



**GOVERNMENT OF MIZORAM CITIZEN'S CHARTER**

**for**

**Department of Personnel & Administrative Reforms**

**For the year 2022**

Address : Mizoram Secretariat Office, MINECO, Khatla, Aizawl

Website : [dpar.mizoram.gov.in](http://dpar.mizoram.gov.in)

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## **VISION AND MISSION**

**VISION:** "Development and management of human resources of the government for efficient, effective, accountable and transparent governance"

**MISSION:** "To arrange for recruitment and capacity building of government servants, management of cadres, facilitating e-governance, framing and implementing recruitment/service rules, optimizing/rationalizing human resources, and implementing accepted recommendations of 2nd ARC, and inculcating a culture of excellence, transparency, accountability and zero-tolerance towards corruption in public services"

**MAIN SERVICES**

Sl. No	Services delivered by the department/office to citizens or other departments/organizations including non-governmental organization	Responsible officer 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
<b>DP&amp;AR(CSW)</b>						
1	Recruitment of MCS Junior Grade	Zahmingthangi Vanchhawng, U/S, DP&AR(CSW)	email:zahmingivanchhawng@gmail.com Phone: 9436198543	1)Determination of vacancies-obtaining approval of ARW and Finance 2) Sending Vacancy Notification to MPSC	1) Approval of DP&AR(ARW) and concurrence of Finance Department 2) Post based Roster/Vacancy Based Roster, if there are two methods of recruitment 3) Copy of relevant RR 4) Approval of Minister, DP&AR on MPSC recommendation	N.A
2	Processing of agenda papers for promotion to various grades of MCS for onward submission to MPSC	Zahmingthangi Vanchhawng, U/S, DP&AR(CSW)	email:zahmingivanchhawng@gmail.com Phone: 9436198543	1) Preparation of the agenda papers as per the standing instruction on DPC procedure 2) Sending the agenda papers for consideration of MPSC, if it is correct and complete in all respects	1) Agenda Papers as per prescribed 14 point format 2) Copy of relevant RR 3) Final inter-se seniority list of feeder grade 4) List of eligible candidates 5) Vigilance	N.A

					Clearance in original 6) Approval of DP&AR(ARW) and concurrence of Finance Department	
3	Processing of agenda papers for promotion of SCS to IAS for onward submission to UPSC	Zahmingthangi Vanchhawng, U/S, DP&AR(CSW)	email:zahmingivanchhawng@gmail.com Phone: 9436198543	1) Preparation of the agenda papers as per the checklist issued by UPSC 2) Sending the agenda papers for consideration of UPSC, if it is correct and complete in all respects	1) Vacancy determination by DoPT 2) Vigilance Clearance of eligible candidates in original 3) Final inter-se seniority list of MCS	N.A.
4	Processing of agenda papers for promotion of SPS to IPS for onward submission to UPSC	Zahmingthangi Vanchhawng, U/S, DP&AR(CSW)	email:zahmingivanchhawng@gmail.com Phone: 9436198543	1) Examination of the agenda papers submitted by Home Department as per the checklist issued by UPSC 2) Sending the agenda papers for consideration of UPSC, if it is correct and complete in all respects	1) Vacancy determination by MHA 2) Vigilance Clearance of eligible candidates in original 3) Final inter-se seniority list of MPS	N.A.
5	Processing of agenda papers for promotion of SFS to IFS for onward submission to UPSC	Zahmingthangi Vanchhawng, U/S, DP&AR(CSW)	email:zahmingivanchhawng@gmail.com Phone: 9436198543	1) Examination of the agenda papers submitted by E&F Department as per the checklist issued by UPSC 2) Forwarding the agenda papers for consideration of UPSC, if it is correct and complete in all respects	1) Vacancy determination by MoEF& CC 2) Vigilance Clearance of eligible candidates in original 3) Final inter-se seniority list of MFS	N.A.

6	Processing of agenda papers for promotion to Heads of Departments from their respective feeder grade for onward submission to MPSC	Zahmingthangi Vanchhawng, U/S, DP&AR(CSW)	email:zahmingivanchhawng@gmail.com Phone: 9436198543	1) Examination of the agenda papers submitted by concerned Departments as per the standing instruction on DPC procedure 2) Sending the agenda papers for consideration of MPSC, if it is correct and complete in all respects	1) Agenda Papers as per prescribed 14 point format 2) Approval of DP&AR(ARW) 3) Vigilance Clearance of eligible candidates in original 4) Final inter-se-seniority list of feeder grade 5) Copy of relevant RR 6) Approval of Minister, DP&AR on MPSC recommendation	N.A.
7	Allocation of works to Administrative Heads of Departments (Secretaries)	Zahmingthangi Vanchhawng, U/S, DP&AR(CSW)	email:zahmingivanchhawng@gmail.com Phone: 9436198543	1) Putting up proposals for consideration by higher authorities. 2) Issue Notification as per approval of higher authorities.	1) Appointment order in case of newly appointed Secretaries.	N.A.
<b>DPA&amp;R(ARW)</b>						
8	Creation of Post	Lalmuankima Under Secretary  D. Lalrinawmi Under Secretary	email: dpararw@gmail.com Phone: 9436365874  email: Phone : 9615334809	1. Submission of proposal by concerned administrative department. 2. Examination of the proposal.	1. Approval of the Concerned Minister. 2. Approval of DP&AR Minister. 3. Genuine justification. 4. Existing Recruitment Rules/ Service Rules. 5. Statement showing	NIL

					organisation chart. 6. Information on budgetary provision	
9	Filling up of post	Lalmuankima Under Secretary  D. Lalrinawmi Under Secretary	email: dpararw@gmail.com Phone: 9436365874  email: Phone : 9615334809	1. Submission of proposal by concerned administrative department.  2. Examination of the proposal.	1. Approval of the concerned Minister. 2. The proposed mode of recruitment for such proposal should clearly be indicated. 3. Genuine justification.  4. Existing Recruitment Rules/ Service Rules. 5. Statement showing existing incumbents place of deployment and proposed place of deployment. 6. Roster unless it is 100% direct or promotion. 7. Vacancy Register. 7. Information on budgetary provision. 8. Existing pay.  9. Post creation orders.	NIL

10	Up- gradation, Re- designation, Amalgamation & Conversion of post	Lalmuankima Under Secretary D. Lalrinawmi Under Secretary	email:dpararw@gmail.com Phone : 9436365874 email: Phone : 9615334809	1. Submission of proposal by the concerned administrative department. 2. Examination of the proposal.	1. Approval of the concerned Minister. 2. Organisational Chart. 3. Existing RR/ Service Rules. 4.No of sanctioned post with post creation orders 5. Post filled and vacant.	NIL
11	Engagement of PE & Contract employees	Lalmuankima Under Secretary  D. Lalrinawmi Under Secretary	email: dpararw@gmail.com Phone : 9436365874  email: Phone : 9615334809	1. Submission of proposal by the concerned administrative department. 2. Examination of the proposal	1. Approval of concerned Minister. 2. Availability of vacancy against sanctioned post. 3. Justification on the requirement of the post. 4. Post creation orders. 5. Statement showing post filled and vacant. 6. Statement showing PE and Contract Employees against the post.	NIL
12	Fixation and Finalization of PE Seniority	Lalmuankima Under Secretary  D. Lalrinawmi Under Secretary	email: dpararw@gmail.com Phone : 9436365874  email: Phone : 9615334809	1. Submission of proposal by the department. 2. Provisionalisation of Inter-se Seniority 3. Finalisation of Inter se Seniority	1. Provisional Inter- se-Seniority prepared by the concerned Department. 2. Initial engagement card. 3. Govt's approval for engagement. 4. Supporting documents showing their date of birth &	NIL

					educational qualifications	
13	Regularization of PE and Contract Employees	Lalmuankima Under Secretary  D. Lalrinawmi Under Secretary	email: dpararw@gmail.com Phone : 9436365874  email: Phone : 9615334809	1. Submission of proposal by the concerned administrative department. 2. Examination of the proposal.	1. Approval of the concerned Minister. 2. Final Inter se Seniority 3. Statement showing length of service of the incumbents. 4. Recruitment Rules. 5. Roster 6. Post creation order 7. Vacancy Register	NIL
14	Issue of Check slip for financial up gradation under MACPS, 2020.	Lalmuankima Under Secretary  D. Lalrinawmi Under Secretary	email: dpararw@gmail.com Phone : 9436365874  Email: Phone : 9615334809	Checking of each and every page of Service Book –Vol-I & II/ Service Card.	1. Service book and service card (in case of Gazetted officer)	NIL
<b>DP&amp;AR(GSW)</b>						
15	Processing of proposals for framing/amendment of Recruitment rules	H. Lalrinpuia, D/S, DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9862927197	1) Obtaining approval of the Minister 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 in Annex-II (for framing of new RR) or Annex-III (for	N.A.



					amendment of RR)	
16	Processing of proposals for framing/amendment of Service rules	H. Lalrinpuia, D/S, DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9862927197	1) Obtaining approval of the Minister 2) Vetting of Law and Judicial Department 3) Obtaining comments of MPSC, if the proposal is within its purview 4) Obtaining approval of the Cabinet 5) 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) Draft Service rules (for framing of new SR) or Annex-III (for amendment of SR)	N.A.
17	Processing and examination of agenda papers for promotion/regularization for onward submission to MPSC	Lalmachhuani Hmar, Supdt., DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9436361341	1) Examination of the agenda papers as per the standing instruction on DPC procedure 2) Sending the agenda papers for consideration of MPSC, if it is correct and complete in all respects	1) Agenda papers as per the prescribed 14 point format 2) List of eligible candidates 3) Final inter se seniority list of feeder grade 4) Vigilance clearance in original 5) Approval of DP&AR (ARW) and concurrence of Finance Department 6) Post based roster, if there are two or more methods of recruitment 7) Copy of relevant RR	N.A.
18	Processing of proposal for extension of service/reemployment of retired	Lalmachhuani Supdt., DP&AR	email:mizodpar@gmail.com	1) Examination of the proposal as per relevant	1) Approval of the Minister in charge of	N.A.

	officials	(GSW)	Phone : 9436361341	Rules 2) Obtaining approval of the Chief Minister	the Department 2) Detailed justification from Administrative Department/Authorities	
19	Proposal for deputation	H. Lalrinpuia, D./S, DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9862927197	1) Examination of the proposal in accordance with the terms and conditions laid down in this regard by the Govt. 2) Obtaining approval of the Minister	All proposals should be accompanied by: 1) Copy of notice/advertisement inviting willingness 2) List of candidates/willing officers 3) Minutes of the Selection Committee constituted for the purpose by the Department	
20	Condonation of overage	B.Tlangdingliana, Supdt., DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9612112410	1) Examination of the proposal as per the relevant Rules/Scheme/Notifications etc. 2) Obtaining approval of the competent authority	Proposal from Administrative Department/Authorities supported by: 1) Initial engagement order 2) Minutes of DPC Meeting 3) Age proof certificates viz. HSLC, Birth Certificate etc.	N.A.
21	Alteration of date of birth	B.Tlangdingliana, Supdt., DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9612112410	1) Examination of the proposal as per relevant Rules 2) Sending documents to	Proposal from Administrative Department/Authorities accompanied by:	N.A.

				FSL for examination, if necessary 3) Obtaining approval of the competent authority	1) Service Book/Service Card 2) Age proof certificates viz. HSLC, Birth Certificate etc.	
22	Recognition of Service associations	Lalmachhuani Supdt., DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9436361341	1) Examination of the proposal as per relevant Rules 2) Holding of meeting with representatives of L&J Department, concerned department 3) Obtaining approval of the competent authority	1) List of members 2) Name of OB and executive committee members 3) Copies of framed constitution in 7 sets 4) Memorandum of Association 5) Bye Laws of the Association, if any	N.A.
23	Processing of proposal for relaxation of Recruitment rules/Service Rules	Lalmachhuani Supdt., DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9436361341	1) Examination of the proposal 2) Obtaining comments of MPSC, if the proposal is within its purview 3) Obtaining approval of the Chief Minister	1) Approval of the Minister in charge of the Department 2) Detailed justification with full particulars of officer(s) for whom relaxation is sought for 3) Recruitment Rules/Service Rules	N.A.
24	Processing of proposal regarding Compassionate appointment	Lalmachhuani Supdt., DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9436361341	1) Examination of the proposal as per the instructions issued by the Government from time to time 2) Obtaining approval of the competent authority	1) Application in prescribed proforma Part I-IV submitted by the applicant(s) 2) Minutes of Screening Committee Meeting constituted for the purpose	N.A.

					<p>3) Spot verification report on each applicant showing number of dependants</p> <p>4) Copy of latest approved Recruitment rules</p> <p>5) Authenticated roster indicating list of incumbents with mode of recruitment and quota</p>	
25	Framing of procedure for writing of ACR/PAR	B.Tlangdingliana, Supdt., DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9612112410	<p>1) Examination of the proposal as per the instructions issued by the Government from time to time</p> <p>2) Obtaining approval of the competent authority</p> <p>3) Issuance of notification</p>	<p>1) Draft notification for writing of ACR/PAR</p> <p>2) Organizational Chart of the Department</p>	N.A.
26	Reconstruction of Service Book	B.Tlangdingliana, Supdt., DP&AR (GSW)	email: mizodpar@gmail.com Phone : 9612112410	<p>1) Examination of the proposal as per relevant Rules and instructions issued by the Government from time to time</p> <p>2) Obtaining approval of the competent authority</p>	<p>1) Age proof certificate</p> <p>2) Appointment letter</p> <p>3) Family declaration</p>	N.A.
<b>DP&amp;AR(SSW)</b>						
27	<p>Direct Recruitment of the following posts:</p> <p>a) Assistant Grade</p> <p>b) Stenographer Grade-III</p>	Zothanmawia Khiangte, Deputy Secretary, DP&AR(SSW)	email: jimkhiangte@gmail.com Phone: 9612027264 0389-2335913(O)	<p>1) Assessment of clear and anticipated vacancies in the respective Services to be filled up during the vacancy year.</p> <p>2) Obtaining Government</p>	As required by the recruiting agency <i>i.e.</i> MSSSB. Proof of age, qualification etc. as per the Recruitment Rules will be	N.A.

				<p>approval for filling up the vacant posts from DP&amp;AR (ARW)</p> <p>4) Obtaining Finance Concurrence for filling up of the vacancies from Finance Deptt.(E) Submission of requisition to the MSSSB for a specified number of posts for conducting Open Competitive Examination</p> <p>5) Approval of the Recommendation from the MSSSB by the competent authority as per the relevant Transaction of Business Rules.</p> <p>6) Issue of Appointment Order as per the recommendation of the MSSSB.</p>	required.	
28	<p>Processing of Agenda Papers for Seniority Promotion and Issue of Promotion Order in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.</p>	<p>Zothanmawia Khiangte, Deputy Secretary, DP&amp;AR(SSW)</p>	<p>email: jimkhiangte@gmail.com Phone: 9612027264 0389-2335913(O)</p>	<p>1) Assessment of clear and anticipated vacancies in the respective Services to be filled up by Seniority promotion during the vacancy year.</p> <p>2) Obtaining Government approval for filling up the vacant posts from DP&amp;AR (ARW)</p> <p>3) Obtaining Finance</p>	<p>1. ACRs/PARs of the last 5 (five) years. 2. Annual Property Returns ending the previous year. 3. Vigilance Clearance</p>	N.A.

				<p>Concurrence for filling up of the vacancies from Finance Deptt.(E) where required.</p> <p>4) Obtaining Vigilance Clearance in respect of the Officers in the zone of consideration</p> <p>5) Preparation of Agenda Papers as per the standing instruction on DPC procedure</p> <p>6) Submission of the duly prepared Agenda papers to the MSSSB for consideration.</p> <p>7) Issue of Promotion Order as per the recommendation of the C and MSSSB.</p>		
29	<p>Processing of Agenda Papers for Promotion through Limited Departmental Examination and Issue of Promotion Order in respect of :</p> <p>1) Junior Grade of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) Grade-I and Grade-II of the Mizoram Stenographer Service.</p>	Zothanmawia Khiangte, Deputy Secretary, DP&AR(SSW)	<p>email: jimkhiangte@gmail.com Phone: 9612027264 0389-2335913(O)</p>	<p>1) Assessment of clear and anticipated vacancies in the respective Services to be filled up by Limited Departmental Examination during the vacancy year.</p> <p>2) Obtaining Government approval for filling up the vacant posts from DP&amp;AR (ARW)</p> <p>3) Obtaining Finance Concurrence for filling up of the vacancies from</p>	Document certifying that the Officer had fulfilled the minimum required length of service as per the Service Rules.	N.A.

				<p>Finance Deptt.(E).</p> <p>4)Preparation of post based Roster of vacancies in the respective grades.</p> <p>5) Submission of requisition to the MPSC and MSSSB for a specified number of posts for conducting Limited Departmental Examination.</p> <p>6) Issue of Promotion Order as per the recommendation of the MPSC and MSSSB.</p>		
30	<p>Transfer and Posting in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service.</p> <p>2) Assistant Grade of the Mizoram Ministerial Service.</p> <p>3) All grades of the Mizoram Stenographer Service.</p>	<p>Zothanmawia Khiangte, Deputy Secretary, DP&amp;AR(SSW)</p>	<p>email: jimkhiangte@gmail.com Phone: 9612027264 0389-2335913(O)</p>	<p>1) Proposal for Transfer and Posting of the Officers under control of the Department along with relevant justification of the proposal for approval of competent authority.</p> <p>2) Issue of Transfer and Posting Order as per approval/Instruction of the competent authority.</p>	<p>Approval/Instruction of the competent authority in the relevant file.</p>	<p>N.A.</p>
31	<p>Fixation of Inter-se-Seniority in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service.</p> <p>2) Assistant Grade of the Mizoram Ministerial Service.</p> <p>3) All grades of the Mizoram Stenographer Service.</p>	<p>Zothanmawia Khiangte, Deputy Secretary, DP&amp;AR(SSW)</p>	<p>email: jimkhiangte@gmail.com Phone: 9612027264 0389-2335913(O)</p>	<p>1) Revision of the latest Inter-se-Seniority list in respect of the respective service if any.</p> <p>2) Deletion of the names of Officers, who were promoted, retired, resigned or expired from</p>	<p>Promotion Order</p>	<p>N.A.</p>

				<p>the previous Inter-se-Seniority list.</p> <p>3) Addition of Officers who were newly appointed or promoted to the respective grade in order of the recommendation issued by the MPSC and MSSSB. In case of dual method of recruitment to a grade, seniority is arranged in ratios as per the relevant Service Rules and the Seniority and Promotion Rules.</p> <p>4) Issue of Provisional Fixation of Inter-se-Seniority, which is open to complaints from the concerned officers for a fixed time.</p> <p>5) Issue of Inter-se-Seniority list after rectification of the Provisional list if any.</p>		
32	<p>Processing of Pensions in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service.</p> <p>2) Assistant Grade of the Mizoram Ministerial Service.</p> <p>3) All grades of the Mizoram Stenographer Service.</p>	<p>Zothanmawia Khiangte, Deputy Secretary, DP&amp;AR(SSW)</p>	<p>email: jimkhiangte@gmail.com Phone: 9612027264 0389-2335913(O)</p>	<p>1) Sanction of Provisional Retirement Gratuity and Leave Encashment if required.</p> <p>2) Issue of Release Order in respect of the retiring Officers.</p> <p>3) Preparation of Pension Papers in respect of retiring Officers as per prescribed proforma.</p>	<p>1) Form 3,5,7 &amp; 8</p> <p>2) Commutation form 1A if opted for.</p> <p>3) Last Pay Certificate issued by the concerned Treasury Officer.</p> <p>4) Payment/Non-Payment certificate in respect of provisional DCRG/ Leave</p>	N.A.



				<p>4) Requisition of necessary documents from concerned Departments.</p> <p>5) Submission of the duly prepared Pension Papers to Accounts &amp; Treasuries for finalization.</p>	<p>Encashment/ Pension.</p> <p>5) Specimen Signature (2 copies)</p> <p>6) Joint Passport size photograph (3 copies)</p> <p>7) Marital and employment status of family members</p> <p>8) Demand/ No-Demand certificate in respect of – Pay &amp; Allowances issued by concerned DDO</p> <ul style="list-style-type: none"> <li>• HBA/MCA/ SCA etc issued by Accounts &amp; Treasuries.</li> <li>• License Fee/Water charges/ Energy issued by concerned Department.</li> <li>• LIC/HUDCO issued by Dte. of LAD</li> </ul> <p>9) Memorandums for UTGEGIS &amp; MSGEGIS.</p> <p>10) Pre- Receipted bill duly signed by</p>	
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					concerned DDO (2 copies) 11) GPF final payment application Form. Monthly debit/Credit Statement.	
33	<p>Processing of Disciplinary Proceeding cases in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.</p>	<p>Zothanmawia Khiangte, Deputy Secretary, DP&amp;AR(SSW)</p>	<p>email: jimkhiangte@gmail.com Phone: 9612027264 0389-2335913(O)</p>	<p>1) Suspension of the delinquent Officer if the case so required.</p> <p>2) Collection and requisition of documents by which and names of witnesses by whom the charges/allegations were to be sustained.</p> <p>3) Issue of Memorandum of charges as per the CCS (CCA) Rules, 1965.</p> <p>4) Imposition of penalty to the delinquent Officer if the charges were not denied.</p> <p>5) Appointment of Inquiring Officer for the case if denied of the misconduct</p> <p>6) Appointment of Presenting Officer.</p> <p>7) Submission of the Inquiring Officer to the Disciplinary authority.</p> <p>8) Imposition of appropriate penalty by the Disciplinary authority based on the Inquiry Report.</p>	<p>1) Clear and Objective written complaint in respect of delinquent Officer.</p> <p>2) Supporting documents/ evidence for the misconduct.</p> <p>3) Preliminary Inquiry report.</p> <p>4) Instruction of the Disciplinary Authority.</p>	N.A.

34	<p>Processing of cases for awarding the Mizoram Assured Career Progression as per MACP Scheme in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service.  2) Assistant Grade of the Mizoram Ministerial Service.  3) All grades of the Mizoram Stenographer Service.</p>	<p>Zothanmawia Khiangte,  Deputy Secretary,  DP&amp;AR(SSW)</p>	<p>email: jimkhiangte@gmail.com  Phone: 9612027264  0389-2335913(O)</p>	<p>1) Identification of Officers eligible for awarding ACP as per the MACP Scheme.</p> <p>2) Requisition of photocopies of Service Cards in respect of eligible Officers from Accounts &amp; Treasuries.</p> <p>3) Submission of Service Book and Service Card (Photocopy) in respect of the Officers to DP&amp;AR (ARW) for approval.</p> <p>4) Obtaining Vigilance Clearance in respect of the eligible Officers.</p> <p>5) Requisition of ACRs/PARs for the previous 5years from the date of eligibility in respect of the Officers.</p> <p>6) Formation of Departmental Screening Committee</p> <p>7) Preparation of Agenda Papers for consideration of the Departmental Screening Committee.</p> <p>8) Sending of the Minutes of the DSC to Accounts &amp; Treasuries for re-fixation of pay in respect</p>	<p>1) ACRs/PARs for the previous 5 years from the date of eligibility in respect of the Officers.</p> <p>2) Vigilance Clearance.</p> <p>3) Approval Slip issued by DP&amp;AR (ARW)</p>	<p>N.A.</p>
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				of Officers awarded to receive MACP.		
35	<p>Custody and Safe keeping of ACRs/PARs in respect of:</p> <p>1) All grades of the Mizoram Secretariat Service.  2) Assistant Grade of the Mizoram Ministerial Service.  3) All grades of the Mizoram Stenographer Service.</p>	<p>Zothanmawia Khiangte,  Deputy Secretary,  DP&amp;AR(SSW)</p>	<p>email: jimkhiangte@gmail.com  Phone: 9612027264  0389-2335913(O)</p>	<p>1) Issue of PAR and ACR form to all Group 'A' Gazetted Officers and Brou' B' Staffs on the commencement of a new Financial/Reporting Year.</p> <p>2) Examination of duly Accepted ACRs/PARs by the concerned Accepting Authority which were received for safe custody.</p> <p>3) Return of incomplete ACRs/PARs to the authority/person concerned for completion.</p> <p>4) Safe keeping of the duly completed and Accepted ACRs/PARs in a secured and systematic manner.</p>	<p>Completed ACRs/PARs duly accepted by the concerned Accepting Authority.</p>	N.A.
<b>DP&amp;AR(TRG)</b>						
36	<p>Grant of approval for Training within India(Outside the State)</p>	<p>Zahmingthangi Vanchhawng,  Under Secretary,  DP&amp;AR(TRG)</p>	<p>e-mail:  zahmingivanchhawng@gmail.com  Phone: 8837415686</p>	<p>1. Process in line with the extant guidelines  2. Obtain approval of the competent authority  3. Convey approval to the concerned Department</p>	<p>1) Copy of the training circular/brochure giving full details of the training course.   2) Particulars and contact details of the nominated</p>	N.A.

					<p>officer.</p> <p>3) A statement mentioning the relevance of the training programme for the Department as well as the officer.</p> <p>4) Details of training attended during the past 24 months in respect of any officer of Level 10 and above</p>	
37	Grant of approval for Training Abroad	Zahmingthangi Vanchhawng, Under Secretary, DP&AR(TRG)	e-mail: zahmingivanchhawng@gmail.com Phone: 8837415686	<p>1. Process in line with the extant guidelines</p> <p>2. Obtain approval of the competent authority</p> <p>3. Convey approval to the concerned Department</p>	<p>1) Copy of the training circular/brochure giving full details of the training course.</p> <p>2) Particulars and contact details of the nominated officer.</p> <p>3) A statement mentioning the relevance of the training programme for the Department as well as the</p>	

					<p>officer.</p> <p>4) Details of training attended during the past 24 months in respect of any officer of Level 10 and above</p> <p>5) Concurrence of Finance Department in case the expenditure incurred is to be borne by the State Government.</p>	
38	Grant of approval for Study Leave	Zahmingthangi Vanchhawng, Under Secretary, DP&AR(TRG)	e-mail: zahmingivanchhawng@gmail.com Phone: 8837415686	<p>1. Process in line with the extant guidelines</p> <p>2. Obtain approval of the competent authority</p> <p>3. Convey approval to the concerned Department</p>	<p>1. Prior approval of the Minister concerned</p> <p>2. Certification of the competent authority that:-</p> <p style="padding-left: 20px;">i) The proposed course of study will be of definite advantage from the point of view of public interest.</p> <p style="padding-left: 20px;">ii) It is in pursuit of studies in subjects other than of purely academic or literary interest</p> <p style="padding-left: 20px;">iii) The department can smoothly function</p>	N.A.

					without posting substitute or without officiating appointment in place of the Govt. servant recommended for availing Study leave. 3) Leave Admissibility Report from the Competent Authority. 4) Bond in Form in the prescribed form viz Form No 7,8,9,10 as the case may be.	
39	Preparation of training annual calendar	Zahmingthangi Vanchhawng, Under Secretary, DP&AR(TRG)	e-mail: zahmingivanchhawng@gmail.com Phone: 8837415686	1. Obtain approval of the competent authority 3. Convey approval to ATI	1). Draft Annual Training Calendar	N.A.
<b>DP&amp;AR(GGC)</b>						
40	Disposal of grievances received in grievance portal <a href="https://pgportal.gov.in">https://pgportal.gov.in</a>	Paul L. Khuma, Nodal Officer, DP&AR(GGC)	email: plkkhuma@gmail.com Phone: 8837069362 0389-2335713(O)	1. Submission of Grievance by citizen on the grievance portal at <a href="https://pgportal.gov.in">https://pgportal.gov.in</a>  2. Forwarding/Transfer of grievance to concerned Department in both electronic and hardcopy(mail) format  3. Disposing of grievance after receiving redressal	No document required.	N.A

				from concerned Department from the portal itself		
41	Framing of Guidelines for formulation of Citizens Charter	Paul L. Khuma, Nodal Officer, DP&AR(GGC)	email: plkkhuma@gmail.com Phone: 8837069362 0389-2335713(O)	1. Formulate guidelines. 2. Obtain approval of the competent authority. 3. Disseminate the guidelines to all Departments concerned to formulate their respective Citizen's Charter 4. Compilation of the Citizen's Charter	N.A	
42	Inclusion /deletion of Notified service and stakeholder department under the Mizoram Right to Public Services Act, 2015	Paul L. Khuma, Nodal Officer, DP&AR(GGC)	email: plkkhuma@gmail.com Phone: 8837069362 0389-2335713(O)	1. Receipt of proposal. 2. Obtain approval of the competent authority on whether the service/services to be included/excluded within the purview of the Act.  3. Issue notification to include/exclude the services from the purview of the Act.	N.A	
43	E-book Achievements	Paul L. Khuma, Nodal Officer, DP&AR(GGC)	email: plkkhuma@gmail.com Phone: 8837069362 0389-2335713(O)	1. Formulate guidelines. 2. Obtain approval of the competent authority. 3. Disseminate the guidelines to all Departments concerned to formulate their respective e-book Achievement 4. Compilation of the e-	N.A	



				book Achievement		
44	Collection and record of Best Practices in Good Governance	Paul L. Khuma, Nodal Officer, DP&AR(GGC)	email: plkkhuma@gmail.com Phone: 8837069362 0389-2335713(O)	1. Invite the submission of best practices from Govt. Departments 2. Upload on the Department website for publicity.	N.A	

### 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) <sup>2</sup>	Remarks, if any
<b>DP&amp;AR(CSW)</b>			
<b>1</b>	Recruitment of MCS Junior Grade	12 Months	<b>N.A.</b>
<b>2</b>	Processing of agenda papers for promotion to various grades of MCS for onward submission to MPSC	14 Days	<b>N.A.</b>
<b>3</b>	Processing of agenda papers for promotion SCS to IAS for onward submission to UPSC	14 Days	<b>N.A.</b>
<b>4</b>	Processing of agenda papers for promotion SPS to IPS for onward submission to UPSC	7 Days	<b>N.A.</b>
<b>5</b>	Processing of agenda papers for promotion SFS to IFS for onward submission to UPSC	7 Days	<b>N.A.</b>
<b>6</b>	Processing of agenda papers for promotion to Heads of Departments from their respective feeder grade for onward submission to MPSC	7 Days	<b>N.A.</b>
<b>7</b>	Allocation of works to Administrative	14 Days	<b>N.A.</b>

	Heads of Departments (Secretaries)		
<b>DP&amp;AR(ARW)</b>			
<b>8</b>	Creation of Post	1 month subject to the condition that the department furnish all necessary documents	<b>N.A.</b>
<b>9</b>	Filling up of post	1 month subject to the condition that the department furnish all necessary documents	<b>N.A.</b>
<b>10</b>	Up-gradation, Re- designation, Amalgamation & Conversion of post	1 month subject to the condition that the department furnish all necessary documents	<b>N.A.</b>
<b>11</b>	Engagement of PE & Contract employees	1 month subject to the condition that the department furnish all necessary documents	<b>N.A.</b>
<b>12</b>	Fixation and Finalization of PE Seniority	3 months subject to the condition that the department furnish all necessary documents	<b>N.A.</b>
<b>13</b>	Regularisation of PE and Contract Employees	1 month subject to the condition that the department furnish all necessary documents	<b>N.A.</b>
<b>14</b>	Issue of Check Slip for financial up gradation under MACPS, 2020	1 month	<b>N.A.</b>
<b>DP&amp;AR(GSW)</b>			
<b>15</b>	Processing of proposals for framing/amendment of Recruitment rules	4 Months	<b>N.A.</b>
<b>16</b>	Processing of proposals for framing/amendment of Service rules	10 Months	<b>N.A.</b>
<b>17</b>	Processing and examination of agenda papers for promotion/regularization for onward submission to MPSC	14 Days	<b>N.A.</b>
<b>18</b>	Processing of proposal for extension of service/reemployment of retired officials	14 Days	
<b>19</b>	Processing of proposal for deputation	14 Days	<b>N.A.</b>
<b>20</b>	Condonation of overage	14 Days	<b>N.A.</b>
<b>21</b>	Alteration of date of birth	1 Month	<b>N.A.</b>
<b>22</b>	Recognition of Service associations	2 Months	<b>N.A.</b>
<b>23</b>	Processing of proposal for relaxation of Recruitment rules/Service Rules	1½ Months	<b>N.A.</b>

<b>24</b>	Compassionate appointment	21 Days	<b>N.A.</b>
<b>25</b>	Framing of procedure for writing of ACR/PAR	1 Month	<b>N.A.</b>
<b>26</b>	Reconstruction of Service Book	1 Month	<b>N.A.</b>
<b>DP&amp;AR(SSW)</b>			
<b>27</b>	<p>Direct Recruitment of the following Officers:</p> <p>a) Assistant Grade b) Stenographer Grade-III</p> <p>Time taken for disposal of the case commencing from the beginning of a vacancy year to actual Issue of Appointment Order.</p>	1 Year	<b>N.A.</b>
<b>28</b>	<p>Processing of Agenda Papers for Seniority Promotion and Issue of Promotion Order in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.</p> <p>Time taken for disposal of the case commencing from the beginning of a vacancy year to actual Issue of promotion Order.</p>	6 Months	<b>N.A.</b>
<b>29</b>	<p>Processing of Agenda Papers for Promotion through Limited Departmental Examination and Issue of Promotion Order in respect of :</p> <p>1) Junior Grade of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service.</p>	11Months	<b>N.A.</b>

	<p>3) Grade-I and Grade-II of the Mizoram Stenographer Service.</p> <p>Time taken for disposal of the case commencing from the beginning of a vacancy year to actual Issue of promotion Order.</p>		
<b>30</b>	<p>Transfer and Posting in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.</p> <p>Time taken for disposal of the case commencing from the day the decision was made</p>	2 Days	<b>N.A.</b>
<b>31</b>	<p>Fixation of Inter-se-Seniority in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.</p> <p>Time taken for disposal of the case commencing from the date of Issue of Provisional fixation to the date of fixation of final Inter-se-Seniority</p>	1-2 Months	<b>N.A.</b>
<b>32</b>	<p>Processing of Pensions in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram</p>	1 Day	<b>N.A.</b>

	<p>Ministerial Service. 3) All grades of the Mizoram Stenographer Service.</p> <p>Time taken for issue of Pension Papers to Accounts &amp; Treasuries from 3 (three) months before the date of retirement of Officers.</p>		
<b>33</b>	<p>Processing of Disciplinary Proceeding cases in respect of :</p> <p>1)All grades of the Mizoram Secretariat Service. 2)Assistant Grade of the Mizoram Ministerial Service. 3)All grades of the Mizoram Stenographer Service.</p> <p>Time taken for issue of final order from the date issue of Memorandum of Charge, depending on the case.</p>	6 months to Years depending on the complexity of the case.	<b>N.A.</b>
<b>34</b>	<p>Processing of cases for awarding the Mizoram Assured Career Progression as per MACP Scheme in respect of :</p> <p>1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.</p> <p>Time taken for submission of the Minutes of the DSC to Accounts &amp; Treasuries for re-fixation of pay from the date of eligibility.</p>	3 Months	<b>N.A.</b>

<b>35</b>	<p>Custody and Safe keeping of ACRs/PARs in respect of:</p> <p>1) All grades of the Mizoram Secretariat Service.  2) Assistant Grade of the Mizoram Ministerial Service.  3) All grades of the Mizoram Stenographer Service.</p> <p>Time taken for placing the ACRs/PARs in their respective folders from the date of receiving the ACRs/PARs.</p>	3 Days	<b>N.A.</b>
<b>DP&amp;AR(TRG)</b>			
<b>36</b>	Grant of approval for Training within India(Outside the State)	3 Days	<b>N.A</b>
<b>37</b>	Grant of approval for Training Abroad	3 Days	<b>N.A</b>
<b>38</b>	Grant of approval for Study Leave	3 Days	<b>N.A</b>
<b>39</b>	Preparation of training annual calendar	3-5 Days	<b>N.A</b>
<b>DP&amp;AR(GGC)</b>			
<b>40</b>	Disposal of grievances received in grievance portal <a href="https://pgportal.gov.in">https://pgportal.gov.in</a>	30 Days from the date of receipt of grievance	<b>N.A</b>
<b>41</b>	Framing of Guidelines for formulation of Citizens Charter	2 Weeks	
<b>42</b>	Inclusion /deletion of Notified service and stakeholder department under the	1 Week	

	Mizoram Right to Public Services Act, 2015		
<b>43</b>	Compilation of E-book Achievement.	2 Months	
<b>44</b>	Collection and record of Best Practices in Good Governance	1 Week	

### GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance [pgportal.gov.in](http://pgportal.gov.in)

<b>Sl. No.</b>	<b>Name of the responsible officer to handle public grievance in the department/office</b>	<b>Contact number</b>	<b>Email</b>	<b>Time limit for redress of grievances</b>
<b>1</b>	Teresy Vanlalhrauii, Addl. Secretary, DP&AR(TRG)	0389-2336698/9436146022	Tesssailo@gmail.com	N.A
<b>2</b>	R. Lalmuankimi, Joint Secretary, DP&AR (GSW)	0389-2336309/9774278152	mizodpar@gmail.com	N.A.
<b>3</b>	Pu Zothanmawia Khiangte, Deputy Secretary, DP&AR(SSW etc.)	0389 2335913	jimkhiangte@gmail.com	1 Month
<b>4</b>	Paul L. Khuma, Nodal Officer, DP&AR(GGC)	0389-2335713/8837069362	plkkhuma@gmail.com	1 Month
<b>5</b>	PC Ralliana, Deputy Secretary, DP&AR(ARW)	9862308816	dpararw@gmail.com	1 Month
<b>6</b>	Zahmingthangi Vanchhawng, Under Secretary, DP&AR(CSW)	8837415686	zahmingivanchhawng@gmail.com	N.A.

**LIST OF STAKEHOLDERS/CLIENTS**

Sl. No	Stakeholders/Clients
1	All Departments under Government of Mizoram
2	MCS/IAS Associations
3	Individual members of MCS/AIS/CCS
4	All Heads/Administrative Heads under Government of Mizoram
5	Service Association
6	Individual Government Servant
7	Recognised Service Associations
8	General Public seeking employment under the Government

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

Sl. No	Expectation of the department/office from citizens/service
1	Submission of proposal complete in all respects as per the prescribed format
2	Time lines stipulated, if any, for completion of formalities for the service delivery are to be adhered to
3	Cross checking for information /latest position in the matter with concerned officials before raising a query/grievance
4	Immediate compliance to the orders issued in matters relating to services such as Promotion, Transfer and Posting etc.
5	Timely completion and submission of required service documents such as PARs/ACRs, Annual Property Returns etc
6	Utmost attention to any instructions issued by the Cadre Controlling Office

**RESPONSIBLE CENTRES AND SUBORDINATE ORGANIZATIONS**

Sl. No.	Responsibility Centres and Subordinate Organizations	Landline Number	email	Mobile Number	Address
1	Administrative Training Institute				MINECO,Khatla,Aizawl
2	Mizoram Public Service Commission	0389-2335816		9436140382	MINECO,Khatla,Aizawl
3	Mizoram Subordinate Service Selection Board				MINECO,Khatla,Aizawl