

**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:** Implementation of Single Window System in District Administration

The recommendation of the 2<sup>nd</sup> Administrative Reforms Commission (2<sup>nd</sup> ARC) in Para 3.3.4(b) of the 12<sup>th</sup> Report on "Citizen-Centric Administration - The Heart of Governance" regarding introduction of Single Window System for effective delivery of public services has been under consideration of the Government for quite some time.

The concept of Single Window System as envisaged by the 2<sup>nd</sup> Administrative Reforms Commission essentially implies that a service providing organization will re-engineer its processes in such a way that all the services provided by it get delivered to citizens through a single outlet/unit, thus, ensuring quick disposal of all types of transactions required by the citizens. The system will be very helpful for reducing delays in delivery of public services and help ensure greater convenience to citizens.

The Steering Committee on 2<sup>nd</sup> Administrative Reforms Commission in its meeting dated 12.12.2014 also examined the feasibility of introduction of Single Window System under the District Administration since the Office of the Deputy Commissioner in a District discharges multiple functions which have a direct bearing on the common man such as issue of certificates and documents required by the general public for various purpose. Implementation of the Single Window System with a Single Window Counter in the DC Office will be of great help for citizens in obtaining such citizen centric services and will dispel the need for the common man to run from one office to another to obtain a simple service.

Upon the recommendation of the Steering Committee on 2<sup>nd</sup> Administrative Reforms Commission, the Government has decided that henceforth, the Single Window System shall be implemented in all the Offices of the Deputy Commissioner for certain citizen centric services with a Single Window Counter designated in each DC Office for receipt and disposal of such services. The list of citizen centric services that can be covered under the Single Window System are as shown below which may be added by the District Administration keeping in view the requirements of the citizens:

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1. Issue of Scheduled Tribe/Scheduled Caste Certificate
2. Issue of Domicile/Residential Certificate
3. Issue of Income Certificate
4. Issue of Inner Line Pass
5. Issue of Tax Exemption Certificate
6. Issue of Arms License (Fresh/Renewal)

The Single Window System must be implemented within a period of three months in each District. The designated Single Window Counter for provision of citizen centric services must be easily accessible for the public and the list of services provided in the Counter must be clearly displayed. Implementation of the Single Window System should also be widely disseminated to the general public.

Action Taken Report may be submitted by each District within a period of three months.

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
7. All Heads of Departments
8. All Deputy Commissioners for necessary action
9. Website Manager, DP&AR for uploading in the official website
10. Guard File

*Lalrohlua*  
(LALROHLUA)

Nodal Officer

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