

Citizen's Charter
of
**Department of Personnel & Administrative
Reforms**

New Secretariat Complex, Khatla, Aizawl.
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CONTENTS

	Page No.
1. Forward	3
2. Vision	4
3. Mission	4
4. Organizational set up and Details of business transacted	4-6
5. Norms for discharge of functions	6-9
6. Stakeholders / Service recipients	9
7. Expectations from Stakeholders / Service recipients	9
8. Grievance Redress Mechanism	10
9. Attached/Subordinate organizations	10
10. Annexure - I	11
11. Annexure – II	12

Forward

The role of the DP&AR can be conceptually divided into two parts. In its larger nodal role, it acts as the formulator of policy and the watch dog of the Government ensuring that certain accepted standards and norms, as laid down by it, are followed by all Departments in the recruitment, regulation of service conditions and deputation of personnel as well as other related issues.

This Department is also concerned with the process of responsive and people oriented administration. While realizing its concern, this department intends to formulate Citizen's Charter with the objective to serve its client efficiently. The charter is based on the premise that citizen is the prime objective and government organizations exists not to rule, but to serve the citizens.

This Department does not normally deal directly with the citizen. The major part of the service being delivered by this Department is for the government agencies, public sector undertakings or for the government employees.

DP&AR has identified some of the core services being offered by its various Wings for the purpose in its first charter being prepared. The charter contains Grievance Redress Mechanism related to the services mentioned in the Citizen's Charter.

Vision

To create an enabling environment for the development and management of human resources of the government for efficient, effective, accountable, responsive and transparent governance.

Mission

- Providing a dynamic and responsive framework of personnel policies and procedures for the effective functioning of the government.
- Developing competence and innovation in government.
- Building capacity of human resources at all levels of government for efficient delivery of public services.
- Inculcating and supporting a culture of transparency and accountability.
- Institutionalizing a system for a constructive ongoing engagement with various stakeholders.

Organizational set up and Details of business transacted

The Department is headed by the Secretary to the Government of Mizoram who supervises and controls the functioning of all the five Wings of the Department through officers subordinate to him. DP&AR is also the Administrative Department of the Mizoram Public Service Commissions and that of the Administrative Training Institute. The Organizational structure of the Department (Annexure-I) and details of business transacted is as under :-

❖ General Service Wing :

- Matters relating to service Association.
- Rules and Procedures regarding fixation of seniority promotion and all matters relating thereto.
- Advice to various Departments in all matters relating to Services/Recruitment Rules of various Services/Posts.
- Advice to various Departments in all matters relating Recruitment/ Promotion to Group 'A' & 'B' posts by Mizoram Public Service Commission/Local Departmental promotion.
- All matters relating to Commission of Inquiry.
- Advice on absorption of retrenched personnel.
- General Rules governing petitions, appeal and memorial on service matters.

- Regularization Schemes of Muster Roll/Work Charged employee/Contract employee.
 - Condonation of educational deficiency for Govt. service.
 - Allocation of services.
 - Deputation other than AIS and Central services officers.
 - Matters relating to Public Service Commission/Staff Selection Commission etc.
 - Recognition of University degree and Diploma in service matter.
 - Advice on extension of service/re-employment of superannuated Government servants on contracts.
 - Reservation of vacancies for Scheduled Castes/Scheduled Tribes, Handicapped persons and Ex-servicemen in Government service.
 - Rules relating to application fee and instruction regarding advertisement of posts.
 - Performance appraisal.
- ❖ **Civil service wing:-**
- All matters relating to All India Services, MCS and Heads of Departments.
 - Periodical Cadre Review of above.
 - Custody of ACRs of Civil Service Officers and Heads of Departments including MCS Officers.
 - Deputation matters of All India Services and Central Services and MJS.
- ❖ **Administrative reforms wing :-**
- Organization of Management works.
 - Research in Personnel Administration.
 - Policy and Personnel Administrative Reforms.
 - Initiating the scheme of J.C.M. on the pattern existing at the centre.
 - Staff Welfare General Policy.
 - Matters relating to grant of Gazetted status.
 - Advice to Departments on creation of posts.
 - Works study/Work measurement and laying down yardstick for Departments.
 - Simplification of Rules and Procedure.
 - Secretariat Manual.
 - Manpower Planning (Service).
 - Co-ordination with Central Govt. on matters of Administrative Reforms.
 - ACP Scheme.
- ❖ **Secretariat service Wing :-**
- Re-organisation of Ministerial cadres.
 - All matters relating to Steno Grade –I, II, III.
 - All service matters relating to MSS officers and Assistants of Secretariat, Directorate and District Offices.
 - Maintenance of Service Books of MSS Officers/Stenographers.

- Custody of ACRs of MSS officers/Assistant and Stenographers.

❖ **Training wing:-**

- All matters relating to Administrative Training Institute of Mizoram.
- Deputation of Gazetted and Non-Gazetted officers for training in India and abroad.
- All other training matters.

Norms for discharge of functions

❖ **The following classes of cases shall be submitted to the Chief Minister through Minister, DP&AR and Chief Secretary for his orders :-**

- All matters requiring policy decisions .
- All matters relating to appointment/promotion/transfer of All India Services.
- All matters connected with appointment/promotion/transfer and posting of Mizoram State Civil Service/Mizoram Secretariat Service Group `A` Officers.
- All matters relating to Disciplinary action against AIS/MCS/MJS and other State Civil Service Group `A` Officers as the case may be.
- All cases involving training abroad.
- Deputation of All India Services.
- Deputation cases of various services.
- All matters relating to framing/amendment of Service Rules and Regulations.
- All matters relating to framing/amendment and relaxation of Recruitment Rules.
- Cases of extension of services beyond superannuation.
- Policy on Personnel Administrative Reforms.
- Bifurcation/Trifurcation of Administrative Departments and Directorate Offices.
- Restructuring of Administrative Departments and Directorate Offices.
- Assessment of Man-power requirements.
- ACP Scheme.
- Staff Welfare General Policy.
- Matter relating to Grant of Gazetted status.

❖ **The following classes of cases shall be submitted to the Minister, DP & AR for his orders :-**

- Deputation cases of Gazetted Officers within and outside Mizoram.
- Matters connected with sanction/extension of various kinds of leave to Heads of Departments, Deputy Commissioners and District Superintendents of Police.
- Grant of Study Leave to all Gazetted Officers.

- All matters regarding transfer and posting of Under Secretaries and Superintendents.
- All cases involving training within India/outside the State for the following category of Officers IAS/IPS/IA&AS/Heads of Departments/CCS Officers/ Group `A` officers.
- Condonation of over-aged appointments.
- Recognition of University/Degree/Diploma in service matters.
- General Rules Governing petitions, appeal and memorandum on service matters.
- New engagement of Contract Muster Roll Employees.
- Creation/upgradation/degradation/abolition/amalgamation/re-designation permanent transfer/conversion of posts.
- Approval for filling up of vacant posts on regular basis, contract/MR basis, etc.
- Identification/Deployment of surplus Staff.
- Conversion of posts/upgradation of Posts.
- All matters required to be submitted to the Chief Minister.

❖ **The following classes of cases shall be submitted to the Chief Secretary for his orders :-**

- Matters relating to amendments of various rules of All India Services.
- Matters relating to sanction of Leave to Additional Secretaries and Joint Secretaries.
- Matter relating to approval of Tour programmes of Principal Secretaries, Commissioners and Secretaries.
- Matter relating to DPC of Group `B` (Non-Gazetted) posts in the pay scale of Rs. 6,500-10,500/-p.m (revised).
- Good Governance.
- Joint Consultative Machinery (JCM).
- Matters relating to Administrative Reforms Commission.
- Simplification of rules and procedures.
- Secretariat Manual.
- Grant of Study Leave to all Non-Gazetted Govt. servants.
- All other matters which the Secretary considers to be submitted to the Chief Secretary.

❖ **The following classes of cases shall be submitted to the Secretary for his orders:-**

- All cases involving modification of working procedures and systems followed by various Wings of DP & AR.
- Various kinds of Leave of Group `A` Officers at the level of Deputy Secretaries.
- Transfer and posting of all Group `B` & `C` Officers under the Administrative control of DP & AR.
- Recognition of Service Associations.

- Matters relating to UPSC/MPSC/State Inquiry Commission.
 - Matters relating to proposal for promotion of State Service Officers to AIS.
 - Departmental Proceedings against non-Gazetted Staff under the Administrative Control of DP & AR.
 - Alteration of date of birth.
 - Reconstruction of Service Books.
 - Cases of deputation/absorption & Compassionate appointments.
 - Matters relating to Departmental Screening Committee for ACP Scheme.
 - Tour Programme/Notes of Officers & Staff under the Department.
 - Matters relating to representations submitted by various Associations of Group `A` Officers.
 - Departmental proceedings against non-Gazetted staff under the administrative control DP & AR.
 - Sanction of Advances and Non Refundable withdrawal from GPF.
 - All matters relating to Plan/Non-Plan, Budgets etc.
 - All other cases which the Additional Secretary considers necessary to be submitted to the Secretary.
- ❖ **The following classes of cases shall be submitted to the Additional Secretary for his orders:-**
- General/routine correspondences with other States/Central Government.
 - Sanction of leave to Under Secretaries and its equivalent under the Administrative control of DP & AR.
 - All matters relating to transfer & posting of Non-Gazetted Stenographers.
 - Matter relating to sanction of leave to Superintendents and Gazetted Stenographers.
 - Matters relating to Supreme Court /High Court cases and disciplinary proceedings.
 - Conduct of UPSC Exam/question papers etc.
 - Continuation of engagement period of contract/MR employees etc.
 - All matters for which approval of higher authorities is required .
 - All other cases which Deputy Secretary/Under Secretary considers necessary to be submitted to the Additional Secretary.
- ❖ **The following classes of cases shall be submitted to the Deputy Secretary for his orders:-**
- General/routine correspondences on inter-departmental service related cases which require examination and advice.
 - Matter relating to Departmental Examination of MCS Officers.
 - Matters relating to High Court cases and filing of Affidavit to the High Court on behalf of DP & AR.
 - Casual Leave of Superintendents.

- All other matters for which approval of higher authorities have already been obtained and which are not normally required to be submitted to higher authorities.
 - All other matters which Under Secretary considers necessary to be submitted to Deputy Secretary.
- ❖ **The following classes of cases shall be submitted to the Under Secretary for his orders:**
- General/Routine matters.
 - All matters relating to DPC of Group `C` and `D` posts.
 - All matters to be submitted to higher authorities.
 - All day to day correspondences for further examination and guidance for disposal.
 - Distribution of works amongst the staff.
 - Matters relating to Office disciplines.
 - Sanction of leave to Non-Gazetted Stenographers.
 - Matters relating to Pensionary benefits of Officers and staff under the Administrative control of DP&AR and issue of ID cards to such Pensioners in respect of the case dealt with by him/her.
 - Matters relating to maintenance of Service Books/Service Cards and ACRs of Officers and Staff.
 - Issue of reminders..
 - Staff Selection Commission Examination question papers regarding.
 - Authentication of orders, decisions etc. of the higher authorities.

Stakeholders / Service recipients

- Citizens of India.
- All State Government employees.
- Officers of All India Services Central Secretariat Services, etc. who are currently employed by the Government of Mizoram.
- All Departments / Organizations of the Government of Mizoram.
- All Cadre Controlling Authorities.
- All recognized Unions/Associations.
- Individuals / Groups who have a workable proposal or a new model for bringing improvement in the area of public service delivery or citizen centric public administration

Expectations from Stakeholder / Service recipients

- Applications/ proposals are to be submitted in the formats prescribed, if any.
- Relevant documents/ enclosures (duly attested, where required) if any, are to be submitted along with the application;
- Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to;
- Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance;

Grievance Redress Mechanism

For any grievance relating to services delivered by the Department of Personnel and Administrative Reforms as given in this Charter. Citizens / stakeholders may lodge their grievance in written by post / fax to:

Mrs. C. Zothankhumi
 Joint Secretary,
 Department of Personnel and Administrative Reforms.
 Room No. 325, 2nd Floor, New secretariat complex, Khatla, Aizawl-796001
 Tel. : 0389-2328486
 Fax : 0389-2328486

Attached/Subordinate Organizations

Sl. No.	Attached/ Subordinate Organizations	Address	Phone/Fax Number	Email/Website
1.	Mizoram Public Service Commission	New Secretariat Complex, Khatla, Aizawl. Mizoram-796001	Ph:2335824 Fax:2335817	Website: www.mpsc.mizoram.gov.in
2.	Administrative Training Institute, Govt. of Mizoram	New Secretariat Complex, Khatla, Aizawl. Mizoram-796001	Fax:2312998	Email: ati_aizawl@indiati mes.com

ANNEXURE-I

Organizational Chart of DP&AR

ANNEXURE-II

List of important Telephone Numbers

1.	<i>Pi L.Tochhong, IAS Addl. Chief Secretary, Government of Mizoram</i>	<i>0389-2319231</i>
2.	<i>Pi C. Zothankhumi, Joint Secretary, DP&AR(CSW/SSW/Trg)</i>	<i>0389 – 2328486.</i>
3.	<i>R. Zarzosanga, Joint Secretary, DP&AR(ARW/GGC/GSW)</i>	<i>0389-2328486</i>
3.	<i>Pu B. Zahmuaka, Deputy Secretary, DP&AR (GSW/Training)</i>	<i>0389-2336007</i>
4.	<i>Pi Zoramthangi Hauhna, Deputy Secretary, DP&AR (CSW)</i>	<i>0389 – 2324396.</i>
5.	<i>Pu R. Lalremsanga, Under Secretary, DP&AR (GSW)</i>	<i>0389 – 2336020.</i>
6.	<i>Pu Lalrinsanga, Under Secretary, DP&AR (CSW)</i>	<i>0389 – 2336022</i>
7.	<i>Pi K. Vanlalrawni, Under Secretary, DP&AR (ARW)</i>	<i>0389 - 2336026</i>
8.	<i>Pi H. Vanlalchuangi, Under Secretary, DP&AR (SSW)</i>	<i>0389 – 2336025</i>
9.	<i>Pu C.C. Lalchhuangkima Nodal Officer, DP&AR (GGC)</i>	<i>0389 - 2336034</i>