

**NO.H.12017/1/2023-DP&AR (GGC)/Pt.I**  
**GOVERNMENT OF MIZORAM**  
**DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS**  
**(GOOD GOVERNANCE CELL)**

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**Dated Aizawl, the 12<sup>th</sup> February, 2024**

To

1. All Administrative Heads of Departments
2. All Heads of Departments

**Subject: Frequently Ask Questions (FAQs) on the Mizoram Right to Public Services Act, 2015 - reg.**

Sir/Madam,

I am directed to enclose herewith the Frequently Ask Questions (FAQs) on the Mizoram Right to Public Services Act, 2015 for your kind information and ready reference.

**Enclo: As stated**

Yours faithfully,



**(PAUL L. KHUMA)**

Nodal Officer

Department of Personnel & Administrative Reforms  
(Good Governance Cell)

**Memo No.H.12017/1/2023-DP&AR (GGC)/Pt.I: Dated Aizawl, the 12<sup>th</sup> February, 2024**

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. P.S. to Secretary, DP&AR
7. Website Manager, DP&AR for uploading in the Department's website
8. Guard File



**(PAUL L. KHUMA)**

Nodal Officer

Department of Personnel & Administrative Reforms  
(Good Governance Cell)

## **FAQS ON THE MIZORAM RIGHT TO PUBLIC SERVICES ACT, 2015.**

### **1. He dan hian engnge a tum ber?**

– He dan Mizoram Right to Public Services Act, 2015 in a tum ber chu Sawrkar in mipui te hnena “Service” a pek chhuah thin te hun bi tiam chhunga a diltu hnena pek chhuah zat zat a ni.

### **2. He dan hnuaiah “Service” kan tih hi engnge ni?**

– Sawrkar in mipuite hnena an mamawh a pek chhuah thin hi “Service” tih ani, sawrkar mawhphurhna mipuite mamawh anih angin “Public Service” an ti bawk.

Entir nan :-

1. Transport Department in Driving License a pek chhuah te.
2. PHE Department in Water Supply connection a pek chhuah te.
3. Taxation Department in Way Bill a pek chhuah te.

### **3. Eng vangin nge he dan hi kan neih?**

– Sawrkar in mipuite hnena “Service” kan pek thin ah tul lova tihkhawtlai a awm fo thin.

- Service diltute hnena danin a phut ang ni lo “Pawisa” lo dil tlat te a awm zeuh zeuh bawk.
- Mipuite mamawh rang taka ngaihtuah zung zung thei sawrkar (responsive administration) kan neih theih nan.

### **4. State dangah hetiang dan hi tute nge hmang ve?**

– Hetiang Dan hi India ram State hrang hrangah hman a ni tawh a, chung te chu :-

- The Madhya Pradesh Lok Sewaon ke Pradan ki Guarantee Adhiniyam.
- The Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011
- The Jammu and Kashmir Public Services Guarantee Act, 2011
- Bihar Right to Public Services Act, 2011

Heng bakah hian Uttar Pradesh, Rajasthan, Uttarakhand, Himachal Pradesh, Punjab, Jharkhand, Karnataka, Kerala, Assam, Gujarat, Chhattisgarh, Haryana, Odisha leh Maharashtra ah te pawh hman a ni bawk.

## **5. Engtik atangin nge he dan hi Mizoram Sawrkar in a pawm a, engtik ah nge hman tan a nih?**

– The Mizoram Right to Public Services Act, 2015 hi Mizoram Legislative Assembly in March ni 24, 2015 khan lungrual takin an pass a, Mizoram Larsap (Governor) in March ni 25, 2015 khan a pawm a, dan a lo ni ta chiah a ni. **Mizoram Right to Public Service Act, 2015 (Act No. 6 of 2015) hi 20.04.2015 ah, the Mizoram Gazette ah Publish/Puanzar a ni.)**

- The Mizoram Right to Public Services Act, 2015 hi Larsap in thuchhuah a siam angin December ni 1, 2015 khan hman tan a ni.

- He dan hnuai dan teseq, the Mizoram Right to Public Services Rules, 2015 pawh December ni 1, 2015 atanga hman tan a ni (**The Mizoram Right to Public Services Rules, 2015 chu the Mizoram Gazette ah 27.08.2015 (Thursday) ah publish/puanzar a ni.)**

## **6. He dan hian tute nge a huam?**

– The Mizoram Right to Public Services Act, 2015 hian Mizoram pumpui a huam a, mahse Sixth Schedule hnuai Autonomous District Council ten he dan hi an adopt loh chuan a huam chuang lo.

- Mimal takin, Sawrkar hnathawk nghet te, hmun dang atanga Sawrkar hnathawk lailawk (deputation) te, tualchhung Sawrkar a hnathawk te leh Sawrkar in sum leh paia a tuamhlawm pawl a hnathawktute a huam vek a ni.

## **7. He dan hian tute nge a huam loh?**

– Casual leh Daily rate a Sawrkar hnathawkte.

Contract a Sawrkar in a rawih te(Contract an ziah in a phal anih loh chuan) Sawrkar mi pawimawh bik, an hnathawh leh kalphung India Danpui (Constitution) in a tarlan te

Sawrkar hnathawk India Danpui hnuai Schedule parukna (Sixth Schedule) hnuai inrelbawl bik ah te

## **8. "Service" hrang hrang te engtia he dan huang chhunga dah nge a nih?**

– Section 4(1) in State sawrkar ah thuneihna a pek angin he dan hnuaiiah hian mipui mamawh "Service" hrang hrang te a tul dan ang zelin dah/sengluh theih a ni.

He dan hnuaiia "Service" dah tawh chu a diltu hnena pek chhuah hun tur "hunbi tiam" (stipulated time limit) siam zel bawk tur ani.

He dan hnuaiia "Service" dah tawh chu a pe chhuaktu tur "Designated Officer" State sawrkar in a ruat zel bawk ang {Sec 4(2)}

## **9. He dan hnuaiiah hian "Service" engzat nge seng luh tawh? Department engzat atangin nge?**

–MRTPS hnuaiiah a tirah, services 51 Notify a ni a, hei hian Department 7 (pasarih) huamin chung Department te chu: *FCS&CA, R.D, Taxation, Transport, PHED, Social Welfare and Finance Department.*

- FCS&CA hnuaiia Notified Services 5 (Panga) te chu, a Act leh Rules in a remtih angin de-notify leh an ni a (end to end computerisation of targeted Public Distribution system vangin). Hei hi Act hnuaiia Section 4 (1) leh a Rules hnuaiia, Rule 16 (2) hmanga paih emaw rin luh a remtih naa hmalak a ni.

***Kum 2022-2023 chhungin heng Department :1) LR&S, 2) Mizoram Pollution Control Board, 3) LESDE, 4) Excise & Narcotics, 5) Food & Drugs Administration 6) FCS&CA, 7) Fire & Emergency Service, 8) Economics & Statistics, 9)DC Offices, 10) Legal Metrology, 11) PHQ, 12) Geology & Mining, 13) AYUSH, 14) Art & Culture, leh 15) Tourism*** hnuaiia Service te rin luh belh leh an ni a. Service dang pawh la rinluh belh zel tur a hmalak mek a ni.

- Tunah hian Mizoram Right to Public Services Act hnuaiiah hian Department 21 (sawmhnih pakhat) hnuaiiah Service 140 Notify mek a ni.

- Mizoram sawrkar chuan he dan hnuaiiah "Service" hrang hrang dah/sengluh belh zel a tum a, hemi atan hian Nodal Department (DP&AR GGC) chuan Department ah Service rin luh tur lo thliar hranga submit turin a ti a, Department hrang hrang atanga Service awm thei an lo report chu Department te nen finalise hnuah Notified Service atan an rinlut ang.
- Monitoring hi tun dinhmunah, Department Notified services nei ten Nodal Officer ruatin, prescribed proforma hmangin quarterly report dil thin a ni.

- Ni 19.01.2024 a DP&AR(GGC) leh MRTPS Act Nodal Officers te thukhawmin an rel angin he dan hnuai a Provisions te Department ten an zawm that leh that loh endik turin Sawrkar in Inspecting Officer 16 (sawmparuk) a ruat a. Heng Inspecting Officer te hian Department chanpual in sem in thla hnih dan ah a hmun ngei a kalin Inspection an nei thin tawh dawn a ni.
- MRTPS hnuai monitoring mechanism hi ICT nena tang kawpin, online/digital mode a portal siam/update leh mek a ni.

**10. He dan hnuai "Service" dah tawh te a hriat theih em?**

– He dan hnuai hian "Service" 140 (za leh sawmli) seng luh tawh a ni a, chuta zinga mi te chu eg.

<b>"Service" hming</b>	<b>Department</b>	<b>Designated Officer</b>	<b>Hun bi tiam</b>
Driving License Smart Card tel a pek chhuah	Transport	DTO	Ni 4
Driving License Smart Card tel a renew	Transport	DTO	Ni 2
Way Bill	Taxation	Asst. Commissioner te	Ni 3
MGNREGA hnuai Job Card pek	RD	BDO	Ni 15
Disability Certificate pek	Social Welfare	Asst. Director	Ni 10
Tui connection nei tu hming thlakna	PHE	SDO	Division ah : Ni 5 Hmun dangah : Ni 5
Vehicle fitness certificate	Transport	DTO	Ni 2
MGNREGA hnuai "unemployment allowance"	RD	BDO	Ni 15
Professional Tax Clearance Certificate	Taxation	Asst. Commissioner	Ni 3

Mimal hnena tui supply connection pek	PHE	SDO	1. Dilna thehluh atanga sanction : Ni 10 2. Pawisa sen tur thehluh atanga tui supply pek : Ni 30
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List of Notified Service te hi DP&AR Website atangin download theih reng an ni. (<https://dpar.mizoram.gov.in/page/mizoram-right-to-public-services-act-2015>)

### 11. Mipui te'n dikna chanvo kan neih theih nan mawhphurna engnge kan neih?

– He dan hnuaia “service” te dilna kan thehluhin fel fai taka dilna form awm apiang te ziah leh document thehluh ngai apiang thehluh tur a ni.

He dan hnuaia “service” te dilna kan thehluhin Designated Officer in a dawng ngei tih hriatna “Acknowledgement Receipt” lak nachang hriat tur a ni.

### 12. Dilna Form leh Fee chungchanga hriattur pawimawh te engnge ni?

– He dan hnuaia “service” te dil turin a hrangin he dan hi chuan dilna form a siam lo, kha “service” petu Department erawhin dilna form an siam thin tlangpui.

He dan hnuaia “service” te dil turin a hrangin he dan hian fee bituk engmah a nei lo, kha “service” petu Department erawhin fee an siam thei thung

### 13. Sawrkar hnathawkte mawhphurhna engnge awm?

– He dan a Section 6-in a tarlan angin, Sawrkar hnathawk “service” pe chhuaktu “Designated Officer” a ruat chuan he dan hnuaia “service” dah tawh te chu a diltu hnenah hunbi tiam chhungin a pe ngei tur a ni.

Designated Officer chuan Officer dangte emaw sawrkar hnathawk dangte tanpuina atul ang zelin a dil thei ang.

Sawrkar hnathawk dangte pawh chu he dan hnuaia atul anga a thawhna ah chuan Designated Officer mawhphurhna la anga ngaih a ni ang.

Designated Officer chuan “service” dilna thehluttu hnenah chuan dilna a dawng ngei ani tih lantirna Form-1 hmangin “Acknowledgement receipt” a pe tur a ni

Form-1 ah hian document thil tel ngai engemaw a kim loh chuan hunbi tiam ziah luh hrih loh tur a ni

**FORM 1**  
(See Rule 3)

**FORM OF ACKNOWLEDGEMENT**

<b>Name of the Designated Officer &amp; Office Address</b>	
<b>Name &amp; address of the applicant</b>	
<b>Date of receiving application in the office of the Designated Officer</b>	
<b>Name of the notified service for which the application is given</b>	
<b>Particulars of the documents which are essential for receiving the service but not enclosed with the application</b>	
<b>Last date of the stipulated time limit</b>	

Place : \_\_\_\_\_

Date : \_\_\_\_\_

Signature of recipient

Name & Designation with seal

**Designated Officer chuan "service" a pek chhuah turte vantlang hmuh theih turin Notice Board ah tarlang tur tur a ni:**

- A) Designated Officer nihna
- B) Lungawilohna thlenna tur pakhatna First Appellate Authority
- C) Lungawilohna thlenna tur pahnihna Second Appellate Authority
- D) Hunbi tiam chhung
- E) Documents thehluh tel ngai te [Rule 5]

**FORM 2**  
(See Rule 5)

**FORM OF NOTICE BOARD**

<b>Name, Designation and Office Address of the Designated Officer</b>					
<b>Sl. No.</b>	<b>Notified Service</b>	<b>Documents to be annexed with the application</b>	<b>Stipulated time limit for the services</b>	<b>Designation &amp; address of the First Appellate Authority</b>	<b>Designation &amp; address of the Second Appellate Authority</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>

<b>Name of the person authorized to receive application in the office of Designated Officer</b>	
<b>Time limit for filing first appeal</b>	<b>Within 30 days from the decision of the Designated Officer</b>
<b>Time limit for filing second appeal</b>	<b>Within 30 days from the order of the First Appellate Authority</b>

**FORM 3**  
(See Rule 15)

**FORM OF REGISTER TO BE MAINTAINED IN THE OFFICE OF DESIGNATED OFFICER**

Name of the Office of the Designated Officer						
Month						
Year						
Sl. No.	Name & address of the applicant	Service for which the application is given	Date of receiving application	Last date of the stipulated time limit	Whether application allowed or rejected?	Date & details of the order passed
(1)	(2)	(3)	(4)	(5)	(6)	(7)

Designated Officer chuan "service" dilna a dawn chu hunbi tiam chhungin a pe emaw dilna chu chhan leh vang mumal tak nen a hnawl thei ang {Sec 7(2)}

Dilna chu Designated Officer in a hnawl anih chuan a diltu hnenah:

- A) Hnawl a nih chhan Chiang takin a ziak ang
- B) Dilna hnawl anih vanga thuneitu sang zawk hnena thlen theih hun chung
- C) Lungawilohna thlenna tur First Appellate Authority

**14. Hun bi tiam engtia chhiar tur nge?**

– He dan hnuai "service" pek chhuak hun bi tiam hi dilna Designated Officer emaw sawrkar hnathawk mawhphurtu dang DO in a ruat emaw ten an dawn ni atanga chhiar tan tur a ni ang {Sec 7}

Hunbi tiam chhiar nan hian "Sunday" leh sawrkar in "public holiday" a puan te chhiar tel loh tur a ni {Rule 4}



### 15. Lungawilohna thu engtia thlen tur nge?

– He dan hnuaiia lungawilohna thlenna tur pakhatna “First Appellate Authority” leh lungawilohna thlenna tur pahnihna “Second Appellate Authority” te State sawrkar in Section 4(3) hmangin a ruat thei

First Appellate Authority chu Designated Officer aia nihna sang zawk ani tur a ni a, chutiangin Second Appellate Authority pawh First Appellate Authority aia nihna sang zawk a ni tur a ni.

### 16. Lungawihlohna thlenna ten eng thuneihna nge an neih?

– He dan hnuaiia lungawilohna thlenna (Appellate Authorities) te hian Civil Procedure Code, 1908 in Civil Court hnena thuneihna a pek ang an nei ve

A) Document engpawh an endik thei a

B) Designated Officer leh thubuaia lungawilo te a hnena inlan tura koh theihna

C) He dan hnuaiia tarlan anga atul danga thuneihna

### LUNGAWILOHNA THLEN VAWIKHATNA (First Appellate Authority)

Tu in nge lungawilohna thlen thei	Eng vangin nge lungawilohna a thlen ang?	Engtik hun chhung nge lungawilohna thlen theih a nih?	Tu hnenah nge lungawiloh vawikhatna thlen theih a nih?
“service” dilna siamtu in	“service” dilna hnawl vang emaw hunbi tiam chhunga service pek loh vangin emaw a ni thei	Ni 30 ( <i>Engemaw harsatna bik riau avanga dilna thlentu in hun tiam chhunga lungawilohna hmasa a thlen theih loh in ni 60 thleng</i> )	Lungawilohna thlenna pakhatna “First Appellate Authority”

– First Appellate Authority chuan lungawilohna a dawn chu ni 30 chhungin a ching fel tur a ni [Sec 8(2)]

First Appellate Authority chuan thutlukna siam hma in Designated Officer leh lungawilohna thlentu thu a ngaithla hmasa tur a ni [Sec 8(3)]

First Appellate Authority chuan Designated Officer chu service dilna hunbi tiam chhunga pe turin thupek a siam thei a, tin, lungawilohna thu pawh a hnawl thei bawk [Sec 8(3)]

Lungawlohna thlenna atan hian Fee engmah pek a ngai lo [Rule 6]

**LUNGAWILOHNA THLEN VAWIHNIHNA (Second Appellate Authority)**

Tu in nge lungawilohna thlen thei	Eng vangin nge lungawilohna a thlen ang?	Engtik hun chhung nge lungawilohna thlen theih a nih?
DO emaw "service" dilna siamtu in	First Appellate Authority thu remna a a lungawilohna vangin	Ni 30 ( <i>Engemaw harsatna bik riau avanga DO emaw dilna thlentu in hun tiam chhunga lungawilohna a thlen theih loh in ni 60 thleng</i> )

– Second Appellate Authority chuan lungawilohna a dawn chu ni 30 chhungin a ching fel tur a ni [Sec 9(2)]

Second Appellate Authority chuan thutlukna siam hma in Designated Officer leh lungawilohna thlentu thu a ngaithla hmasa tur a ni [Sec 9(2)]

Second Appellate Authority chuan Designated Officer chu service dilna hunbi tiam chhunga pe turin thupek a siam thei a, tin, lungawilohna thu pawh a hnawl theiin thutlukna dang pawh a siam thei [Sec 9(2)]

Lungawlohna thlenna atan hian Fee engmah pek a ngai lo [Rule 6]

**17. He dan hnuaiah hian engang hremna nge awm thei?**

First Appellate Authority in hremna chi hnih a pek theih te [Sec 11(1)]:

Hremna pek chhan tur	Hremna atan pawisa chawitir tur zat	Tu nge hrem tur chu?
Chhan leh vang mumal awm lova a diltu hnena "service" pek loh	Rs 500/- atanga Rs 5,000/- inkar	Designated Officer
Chhan leh vang mumal awm lova "service" dilna tihkhawtlai	Nitin Rs 250/- zel a tihkhawtlai hun chhung atan a ni anga, mahse Rs 5,000/- aiin a sang thei lo	Designated Officer

First Appellate Authority in chhan leh vang mumal awm lova lungawilohna thlen vawikhatna thu hun tiam chhunga a rem lohvin	Rs 500/- atanga Rs 5,000/- inkar	First Appellate Authority
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He dan hnuaia hremna te hi dan dangin hremna a pek te bakah a hranga kal ani [Sec 11(4)]

Second Appellate Authority in a hremna a pek theih [Sec 11(2)]:

Hremna pek chhan tur	Hremna atan pawisa chawitir tur zat	Tu nge hrem tur chu?
First Appellate Authority in chhan leh vang mumal awm lova lungawilohna thlen vawikhatna thu hun tiam chhunga a rem lohvin	Rs 500/- atanga Rs 5,000/- inkar	First Appellate Authority

He dan hnuaia hremna te hi dan dangin hremna a pek te bakah a hranga kal ani [Sec 11(4)]

Section 11 hnuaia hremna pek an awm anih chuan a copy chu a hnuaia mite hi pek tel ngei tur a ni:

- A) Drawing and Disbursing Officer (hremna dawngtu hlawh atanga hremna zat lo la turin)
- B) Treasury Officer
- C) Hremna dawngtu thawhna Department [Rule 12]

**18. He dan avanga hremna atanga pawisa lut hi khawi account ah nge a luh dawn?**

0070	-	Other Administrative Services
60	-	Other Services
119	-	Penalties for deficiency in Public Services
01	-	Receipts under Mizoram Right to Public Services Act, 2015
00(00)	-	

**19. He dan hnuaia thurel te hi ennawn theih a ni em?**

Designated Officer emaw First Appellate Authority emaw Second Appellate Authority thuremna a lungawilo chuan sawrkar in thuneitu hran (Revisional Authority) a ruat hnenah thurel tawh ennawna ni 60 chhungin a dil leh thei ang [Sec 12]

Revisional Authority chuan ni 60 pelh hnuaia pawh thurem tawh ennawn dilna hi chhan leh vang mumal tak a awm anih chuan a la pawm thei ang.

Second Appellate Authority thuremna ennawn dilna atan hian fee pek a ngai lo

**20. Tu te nge Revisional Authority?**

<b>Revisional Authority</b>	<b>Remarks</b>
Chief Secretary	Second Appellate Authority ah Chief Secretary emaw Secretary emaw ruat an nih chuan
Secretary	Second Appellate Authority ah Head of Department (i.e. Director) emaw an hnuaia mi officer ruat an nih chuan

**21. He dan hnuaia hremna tarlan bakah hian Sawrkar hnathawkte hi hrem theih an ni em?**

Second Appellate Authority chuan Section 11 na hnuaia hremna pek tawh bakah Designated Officer emaw First Appellate Authority emaw lakah hremna (disciplinary action) dang pe turin rawtna a siam thei a ni.

He dan hnuaia mawhphurhna te chhan leh vang mumal awm lova hlen that loh hi hremna dang (disciplinary action) rawt theihna tling a ni [Sec 13]

**22. He dan hnuaia lungawilohnate hi Civil Court ah a thlen theih em?**

He dan hnuaia lungawiloh thu inthlen chhawn dan tarlan angte tih chauh lo ah chuan Civil Court te reng reng in a hnena rel turin thubuai emaw, lungawiloh thu thlen dilna leh kawng danga thubuai putluhna ang chi reng reng a lo pawm sak thei lo ang [Sec 14]