



**GOVERNMENT OF MIZORAM**  
**CITIZEN'S/CLIENT'S CHARTER**  
**for**  
**(Department of Personnel & Administrative Reforms)**  
**2016-2017**

**Address:** Mizoram Secretariat Building, New Secretariat Complex

**Website ID:** mizodpar.nic.in

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**Next Review** \_\_\_\_\_

**Citizen's/Client's Charter for Department of Personnel & Administrative Reforms**

**MAIN SERVICES/TRANSACTION**

Sl.No.	Services/Transaction	Responsible Person (Designation)	Weight	Email	Mobile (Phone No.)	Process	Documents required	Fees		
								Category	Mode	Amount
1	Recruitment of MCS Junior Grade	H.Vanlalsanga, U/S, DP&AR(CSW)	4	<a href="mailto:vanlalsanga.h@gov.in">vanlalsanga.h@gov.in</a>	9436390765	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, if there are two methods of recruitment 3) Copy of relevant RR 4) Approval of Minister, DP&AR on MPSC recommendation	N.A.	N.A.	N.A.
2	Processing of agenda papers for promotion of MCS for various grades of MCS for onward submission to MPSC	H.Vanlalsanga, U/S, DP&AR(CSW)	2	<a href="mailto:vanlalsanga.h@gov.in">vanlalsanga.h@gov.in</a>	9436390765	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 Clearance in original 6) Approval of DP&AR(ARW) and concurrence of Finance Department	N.A.	N.A.	N.A.
3	Processing of agenda papers for promotion of SCS to IAS for onward submission to UPSC	H.Vanlalsanga, U/S, DP&AR(CSW)	2	<a href="mailto:vanlalsanga.h@gov.in">vanlalsanga.h@gov.in</a>	9436390765	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.	N.A.	N.A.
4	Processing of agenda papers for promotion of SPS to IPS for onward submission to UPSC	H.Vanlalsanga, U/S, DP&AR(CSW)	2	<a href="mailto:vanlalsanga.h@gov.in">vanlalsanga.h@gov.in</a>	9436390765	1) Examination of the agenda papers submitted by E&F 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.	N.A.	N.A.

5	Processing of agenda papers for promotion of SFS to IFS for onward submission to UPSC	H.Vanlalsanga, U/S, DP&AR(CSW)	2	<a href="mailto:vanlalsanga.h@gov.in">vanlalsanga.h@gov.in</a>	9436390765	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 SFS	N.A.	N.A.	N.A.
6	Processing of agenda papers for promotion to Heads of Departments from their respective feeder grade for onward submission to MPSC	H.Vanlalsanga, U/S, DP&AR(CSW)	3	<a href="mailto:vanlalsanga.h@gov.in">vanlalsanga.h@gov.in</a>	9436390765	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) Retention order in case of non-permanent post 6) Copy of relevant RR 7) Approval of Minister, DP&AR on MPSC recommendation	N.A.	N.A.	N.A.
7	Allocation of works to Administrative Heads of Departments (Secretaries)	H.Vanlalsanga, U/S, DP&AR(CSW)	2	<a href="mailto:vanlalsanga.h@gov.in">vanlalsanga.h@gov.in</a>	9436390765	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.	N.A.	N.A.
8	Creation of Post	H.L.Dingliana Hriemthang Zate	3		9862373734 9435708166	1. Submission of proposal by concerned administrative department. 2. Examination of the proposal.	1. Approval of the Concerned Minister. 2. Approval of DP and AR Minister. 3. Genuine justification. 4. Existing Recruitment Rules/ Service Rules. 5. Statement showing organisation chart. 6. Information on budgetary provision	NA	NA	NA

9	Filling up of post	H.L.Dingliana Hriemthang Zate	3		9862373734 9435708166	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. Information on budgetary provision. 8. Existing scale of pay.	NA	NA	NA
10	Up- gradation, Re-designation, Amalgamation & Conversion of post	H.L.Dingliana Hriemthang Zate	2		9862373734 9435708166	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 5. Post filled and vacant.			
11	Engagement of Muster Roll & Contract employees	H.L.Dingliana Hriemthang Zate	3		9862373734 9435708166	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 order. 5. Statement showing post filled and vacant. 6. Statement showing M/R and Contract Employees against the post.			

12	Fixation and Finalization of M/R Seniority	H.L.Dingliana Hriemthang Zate	3		9862373734 9435708166	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.			
13	Regularisation of M/R and Contract Employees	H.L.Dingliana Hriemthang Zate	3		9862373734 9435708166	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			
14	Issue of Check slip for financial up gradation under MACPS, 2010.	H.L.Dingliana Hriemthang Zate	2		9862373734 9435708166	1. 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)			
15	Processing of proposals for framing/amendment of Recruitment rules	Lalrohlua, U/S, DP&AR (GSW)	3	<a href="mailto:rohlua@gmail.com">rohlua@gmail.com</a>	9436363171/38 92333526	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 amendment of RR)			
16	Processing of proposals for framing/amendment of Service rules	Lalrohlua, U/S, DP&AR (GSW)	3	<a href="mailto:rohlua@gmail.com">rohlua@gmail.com</a>	9436363171/ 3892333526	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)			

17	Processing and examination of agenda papers for promotion/regularization for onward submission to MPSC	Lalhlmpuii Hmar, Supdt., DP&AR (GSW)	3	<a href="mailto:hlimpuiihmar8@gmail.com">hlimpuiihmar8@gmail.com</a>	9615926729	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) Conv of relevant RR			
18	Processing of proposal for extension of service/reemployment of retired officials	Lalhlmpuii Hmar, Supdt., DP&AR (GSW)	2	<a href="mailto:hlimpuiihmar8@gmail.com">hlimpuiihmar8@gmail.com</a>	9615926729	1) Examination of the proposal as per relevant Rules	1) Approval of the Minister in charge of the Department 2) Detailed justification from Administrative Department/Authorities			
19	Proposal for deputation	Lalrohlua, U/S, DP&AR (GSW)	2	<a href="mailto:rohlua@gmail.com">rohlua@gmail.com</a>	9436363171/ 3892333526	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	Lalhlmpuii Hmar, Supdt., DP&AR (GSW)	2	<a href="mailto:hlimpuiihmar8@gmail.com">hlimpuiihmar8@gmail.com</a>	9615926729	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.			
21	Alteration of date of birth	Lalhlmpuii Hmar, Supdt., DP&AR (GSW)	2	<a href="mailto:hlimpuiihmar8@gmail.com">hlimpuiihmar8@gmail.com</a>	9615926729	1) Examination of the proposal as per relevant Rules 2) Sending documents to FSL for examination, if necessary 3) Obtaining approval of the competent authority	Proposal from Administrative Department/Authorities accompanied by: 1) Service Book/Service Card 2) Age proof certificates viz. HSLC, Birth Certificate etc.			

22	Recognition of Service associations	Lalrohlua, U/S, DP&AR (GSW)	2	<a href="mailto:rohlua@gmail.com">rohlua@gmail.com</a>	9436363171/3892333526	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			
23	Processing of proposal for relaxation of Recruitment rules/Service Rules	Lalrohlua, U/S, DP&AR (GSW)	2	<a href="mailto:rohlua@gmail.com">rohlua@gmail.com</a>	9436363171/3892333526	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			
24	Processing of proposal regarding Compassionate appointment	Lalrohlua, U/S, DP&AR (GSW)	3	<a href="mailto:rohlua@gmail.com">rohlua@gmail.com</a>	9436363171/3892333526	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 3) Spot verification report on each applicant showing number of dependants 4) Copy of latest approved Recruitment rules 5) Authenticated roster indicating list of incumbents with mode of recruitment and quota			
25	Framing of procedure for writing of ACR/PAR	Lalrohlua, U/S, DP&AR (GSW)	3	<a href="mailto:rohlua@gmail.com">rohlua@gmail.com</a>	9436363171/3892333526	1) Examination of the proposal as per the instructions issued by the Government from time to time 2) Obtaining approval of the competent authority 3) Issuance of notification	1) Draft notification for writing of ACR/PAR 2) Organizational Chart of the Department			

26	Reconstruction of Service Book	Lahlimpuii Hmar, Supdt., DP&AR (GSW)	3	hlimpuiihmar8@gmail.com	9615926729	1) Examination of the proposal as per relevant Rules and instructions issued by the Government from time to time 2) Obtaining approval of the competent authority	1) Age proof certificate 2) Appointment letter 3) Family declaration			
27	Direct Recruitment of the following posts: a) Assistant Grade b) Stenographer Grade-III	Pi Zothantluangi, Under Secretary, DP&AR(SSW)	5		9436153369	1) Assessment of clear and anticipated vacancies in the respective Services to be filled up during the vacancy year. 2) Obtaining Government approval for filling up the vacant posts from DP&AR (ARW) 3) Obtaining Finance Concurrence for filling up of the vacancies from Finance Deptt.(E) 4) Submission of requisition to the MPSC for a specified number of posts for conducting Open Competitive Examination 5) Approval of the Recommendation from the MPSC by the competent authority as per the relevant Transaction of Business Rules. 6) Issue of Appointment Order as per the recommendation of the MPSC	As required by the recruiting agency <i>i.e.</i> MPSC.  Proof of age, qualification etc. as per the Recruitment Rules will be required.			



28	<p>Processing of Agenda Papers for Seniority Promotion and Issue of Promotion Order in respect of :</p> <ol style="list-style-type: none"> <li>1) All grades of the Mizoram Secretariat Service.</li> <li>2) Assistant Grade of the Mizoram Ministerial Service.</li> <li>3) All grades of the Mizoram Stenographer Service.</li> </ol>	Pi Zothantluangi, Under Secretary, DP&AR(SSW)	2		9436153369	<ol style="list-style-type: none"> <li>1) Assessment of clear and anticipated vacancies in the respective Services to be filled up by Seniority promotion during the vacancy year.</li> <li>2) Obtaining Government approval for filling up the vacant posts from DP&amp;AR (ARW)</li> <li>3) Obtaining Finance Concurrence for filling up of the vacancies from Finance Deptt.(E) where required.</li> <li>4) Obtaining Vigilance Clearance in respect of the Officers in the zone of consideration</li> <li>5) Preparation of Agenda Papers as per the standing instruction on DPC procedure</li> <li>6) Submission of the duly prepared Agenda papers to MPSC for consideration.</li> <li>7) Issue of Promotion Order as per the recommendation of the MPSC</li> </ol>	<ol style="list-style-type: none"> <li>1) ACRs/PARs of the last 5 (five) years.</li> <li>2) Annual Property Returns ending the previous year.</li> <li>3) Vigilance Clearance</li> </ol>			
29	<p>Processing of Agenda Papers for Promotion through Limited Departmental Examination and Issue of Promotion Order in respect of :</p> <ol style="list-style-type: none"> <li>1) Junior Grade of the Mizoram Secretariat Service.</li> <li>2) Assistant Grade of the Mizoram Ministerial Service.</li> <li>3) Grade-I and Grade-II of the Mizoram Stenographer Service.</li> </ol>	Pi Zothantluangi, Under Secretary, DP&AR(SSW)	2		9436153369	<ol style="list-style-type: none"> <li>1) Assessment of clear and anticipated vacancies in the respective Services to be filled up by Limited Departmental Examination during the vacancy year.</li> <li>2) Obtaining Government approval for filling up the vacant posts from DP&amp;AR (ARW)</li> <li>3) Obtaining Finance Concurrence for filling up of the vacancies from Finance Deptt.(E).</li> <li>4) Preparation of post based Roster of vacancies in the respective grades.</li> <li>5) Submission of requisition to the MPSC for a specified number of posts for conducting Limited Departmental Examination.</li> <li>6) Issue of Promotion Order as per the recommendation of the MPSC</li> </ol>	Document certifying that the Officer had fulfilled the minimum required length of service as per the Service Rules.			

30	Transfer and Posting in respect of : 1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service 3) All grades of the Mizoram Stenographer Service.	Pi Zothantluangi, Under Secretary, DP&AR(SSW)	2		9436153369	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.  2) Issue of Transfer and Posting Order as per approval/Instruction of the competent authority.	Approval/Instruction of the competent authority in the relevant file.			
31	Fixation of Inter-se-Seniority in respect of : 1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.	Pi Zothantluangi, Under Secretary, DP&AR(SSW)	2		9436153369	1) Revision of the latest Inter-se-Seniority list in respect of the respective service if any. 2) Deletion of the names of Officers, who were promoted, retired, resigned or expired from the previous Inter-se-Seniority list. 3) Addition of Officers who were newly appointed or promoted to the respective grade in order of the recommendation issued by the MPSC. 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.	Promotion Order			

32	Processing of Pensions in respect of : 1) All grades of the Mizoram Secretariat Service. 2) All grades of the Mizoram Stenographer Service.	Pi Zothantluangi, Under Secretary, DP&AR(SSW)	2		9436153369	1) Sanction of Provisional Retirement Gratuity and Leave Encashment if required. 2) Issue of Release Order in respect of the retiring Officers. 3) Preparation of Pension Papers in respect of retiring Officers as per prescribed proforma. 4) Requisition of necessary documents from concerned Departments. 5) Submission of the duly prepared Pension Papers to Accounts & Treasuries for finalization.	1) Form 3,5,7 & 8 2) Commutation form 1A if opted for. 3) Last Pay Certificate issued by the concerned Treasury Officer. 4) Payment/Non-Payment certificate in respect of provisional DCRG/ Leave Encashment/ Pension. 5) Specimen Signature (2 copies) 6) Joint Passport size photograph (3 copies) 7) Marital and employment status of family members 8) Demand/ No-Demand certificate in respect of a) Pay & Allowances issued by concerned DDO b) HBA/MCA/SCA etc. issued by Accounts & Treasuries. c) License Fee/Water charges/ Energy issued by concerned			
33	Processing of Disciplinary Proceeding cases in respect of : 1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.	Pi Zothantluangi, Under Secretary, DP&AR(SSW)	2		9436153369	1) Suspension of the delinquent Officer if the case so required. 2) Collection and requisition of documents by which and names of witnesses by whom the charges/allegations were to be sustained. 3) Issue of Memorandum of charges as per the CCS(CCA) Rules, 1965. 4) Imposition of penalty to the delinquent Officer if the charges were not denied. 5) Appointment of Inquiring Officer for the case if denied of the misconduct. 6) Appointment of Presenting Officer. 7) Submission of the Inquiry report made by the Inquiring Officer to the Disciplinary Authority. 8) Imposition of appropriate penalty by the Disciplinary authority based on the Inquiry Report.	1) Clear and Objective written complaint in respect of delinquent Officer. 2) Supporting documents/ evidence for the misconduct. 3) Preliminary Inquiry report. 4) Instruction of the Disciplinary Authority.			

34	<p>Processing of cases for awarding the Mizoram Assured Career Progression as per MACP Scheme in respect of :</p> <ol style="list-style-type: none"> <li>1) All grades of the Mizoram Secretariat Service.</li> <li>2) Assistant Grade of the Mizoram Ministerial Service.</li> <li>3) All grades of the Mizoram Stenographer Service.</li> </ol>	Pi Zothantluangi, Under Secretary, DP&AR(SSW)	2		9436153369	<ol style="list-style-type: none"> <li>1)Identification of Officers eligible for awarding ACP as per the MACP Scheme.</li> <li>2)Requisition of photocopies of Service Cards in respect of eligible Officers from Accounts and Treasuries.</li> <li>3)Submission of Service Book and Service Card (Photocopy) in respect of the Officers to DP&amp;AR(ARW) for approval.</li> <li>4)Obtaining Vigilance Clearance in respect of the eligible Officers.</li> <li>5)Requisition of ACRs/PARs for the previous 5 years from the date of eligibility in respect of the Officers.</li> <li>6)Formation of Departmental Screening Committee.</li> <li>7)Preparation of Agenda Papers for consideration of the Departmental Screening Committee.</li> <li>8)Sending of the Minutes of the DSC to Accounts &amp; Treasuries for re-fixation of pay in respect of Officers awarded to receive MACP.</li> </ol>	<ol style="list-style-type: none"> <li>1)ACRs/PARs for the previous 5 years from the date of eligibility in respect of the Officers.</li> <li>2)Vigilance Clearance.</li> <li>3)Approval Slip issued by DP&amp;AR (ARW)</li> </ol>	
35	<p>Custody and Safe keeping of ACRs/PARs in respect of:</p> <ol style="list-style-type: none"> <li>1) All grades of the Mizoram Secretariat Service.</li> <li>2) Assistant Grade of the Mizoram Ministerial Service.</li> <li>3) All grades of the Mizoram Stenographer Service.</li> </ol>	Pi Zothantluangi, Under Secretary, DP&AR(SSW)	3		9436153369	<ol style="list-style-type: none"> <li>1)Issue of PAR form to all Group AGazetted Officers on the commencement of a new Financial/Reporting Year.</li> <li>2)Examination of duly Accepted ACRs/PARs by the concerned Accepting Authority which were received for safe custody.</li> <li>3)Return of incomplete ACRs/PARs to the authority/person concerned for completion.</li> <li>4)Safe keeping of the duly completed and Accepted ACRs/Pars in a secured and systematic manner.</li> </ol>	Completed ACRs/PARs duly accepted by the concerned Accepting Authority.	

36	Disposal of grivences received in grivance portal www.mipuiaw.nic.in	Lalrohlua, U/S, DP&AR (GSW)	4	<a href="mailto:rohlua@gmail.com">rohlua@gmail.com</a>	9436363171/3892333526	<p>1.Submission of Grievance by citizen on the grievance portal, i.e. www.mipuiaw.nic.in</p> <p>2.Forwarding of grievance to concerned Department in both electronic and hardcopy (mail) format</p> <p>3.Disposing off of grievance after receiving redressal from concerned Department. Mail sent to complainant.</p>	Contact details of Complainant			
37	Apprpoval of Training within India (Outside the State)	H.Vanlalsanga DP&AR(TRG)	3	<a href="mailto:Vanlalsanga.h@gov.in">Vanlalsanga.h@gov.in</a>	9436390765	<p>Inviting willing suitable officers of the concerned Deptt. to submit their willingness to DP&amp;AR(TRG) for Administrative approval and for onward submission to the institution where training is conducted.</p> <p>Obtaining approval of the competent Authority &amp; conveyance of approval thereof to the concerned Deptt.</p>	<p>1)Approval of the Govt./ Competent Authority.</p> <p>2) Brochure of the Course to be attended.</p> <p>3)Invitation for nominations</p> <p>4)Selection of the nominations.</p>			

38	Approval of Training Abroad	H.Vanlalsanga DP&AR(TRG)	3	<a href="mailto:Vanlalsanga.h@gov.in">Vanlalsanga.h@gov.in</a>	9436390765	Deptt. based on the training prog. to submit their willing-ness to DP and AR (TRG) for Govt. approval if any, and for onward submission to the institution of any Foreign Country where training is conducted. Obtaining approval of competent authority / administrative HOD and conveyance of approval and nominations thereof to the Institution where training is conducted outside India	1)Approval of the Government /Competent Authority 2)Brochure of the Course to be attended. 3)Invitation for nominations 4) Selection of the Nominations			
39	Preparation of training annual calendar	H.Vanlalsanga DP&AR(TRG)	2	<a href="mailto:Vanlalsanga.h@gov.in">Vanlalsanga.h@gov.in</a>	9436390765	Draft proposals forwarded by ATI is approved by competent authority/administrative HOD.	1). Draft Annual Training Calendar 2) Approval of the Government to the Draft Annual Trg. Calendar. 3) Conveying Govt's. approval to ATI.			

**SERVICE STANDARD**

<b>Sl.No.</b>	<b>Services/Transaction</b>	<b>Success Indicator</b>	<b>Service Standard</b>	<b>Unit</b>	<b>Data source</b>
1	Recruitment of MCS Junior Grade	Time taken for recruitment from the date of determination of vacancies	12	Months	Department records
2	Processing of agenda papers for promotion to various grades of MCS for onward submission to MPSC	Time taken for sending the proposal from the date of determination of vacancies which is complete in all respects	14	Days	Department records
3	Processing of agenda papers for promotion SCS to IAS for onward submission to UPSC	Time taken for sending the proposal from the date of determination of vacancies which is complete in all respects	14	Days	Department records
4	Processing of agenda papers for promotion SPS to IPS for onward submission to UPSC	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	7	Days	Department records
5	Processing of agenda papers for promotion SFS to IFS for onward submission to UPSC	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	7	Days	Department records
6	Processing of agenda papers for promotion to Heads of Departments from their respective feeder grade for onward submission to MPSC	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	7	Days	Department records
7	Allocation of works to Administrative Heads of Departments (Secretaries)	Time taken for issue of notification from the date of putting up proposal	14	Days	Department records
8	Creation of Post	Time taken for disposal of the proposal from the date of receipt which is compute in all respects.	1	Month	Department records

9	Filling up of post	Time taken for disposal of the proposal from the date of receipt which is compute in all respects.	1	Month	Department records
10	Up- gradation, Re- designation, Amalgamation & Conversion of post	Time taken for disposal of the proposal from the date of receipt which is compute in all respects.	1	Month	Department records
12	Engagement of Muster Roll & Contract employees	Time taken for disposal of the proposal from the date of receipt which is compute in all respects.	1	Month	Department records
13	Fixation and Finalization of M/R Seniority	Time taken for disposal of the proposal from the date of receipt which is compute in all respects.	3	Months	Department records
14	Regularisation of M/R and Contract Employees	Time taken for disposal of the proposal from the date of receipt which is compute in all respects.	1	Month	Department records
15	Issue of Check Slip for financial up gradation under MACPS, 2010	Time taken for disposal of the proposal from the date of receipt which is compute in all respects.	1	Month	Department records
16	Processing of proposals for framing/amendment of Recruitment rules	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	4	Months	Department records
17	Processing of proposals for framing/amendment of Service rules	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	10	Months	Department records



18	Processing and examination of agenda papers for promotion/regularization for onward submission to MPSC	Time taken for disposal of the proposal from the date of receipt till the date of sending the proposal, complete in all respects, to MPSC	14	Days	Department records
19	Processing of proposal for extension of service/reemployment of retired officials	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	14	Days	Department records
20	Processing of proposal for deputation	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	14	Days	Department records
21	Condonation of overage	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	14	Days	Department records
22	Alteration of date of birth	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	1	Month	Department records
23	Recognition of Service associations	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	2	Months	Department records
24	Processing of proposal for relaxation of Recruitment rules/Service Rules	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	1½	Months	Department records
25	Compassionate appointment	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	21	Days	Department records
26	Framing of procedure for writing of ACR/PAR	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	1	Month	Department records

27	Reconstruction of Service Book	Time taken for disposal of the proposal from the date of receipt which is complete in all respects	1	Month	Department records
28	Direct Recruitment of the following Officers: a) Assistant Grade b) Stenographer Grade-III Fixation of Inter-se-Seniority in respect of :	Time taken for disposal of the case commencing from the beginning of a vacancy year to actual Issue of Appointment Order.	1	year	Department records
29	Processing of Agenda Papers for Seniority Promotion and Issue of Promotion Order in respect of : 1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.	Time taken for disposal of the case commencing from the beginning of a vacancy year to actual Issue of promotion Order.	6	months	Department records
30	Transfer and Posting in respect of : 1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.	Time taken for disposal of the case commencing from the day the decision was made	2	days	Department records

31	Fixation of Inter-se-Seniority in respect of : 1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.	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	1	month	Department records
32	Processing of Pensions in respect of : 1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.	Time taken for issue of Pension Papers to Accounts & Treasuries from the date of retirement of Officers.	1	day	Department records
33	Processing of Disciplinary Proceeding cases in respect of : 1) All grades of the Mizoram Secretariat Service. 2) Assistant Grade of the Mizoram Ministerial Service. 3) All grades of the Mizoram Stenographer Service.	Time taken for issue of final order from the date issue of Memorandum of Charge, depending on the case.	6 months to Years depending on the complexity of the case.	months	Department records

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.</p> <p>2) Assistant Grade of the Mizoram Ministerial Service.</p> <p>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	Department records
35	<p>Custody and Safe keeping of ACRs/PARs 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>Time taken for placing the ACRs/PARs in their respective folders from the date of receiving the ACRs/PARs.</p>	3	days	Department records
36	<p>Disposal of grivences received in grivance portal www.mipuiaw.nic.in</p>	<p>Time taken to dispose off the grievance from the date of registration of the grievance</p>	30	days	Department records

37	Approval of Training Abroad	Time taken from date of receipt of letter from GOI/ATI, receipt of nominations filed from suitable officers of various Deptt. under Govt. of Mizoram till completion of the training period.	1 (one) months to 2 (two) months depending upon date receipt of letter from GOI/ATI on others.	Months	Department records.
38	Preparation of training annual calendar	Time taken for submission of draft Calendar by ATI till completion of the printed calendar in Govt. Press.	1(one) week to 2(two) months	Months	Department records.

### GRIEVANCE REDRESS MECHANISM

<b>Sl.No.</b>	<b>Name of the Public Grievance Redress Officer</b>	<b>Helpline Number</b>	<b>Email</b>	<b>Mobile Number</b>
1	Ramdinliani, Joint Secretary, DP&AR(CSW/TRG)	0389- 2335830/2336009	<a href="mailto:ramdinliani.mcs@nic.in">ramdinliani.mcs@nic.in</a>	9436141342
2	C. Lalhuliana, Deputy Secretary, DP&AR (ARW)	0389- 2334333	<a href="mailto:clalhuliana59@gmail.com">clalhuliana59@gmail.com</a>	9436195484
3	R. Malsawma, Joint Secretary, DP&AR (GSW/SSW)	0389-2336025		9862572964
4	Lalrohlua Under Secretary, DP&AR(GGC)	0389-2333526	<a href="mailto:rohlua@gmail.com">rohlua@gmail.com</a>	9436363171

**LIST OF STAKEHOLDERS/CLIENTS**

<b>Sl.No.</b>	<b>Stakeholders/Clients</b>
1	All Departments under Government of Mizoram
2	MCS/AIS 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

## RESPONSIBILITY CENTRES AND SUBORDINATE ORGANIZATIONS

<b>Sl.No.</b>	<b>Resonsibility Centres and Subordinate Organization</b>	<b>Landline Number</b>	<b>Email</b>	<b>Mobile Number</b>	<b>Address</b>
1	Mizoram Public Service Commission	0389-2335816		9436140382	New Secretariat Complex, Aizawl
2	Administrative Training Institute, Aizawl	0389-2335830 Fax:0389-2335831	Ati.mizoram@gmail.com		ATI, New Secretariat Complex, Khatla, Aizawl, Mizoram - 796001



### INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

<b>Sl.No.</b>	<b>Indicative expectations from service recipients</b>
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 Promotions, 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