

**No.B.16011/1/2010-DP&AR(GGC)**  
**GOVERNMENT OF MIZORAM**  
**DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS**  
**(GOOD GOVERNANCE CELL)**

\*\*\*\*\*

**OFFICE MEMORANDUM**

Dated Aizawl, the 17<sup>th</sup> April, 2012

The Government of Mizoram has decided to implement Centralised Public Grievances Redressal and Monitoring System (CPGRAMS) for all Departments of Government of Mizoram. For this purpose, the State module of CPGRAMS-'MIPUI AW' was launched on 29<sup>th</sup> February 2012 by Hon'ble Chief Minister of Mizoram in the presence of Joint Secretary, Department of Administrative Reforms and Public Grievances, Government of India. In spite of training being conducted at state level and district level on this subject, the following flowchart (copy enclosed) and guidelines (as shown below) on MIPUI AW are hereby brought to the knowledge of All Administrative Departments, all Heads of Departments, all DCs, all Heads of Offices and all Nodal Officers (Public Grievances) for their information and strict compliance.

1. According to the flowchart, all grievances from the citizens are received by Good Governance Cell, DP&AR, Government of Mizoram.
2. Grievances received are examined and checked by GGC which will then be forwarded to Nodal Officers (Public Grievances) of Administrative Departments/Deputy Commissioners concerned.
3. Administrative Departments/Deputy Commissioners have to forward the same to their subordinate offices/district offices if the grievances cannot be disposed of at their own level.
4. Final Action Taken Report/Interim Action Taken Report has to be sent within 30(thirty) days from the date of receipt of grievances.

Status of the grievances will be brought to the knowledge of the Chief Secretary, Government of Mizoram bi-monthly on regular basis. All Nodal Officers are hereby instructed to comply with the above guidelines and to monitor regularly all grievances received without fail. In case any doubt arises, the following officers may be contacted for clarification:

1. Lallianmawii Hnamte, State Informatics Officer, NIC, Mizoram.  
Contact No:0389-2300247
2. C.C. Lalchhuangkima, Nodal Officer, Good Governance Cell,  
DP&AR. Contact No:0389-2336034

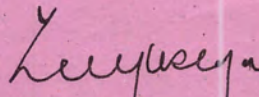
**Sd/-VAN HELA PACHUAU**

Chief Secretary to the Govt. of Mizoram

**Memo No. B.16011/1/2010-DP&AR(GGC) : Dated Aizawl, the 17<sup>th</sup> April, 2012**

Copy to:

1. Secretary to the Governor, Govt. of Mizoram.
2. Secretary to the Chief Minister, Govt. of Mizoram.
3. P.P.S. to the Chief Secretary, Govt. of Mizoram.
4. All Administrative Departments.
5. All Heads of Departments.
6. State Informatics Officer, NIC, Mizoram.



**(R. ZARZOSANG)**

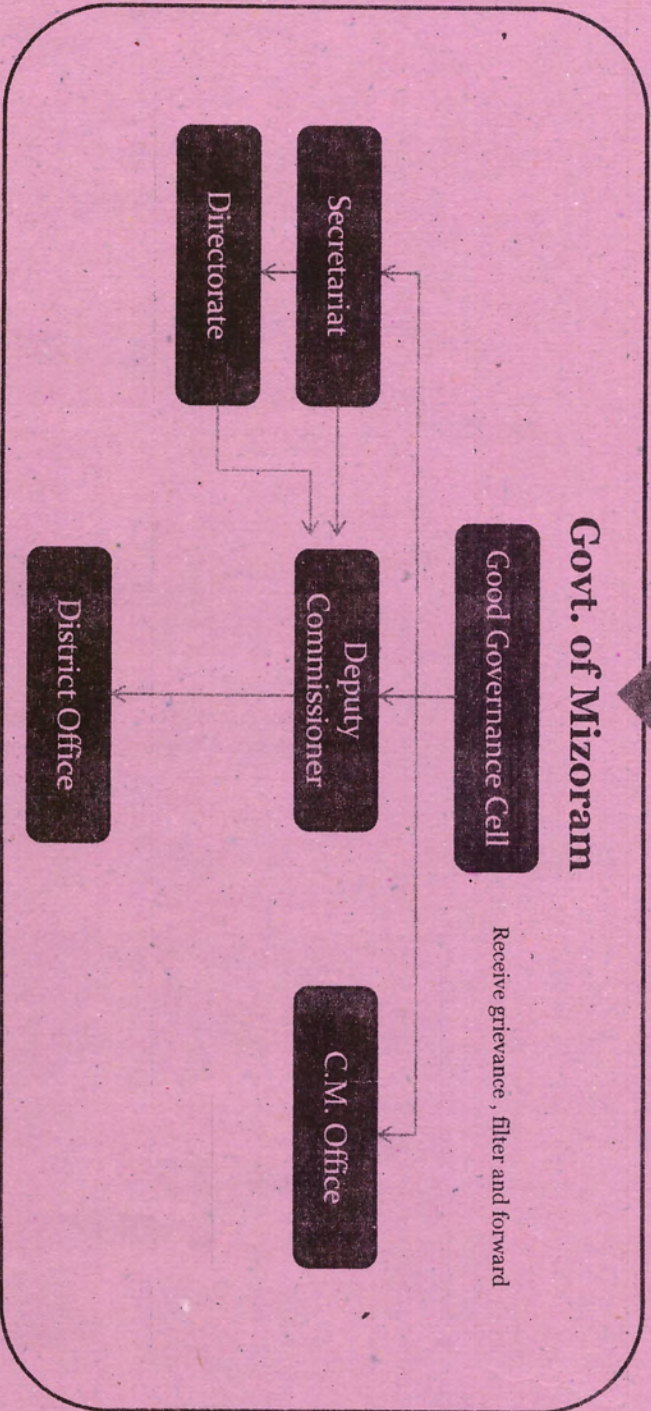
Joint Secretary to the Govt. of Mizoram

# Flowchart of Grievance



Citizen

Lodge Grievance



Designed, developed and hosted by National Informatics Centre