

No.A.42013/1/2013-DP&AR(GGC)  
GOVERNMENT OF MIZORAM  
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS  
(GOOD GOVERNANCE CELL)

Dated Aizawl, the 9<sup>th</sup> February, 2015

OFFICE MEMORANDUM

**Subject:** Simplifying Internal Procedures

The recommendations of the 2<sup>nd</sup> Administrative Reforms Commission (2<sup>nd</sup> ARC) in Para 6.3.5 of the 4<sup>th</sup> Report on "Ethics in Governance" and Para 10.1.9(a) of the 12<sup>th</sup> Report on "Citizen-Centric Administration - The Heart of Governance" regarding simplification of internal procedures has been under consideration of the Government for quite some time.

Simplification of internal procedures will be an important good governance reforms initiative with significant implications especially for ensuring speedy delivery of public services. It will also go a long way in reducing citizen's grievances against Government for the many procedural delays associated with its functioning. The Steering Committee on 2<sup>nd</sup> Administrative Reforms Commission in its meeting dated 12.12.2014 also recommended that all Departments under the Government of Mizoram initiated the process of simplification of their internal procedures.

In order to speed up the governance reforms process, the Government thus, decided that all Departments under the Government of Mizoram shall initiate the process of simplification of internal procedures including comprehensive review of Departmental Manuals, Codes, Acts, Rules, Regulations etc by following the steps recommended by the 2<sup>nd</sup> Administrative Reforms Commission as far as possible:

- 1) Constitution of a Core Committee for Simplification of Internal Procedures
- 2) Engaging external experts - if necessary
- 3) Getting feedback from citizens
- 4) Analyzing all processes from the point of necessity, simplicity, rationality and citizen centricity
- 5) Redesigning processes and forms
- 6) Doing a pilot study and getting it evaluated
- 7) Once the pilot stabilizes, analyzing the changes required in the rules/statutes
- 8) Implementing the change

The Core Committee for Simplification of Internal Procedures as envisaged by the 2<sup>nd</sup> Administrative Reforms Commission shall be constituted in each Department with the following composition:

(273)

- Chairman : Secretary of the Department  
Member Secretary : Head of Department  
Members : 1. Two Eminent citizens well versed with the  
internal procedures of the Department  
2. Not less than two Officers from the  
Department well versed with procedures  
3. Representative from Law & Judicial Department

The Core Committee in each Department shall be responsible for making suitable recommendations to the Government for simplification of internal procedures.

The process of simplification of internal procedures should ideally be completed within a period of 1 year.

**Sd/- ARUN GOYAL**

**Principal Secretary to the Govt. of Mizoram**

**Memo. No.A.42013/1/2013-DP&AR(GGC)**

**Dated Aizawl, the 9<sup>th</sup> Feb., 2015**

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1. Secretary to Governor, Mizoram
2. Principal 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/Government Deputy Chief Whip/Parliamentary Secretaries
5. Sr. P.P.S. to Chief Secretary
6. All Administrative Departments for necessary action
7. All Heads of Departments
8. Website Manager, DP&AR for uploading in the official website
9. Guard File

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9/2/15  
**(LALROHLUA)**

Nodal Officer

Deptt. of Personnel & Administrative Reforms  
(Good Governance Cell)