Directorates including constitutional/statutory bodies as mentioned at column (2) and (3) of *Annexure-IV* shall formulate their Citizen's Charter as per the format at *Annexure-I*.
- 3) District offices including division/block level offices as mentioned at column (4) of *Annexure-IV* shall formulate their Citizen's Charter as per the format at *Annexure-II*.
- 4) Directorates and district/division/block level offices as listed at column (3) and (4) of *Annexure-IV* shall also prepare their Citizen's Charter as per the concise format prescribed at *Annexure-III*. The concise format of the Charter shall be prepared using flex printing/signboards, etc. for easy access by the general public and placed at a prominent location in their office building. The concise format is not necessary for administrative departments as mentioned at column (2) of *Annexure-IV*.
- 5) The Core Group will ensure wide publicity of the Charter by putting up the Citizen's Charter on the department/organisation/office's website
- 6) Sending copies of the Charter to people's representatives and all stakeholders and their representative associations etc.
- 7) Organising training programmes, workshops etc. for orientation and motivation of officers and staff of the department/organisation/office for aligning the workforce to the commitments made in the Charter so as to ensure proper implementation of the Charter.
- 8) Conduct awareness campaigns on Citizen's Charter.

7. APPOINTMENT OF NODAL OFFICER IN CHARGE OF CITIZEN'S CHARTER:

- 1) All departments/organisations/offices as mentioned in column (2), (3) and (4) of *Annexure-IV* which formulated their Citizen's Charter shall appoint a responsible Officer as the Nodal Officer in charge of Citizen's Charter.
- 2) The Nodal Officer of Citizen's Charter shall serve as the Member Secretary of the Core Group on Citizen's Charter formed by each department/organisations/offices.
- 3) He shall be actively responsible for the formulation, revision and implementation of Citizen's Charter.
- 4) He shall also monitor the overall implementation of the concept of Citizen's Charter in their respective department/organisation/office.
- 5) The Nodal Officer shall be the contact point on the subject matter of Citizen's Charter between the Government in DP&AR (Good Governance Cell) and the respective department/organisation/office.

8. DO'S AND DON'TS FOR FORMULATION AND IMPLEMENTATION OF CITIZEN'S CHARTER:

The following Do's and Don'ts may be given due consideration by all departments/organisations/offices towards the formulation and implementation of Citizen's Charter:

DO'S	DON'TS
<ul style="list-style-type: none"> ✓ Make haste, slowly. ✓ List areas of interface. ✓ Phase out areas for introduction of small steps. ✓ Involve clients/customer and staff in formulating and implementing them ✓ Prepare a Master Plan for formulation and implementation over five years and budget for the period. ✓ Win client/consumer confidence with small, highly visible measures. ✓ Be responsive to the need for the Charters to be evolving in nature ✓ Inform the client/customer of the proposed commitments. ✓ Use simple language. 	<ul style="list-style-type: none"> • Don't merely make haste. • Don't be unrealistic. • Don't take on more than you can commit. • Don't involve only senior officers in their formulation and implementation. • Don't rush into an overall package for the whole department/ organization • Don't promise more than you can deliver. • Don't look upon it as a one-time exercise, with a final outcome. • Don't inform the client/customer unless you are sure of delivering the service.

<ul style="list-style-type: none"> ✓ Train you staff. ✓ Delegate powers. ✓ Set up systems for feedback and independent scrutiny. 	<ul style="list-style-type: none"> • Don't use difficult language or jargon. • Don't leave yourself out. • Don't centralize. • Don't continue blindly without regular periodic reassessment of performance.
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9. TIMELINES:

All administrative departments/organisations/offices mentioned at column (2), (3) and (4) of *Annexure-IV* may expeditiously initiate action for formulation of Citizen's Charter as per the following timelines:

Sl. No.	Action points	Dateline
1)	Appointment of Nodal Officer for Citizen's Charter with intimation to DP&AR (GGC)	25 th March, 2020
2)	Formation of Core Group for Citizen's Charter in respect of administrative departments/ organisations/offices mentioned in column (2), (3) and (4) of <i>Annexure-IV</i> with intimation to DP&AR (GGC)	10 th April, 2020
3)	Identification of main services by the Core Group for inclusion in the Citizen's Charter	10 th May, 2020
4)	Formulation of draft Citizen's Charter by the Core Group	20 th May, 2020
5)	Consultation on the draft Citizen's Charter with stakeholders/clients	31 st May, 2020
6)	Modification of draft Citizen's Charter, if necessary and obtaining approval of Competent Authority	15 th June, 2020
7)	Publication of Citizen's Charter	30 th June, 2020
8)	Organise training programmes, awareness campaign, workshops, etc. to align the workforce with commitments in the Citizen's Charter	30 th July, 2020
9)	Submission of Citizen's Charter to DP&AR (GGC) in (a) hard copy, and (b) soft copy in MS Word to the email id: ggcmiz@gmail.com	31 st July, 2020

Sd/- LALNUNMAWIA CHUAUNGO
Chief Secretary to the Govt. of Mizoram

Copy to:-

1. Secretary to Governor
2. Additional Chief Secretary to Chief Minister
3. P.S to Deputy Chief Minister
4. P.S. to Speaker/Ministers/Deputy Speaker/Ministers of State
5. Sr. PPS to Chief Secretary
6. PS to all Principal Secretaries, Commissioners, Secretaries & Special Secretaries
7. All Administrative Departments
8. Secretary, MPSC/SEC/MIC/AMC/Lok Ayukta
9. All Heads of Department with a request to forward a copy of the OM to their subordinate offices as listed in column (4) of *Annexure-IV*.
10. All Deputy Commissioners, Mizoram
11. All wings of DP&AR
12. Website Manager, DP&AR for uploading in the website
13. Guard File



(LALROHLUA)

Nodal Officer

Deptt. of Personnel & Administrative Reforms
(Good Governance Cell)



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
for

Department/Office of _____

For the year 2020

Address _____

Website _____

Date of issue _____

¹ This format is to be used for formulation of Citizen's Charter for Administrative Departments and subordinate offices at the level of directorates and autonomous bodies as listed in column (2) and (3) of Annexure-IV

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
_____ **(2020)**

VISION AND MISSION

VISION

MISSION

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
_____ (2020)

MAIN SERVICES

Sl. No.	Services 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

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
_____ **(2020)**

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)²	Remarks, if any

² The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends upon the fulfilment of certain conditions beyond the control of the department/office, then, it may be written like ".....days/weeks/months....subject to conditions"

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
_____ **(2020)**

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
_____ **(2020)**

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
_____ **(2020)**

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
for

Office of _____

For the year 2020

Address _____

Website _____

Date of issue _____

³ This format is to be used for formulation of Citizen's Charter for district/division/block level offices as listed in column (4) of Annexure-IV

CITIZEN'S CHARTER FOR OFFICE OF _____
(2020)

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

CITIZEN'S CHARTER FOR OFFICE OF _____
(2020)

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)⁴	Remarks, if any

⁴ The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends on fulfilment of certain conditions beyond the control of the department/office, then, it may be written like ".....days/weeks/months....subject to conditions"

CITIZEN'S CHARTER FOR OFFICE OF _____
(2020)

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances

CITIZEN'S CHARTER FOR OFFICE OF _____
(2020)

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients

CITIZEN'S CHARTER FOR OFFICE OF _____
(2020)

EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the office from citizens/service recipients

CITIZEN'S CHARTER FOR THE OFFICE OF _____
(2020)

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) ⁶

Name of Public Grievance Redress Officer(s) :

Phone number :

Email :

⁵ This format is to be used by subordinate offices at the level of directorates and district/division level offices as listed at column (3) and (4) of Annexure-IV for a concise format of the Citizen's Charter to be placed at a prominent location in their office building using flex printing/signboards, etc. for the general public. This is not necessary for the Administrative Departments as listed at column (2) of Annexure-IV

⁶ The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends on fulfilment of certain conditions beyond the control of the department/office, then, it may be written like ".....days/weeks/months....subject to conditions"

ANNEXURE-IV

**LIST OF DEPARTMENTS/ORGANISATIONS/OFFICES TO FORMULATE/REVISE
THEIR CITIZEN'S CHARTER**

Sl. No.	Name of Administrative Departments	Name of subordinate office at the level of directorates including autonomous bodies	Name of district/division level offices
(1)	(2)	(3)	(4)
1)	Agriculture Department	Directorate of Agriculture (Crop Husbandry) Directorate of Agriculture (Research and Extension)	All District Agriculture Offices in the districts
2)	Animal Husbandry and Veterinary Department	Directorate of Animal Husbandry and Veterinary	District Veterinary Offices in all the districts
3)	Art and Culture Department	Directorate of Art and Culture	
4)	Commerce and Industries Department	Directorate of Commerce and Industries (Industrial Promotion Wing; Handloom Textiles and Handicrafts Wing) Directorate of Commerce and Industries (Commerce Wing) Directorate of Geology and Mineral Resources	1. Mizoram Khadi and Village Industries Board 2. Zoram Industrial Development Corporation (ZIDCO) 3. All District Industries Centre in the districts
5)	Cooperation Department	Office of the Registrar of Cooperative Societies	All Assistant Registrar of Cooperative Societies in the districts
6)	Disaster Management & Rehabilitation Department	Directorate of Disaster Management & Rehabilitation	
7)	District Council and Minority Affairs Department		
8)	Environment, Forest and Climate Change Department	Office of the Principal Chief Conservator of Forest	1. Mizoram Pollution Control Board 2. All Divisional Forest Officers/Deputy Conservator of Forests in charge of territorial Divisions
9)	Excise & Narcotics Department	Office of the Commissioner of Excise and Narcotics	All Assistant Commissioner of Excise and Narcotics in the districts

10)	Finance Department	Directorate of Institutional Finance and State Lottery	All Treasury Officers in the districts
		Office of the Chief Controller of Accounts, Accounts and Treasuries	
11)	Fisheries Department	Directorate of Fisheries	All District Fisheries Development Officers in the districts
12)	Food, Civil Supplies and Consumer Affairs Department	Directorate of Food, Civil Supplies and Consumer Affairs	All District Civil Supplies Officer in the districts
		Office of the Joint Controller, Legal Metrology	
13)	General Administration Department	All Deputy Commissioners of the districts	<ol style="list-style-type: none"> 1. Mizoram Houses in New Delhi, Kolkata, Guwahati, Shillong, Mumbai, Silchar, Bengaluru 2. Protocol and Hospitality Wing 3. Civil Aviation Wing 4. All Sub Divisional Officers in Civil Sub Divisions
		Mizoram Information Commission	
		State Election Commission	
		Chief Electoral Officer	
14)	Health and Family Welfare Department	Directorate of Health Services	<ol style="list-style-type: none"> 1. All Chief Medical Officers in the districts 2. All Medical Superintendent in District Hospitals 3. Mission Director, National Health Mission 4. CEO, Mizoram State Health Care Society 5. Project Director, MSACS
		Directorate of Hospital and Medical Education	
		Zoram Medical College	
15)	Higher and Technical Education Department	Directorate of Higher and Technical Education	All Degree Colleges/Technical Institutes
		Mizoram Scholarship Board	
16)	Home Department	Director General of Police	<ol style="list-style-type: none"> 1. All Superintendent of Police in the districts 2. All Commandants,
		Directorate of Prisons	
		Directorate of Forensic Science Laboratory	
		Directorate of Mizoram Home Guards and Civil	

		Defence	Mizoram Armed Police and Indian Reserve Battalions 3. Superintendent of Police (a) Traffic (b) CID (Crime) (c) CID (SB) (d) Security (e) MPRO
		Directorate of Sainik Welfare and Resettlement	
17)	Horticulture Department	Directorate of Horticulture	All Divisional Horticulture Officers
18)	Information and Communication Technology Department	Directorate of Information and Communication Technology	
19)	Information and Public Relations Department	Directorate of Information and Public Relations	All District Information and Public Relations Officer in the districts
20)	Irrigation and Water Resources Department	Office of the Chief Engineer, Irrigation and Water Resources	All Executive Engineers in charge of working Divisions
21)	Labour, Employment, Skill Development and Entrepreneurship Department	Directorate of Labour, Employment, Skill Development and Entrepreneurship	1. All Employment Exchanges 2. All District Labour and Employment Officers 3. Mizoram Building and Other Construction Workers Welfare Board
22)	Land Resources, Soil and Water Conservation Department	Directorate of Land Resources, Soil and Water Conservation	All District Officers, Land Resources, Soil and Water Conservation in the districts
23)	Land Revenue and Settlement Department	Directorate of Land Revenue and Settlement	All Settlement Officers in the districts
24)	Law and Judicial Department	Mizoram State Legal Services Authority Mizoram Law Commission	
25)	Local Administration Department	Directorate of Local Administration	All District Local Administration Officers in the districts
26)	Parliamentary Affairs Department		
27)	Personnel and Administrative Reforms	Administrative Training Institute	

	Department	Mizoram Public Service Commission	
		Mizoram Subordinate Services Selection Board	
28)	Planning and Programme Implementation Department	Directorate of Economic and Statistics	All District Research Officers in the districts
		Directorate of Science and Technology	
		Mizoram Science, Technology and Innovation Council (MISTIC)	
		Mizoram Remote Sensing Application Centre (MIRSAC)	
29)	Political and Cabinet Department		
30)	Power and Electricity Department	Office of the Engineer-in-Chief, Power and Electricity	1. Director, Zoram Energy Development Agency 2. All Executive Engineers in charge of working Divisions
		Office of the Chief Engineer (System Operation)	
		Office of the Chief Engineer (Distribution)	
		Office of the Chief Engineer (Rural Electrification)	
31)	Printing and Stationery Department	Office of Controller, Printing and Stationery	
32)	Public Health Engineering Department	Office of the Engineer-in-Chief, Public Health Engineering	All Executive Engineers in charge of working Divisions
		Office of the Chief Engineer, Zone-I	
		Office of the Chief Engineer, Zone-II	
		Office of the Director, Water and Sanitation Support Organisation	
33)	Public Works Department	Office of the Engineer-in-Chief, Public Works	All Executive Engineers in charge of working Divisions
		Office of the Chief Engineer (Roads)	
		Office of the Chief Engineer (Buildings)	
		Office of the Chief Engineer (Highways)	
34)	Rural Development Department	Directorate of Rural Development	1. All Project Directors, District Rural Development

		State Institute of Rural Development and Panchayati Raj	Agencies 2. CEO, Mizoram State Rural Livelihood Mission 3. All Block Development Officers, Rural Development Blocks
35)	School Education Department	Directorate of School Education	1. Mizoram Board of School Education 2. All District Education Officers in the districts
		Directorate of SCERT	
36)	Secretariat Administration Department		
37)	Sericulture Department	Directorate of Sericulture	All District Sericulture Officers in the districts
38)	Social Welfare Department	Directorate of Social Welfare and Tribal Affairs	1. Mizoram State Social Welfare Board 2. Mizoram Social Defence and Rehabilitation Board 3. Mizoram Women Commission 4. All District Programme Officers 5. All District Social Welfare Officers
		Directorate of Women and Child Development	
		Commissioner for Persons with Disabilities	
39)	Sports and Youth Services Department	Directorate of Sports and Youth Services	1. Mizoram State Sports Council 2. Mizoram Youth Commission 3. All District Sports & Youth Officers
40)	Taxation Department	Office of the Commissioner of State Tax	All Deputy Commissioners of State Tax heading the zones in the districts
41)	Tourism Department	Directorate of Tourism	
42)	Transport Department	Directorate of Transport including State Transport Authority	All District Transport Officers in the districts
43)	Urban Development and	Directorate of Urban	All District Urban

	Poverty Alleviation Department	Development and Poverty Alleviation	Development Officers in the districts
		Aizawl Municipal Corporation	
		Aizawl Smart City Limited	
		SIPMIU	
44)	Vigilance Department	Mizoram Lok Ayukta	
		Anti Corruption Bureau	

ANNEXURE-V

(An illustration for filling up the standard formats for formulation of Citizen's Charter)

GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Department of Personnel and Administrative Reforms

[or the name of the department/office which formulate the Citizen's Charter]

For the year 2020

Address Mizoram Secretariat, MINECO, Aizawl

Website dpar.mizoram.gov.in

Date of issue 30.06.2020

CITIZEN'S CHARTER FOR DEPARTMENT OF

PERSONNEL AND ADMINISTRATIVE REFORMS (2020)

[for the name of the department/office which formulate the Citizen's Charter]

VISION AND MISSION

VISION

“Development and management of human resources of the government for efficient, effective, accountable and transparent governance” *[Vision statement of DP&AR]*

“An efficient, progressive and citizen friendly land administration in the state of Mizoram” *[Vision statement of Land Revenue and Settlement Department]*

“Participative planning and efficient implementation of development plans, schemes and programmes for sustainable growth driven by appropriate input of science & technology and reliable database” *[Vision statement of Planning & Programme Implementation Department]*

“Development of youth and sports potentials in the State for Nation building” *[Vision statement of Sports and Youth Services Department]*

MISSION

“To arrange for recruitment and capacity building of government servants, management of cadres, facilitating e-governance, framing of recruitment rules, optimizing human resources, and inculcating a culture of excellence, transparency, accountability and zero-tolerance towards corruption in public services” *[Mission statement of DP&AR]*

“Effective implementation of land reforms, settlement of land holdings and setting up of an accurate, modern and easily accessible land records management system of the state” *[Mission statement of Land Revenue & Settlement Department]*

“1. Planning through optimal allocation and utilisation of available resources
2. Harnessing the potential of Science & Technology
3. Building reliable statistics and database” *[Mission statement of Planning & Programme Implementation Department]*

“1. Provision of better infrastructure and training facilities for excellence in sports including adventure sports and to build up strong and healthy generation
2. Constructive engagement of youth to impart and promote social values, community service, harmony and team spirit” *[Mission statement of Sports and Youth Services Department]*

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
PERSONNEL AND ADMINISTRATIVE REFORMS (2020)**

[for the name of the department/office which formulate the Citizen's Charter]

MAIN SERVICES

Sl. No.	Services 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)	Processing of proposals for framing/ amendment of recruitment rules <i>[Example from DP&AR]</i>	Liana, Under Secretary, DP&AR (GSW)	liana@gmail.com 0389-2335713	1) Obtaining approval of the Minister i/c DP&AR 2) Vetting of Law and Judicial Department 3) Obtaining comments of MPSC, if the proposal is within its purview 4) Notification in the Mizoram Gazette	1) Approval of the Minister in charge of the Department 2) Comments /views of the concerned Service Association, if any 3) Proposal as per prescribed format	NIL
2)	Processing of proposals for extension of service/ Re-employment of retired officials <i>[Example from DP&AR]</i>	Kimi, Superintendent, DP&AR (GSW)	kimi@gmail.com 0389-2335713	Examination of the proposal as per relevant rules/ Instructions	1) Approval of the Minister in charge of the Department 2) Detailed justification from Administrative Department	NIL
3)	Processing of application for release of fund from Treasury <i>[Example from Finance Deptt.]</i>	Thanga, Under Secretary, Finance (EA)	thanga@gmail.com 0389-2333526	Examination of the proposal complete in all respects		NIL
4)	Issue of new job card under MGNREGA <i>[Example from a charter of BDO]</i>	Hlua, BDO, Tlangnuam	hlua@gmail.com	Examination and spot verification of the application	1) Application form duly filled 2) EPIC 3) Verification report	NIL

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
PERSONNEL AND ADMINISTRATIVE REFORMS (2020)**

[for the name of the department/office which formulate the Citizen's Charter]

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)⁷	Remarks, if any
1)	Processing of proposals for framing/ amendment of recruitment rules <i>[Example from DP&AR]</i>	3 months	
2)	Processing of proposals for extension of service/ Re-employment of retired officials <i>[Example from DP&AR]</i>	1 week	
3)	Processing of application for release of fund from Treasury <i>[Example from Finance Deptt.]</i>	30 days	
4)	Issue of new job card under MGNREGA <i>[Example from a charter of BDO]</i>	15 days	

⁷ The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends upon the fulfilment of certain conditions beyond the control of the department/office, then, it may be written like ".....days/weeks/months....subject to conditions"

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GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

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)	Liana, Under Secretary, DP&AR (GSW)	0389-2335713	liana@gmail.com	2 weeks
2)	Thanga, Under Secretary, Finance (EA)	0389-2333526	thanga@gmail.com	2 weeks

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LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1)	AIS/MCS/MSS/MMS Associations <i>[Example from DP&AR]</i>
2)	Individual members of AIS/CCS/MCS/MSS/MMS <i>[Example from DP&AR]</i>
3)	Recognised Service Associations <i>[Example from DP&AR]</i>
4)	All trained Medical staff <i>[Example from H&FW]</i>
5)	Village Councils <i>[Example from RD]</i>

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

Sl. No.	Expectations of the department/office from citizens/service recipients
1)	Submission of proposal complete in all respects as per the prescribed format <i>[Example from DP&AR]</i>
2)	Cross checking for information/latest position in the matter with concerned officials before raising a query/grievance <i>[Example from DP&AR]</i>
3)	Time lines stipulated, if any, for completion of formalities for the service delivery are to be adhered to <i>[Example from DP&AR]</i>