

NO.H.12017/1/2023-DP&AR (GGC)
GOVERNMENT OF MIZORAM
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS

.....

Dated Aizawl, the 29th December, 2023

ORDER

Whereas, the meeting of the **Council of Ministers on 13th of December, 2023** has resolved that all concerned Departments shall take immediate action for the effective implementation of the **Mizoram Right to Public Services Act, 2015** which came into effect from the **1st day of December, 2015** to provide legal framework for citizens to receive specified public services within a stipulated time-frame, and to address grievances related to service delivery;

And Whereas, the list of **141** (one hundred forty one) Public Services under the Departments of **FCS&CA, Rural Development, Taxation, Transport, PHED, Social Welfare, Finance Department, Commerce & Industries, LR&S, Mizoram Pollution Control Board, LESDE, Excise & Narcotics, UD&PA, H&FW, Fire & Emergency Service, Eco & Statistics, Deputy Commissioners' Offices, Home Deptt., Accounts and Treasuries and Tourism** have been notified under the said Act;

Now, therefore, to ensure efficient fulfillment of the above-mentioned decision of the Council of Ministers, all the **implementing Departments** are hereby informed-

1. To appoint in their respective Department a **Nodal Officer not below the rank of Under Secretary in the Secretariat, and not below the rank of the Deputy Director at the Directorate**, and to submit the report thereof with details of the Name, Designation, Official Address, Phone No/Mobile (Whatsapp) No. & email address, on or before **9th of January, 2024**, to the Nodal Officer, DP&AR(GGC).
2. On receipt of the list of the Nodal Officers, Capacity building/sensitization of the Nodal Officers and Appellate Authorities, **identification of new services**, as well as efforts for **generation of awareness among the public** regarding the Mizoram Right to Public Services Act, 2015 shall be taken up, and proactive role is expected from all the implementing Departments, so that the goals of accountable, responsive, and transparent governance, in short, Good Governance is achieved.

3. That it is pertinent, to ensure efficient disposal of service-delivery related matters, that **functional online systems** should be in place wherever it is lacking, to receive applications from the citizens and for correspondence between the Department and the applicants concerned relating to the services notified under the MRTPS Act, 2015.

A Consultation Meeting on the issues mentioned under paras 2 and 3 above will be convened soon after receipts of the report mentioned under Para 1.

Sd/- R. LALRAMNGHAKA

Secretary to the Government of Mizoram
Department of Personnel & Administrative Reforms

Memo No.H.12017/1/2023-DP&AR (GGC) : Aizawl, the 29th December, 2023

Copy to:

1. Secretary to Governor, Mizoram
2. Secretary to Chief Minister, Mizoram
3. P.S. to Speaker/Ministers/Deputy Speaker/Ministers of State
4. P.S. to Vice Chairman, State Planning Board/Govt. Deputy Chief Whip
5. Sr. P.P.S. to Chief Secretary, Government of Mizoram
6. All Administrative Departments
7. All Heads of Departments
8. All Deputy Commissioners
9. Website Manager, DP & AR (GGC) for uploading in the Department's website
10. Guard File

(PAUL L. KHUMA)

Nodal Officer

Department of Personnel & Administrative Reforms
Good Governance Cell