

**MINUTES OF MEETING ON SRENGTHENING OF SERVICE DELIVERY UNDER THE  
MIZORAM RIGHT TO PUBLIC SERVICES ACT, 2015 HELD UNDER THE  
CHAIRMANSHIP OF CHIEF SECRETARY AT CHIEF SECRETARY'S CONFERENCE  
ROOM ON 23.04.2018 (1.00PM)**

The meeting was presided over by Pu Arvind Ray, IAS, Chief Secretary and the following officers were present:

1. Dr. Ankita Chakravarty, IAS, Director, ATI
2. Pu Lalthlamuana, Chief Informatics Officer, ICT
3. Pu David L. Thangliana, Director, I&PR
4. Pu Lalrohluva, Nodal Officer, DP&AR (GGC)
5. Pi Mina Zoliani, IPRO
6. Pu Vanlalringa, Informatics Officer, ICT
7. Pu Zothanzauva, Informatics Officer, ICT
8. Pu Lalrinpuia Ralte, Superintendent, DP&AR (GGC)
9. Pu Isaac Zothanpuia, Project Manager, MSeGS, ICT
10. Pu C. Lalrinfela, System Analyst, MSeGS, ICT
11. Pu Robert Lalhruiatluanga, Assistant, DP&AR (GGC)

The meeting was informed that the Mizoram Right to Public Services Act, 2015 was enacted by the seventh Legislative Assembly of Mizoram with the objective of providing public services to the citizens within a stipulated time limit. This is one major initiative of the Government for providing time bound delivery of public services to citizens within the overall objective of ensuring responsive, accountable and transparent governance. The Governor of Mizoram has notified the 1<sup>st</sup> December, 2015 as the date of commencement of the Mizoram Right to Public Services Act, 2015 and till date 46 different services had been notified for time bound delivery under the Act.

The meeting was further informed that the project proposal named "*Strengthening of Service Delivery under the Mizoram Right to Public Services Act, 2015*" amounting to ₹88.6 lakh had been sanctioned by the Department of Administrative Reforms & Public Grievances (DARPG), Government of India under the State Collaboration Initiative (SCI) Scheme as per the approval of the Screening Committee which was held on 12.03.2018. The project is stipulated to be completed within a period of one year and an amount of ₹70,88,000/- (Rupees Seventy Lakh Eighty Eight Thousand Only) which is 80% of the sanctioned amount was sanctioned on 16.03.2018 to the account of ATI, Mizoram.

The meeting discussed in detail various issues in connection with implementation of the project and arrived at the following conclusions;

**1. Design & Preparation of Awareness Training Materials & Manuals:** The Mizoram Right to Public Services Act, 2015 remains fairly unfamiliar to both citizens and Govt. employees mostly due to lack of training and sensitization. The meeting was informed that Dr. HTC Lalrinchhana, MJS was approached and he had agreed in principle to translate the Act and Rules into Mizo and also prepare Guidelines or Brief Notes and FAQs on the Mizoram Right to Public Services Act, 2015. A sum of ₹4 lakhs is allocated for this component of the project. The meeting decided that the task of preparation of the training materials including manuals and subsequent printing be undertaken by the Administrative Training Institute since they have the requisite expertise in such activities. The timeline for design & preparation of awareness training materials and manuals as per the project proposal may be adhered to as far as possible

**Action : Director, ATI**

**2. Training of Trainers:** Master Trainers may be selected amongst the Sub Deputy Commissioners or Block Development Officers working in the Districts as well as the officials from the Mizoram Right to Public Services Act, 2015 implementing Departments who will in turn give training and conduct sensitization programs across the State. Selection of the Master Trainers may be done by Administrative Training Institute and the training of Master Trainers may be conducted within the timeline specified in the project proposal i.e. 31<sup>st</sup> May, 2018. Nodal Officer, DP&AR (GGC) may be tasked with training of the Master Trainers. A sum of ₹0.6 lakhs is allocated for this component of the project.

**Action : Director, ATI**

**3. Development of Online Training Modules:** An Online Training Module on the Mizoram Right to Public Services Act, 2015 and the Online Service Delivery Portal may be developed by ICT Department in collaboration with ATI, Mizoram to enable both citizens and Govt. employees to learn the various facets of the Act anytime anywhere at the click of a mouse. Further, options may also be explored to launch a Massive Open Online Course (MOOCs) on the Act on the lines of the MOOCs recently launched by Mizoram University (mzuict.in). The timeline for development of Online Training Module as stated in the proposal i.e. 31<sup>st</sup> August, 2018 may be adhered to as far as possible. A sum of ₹4 lakhs is allocated for this component of the project.

**Action : CIO, ICT & Director, ATI**

**4. Development of Online Portal for Service Delivery / Setting up of SMS Gateway for Service Delivery:** Development of Online Portal for Service Delivery is perhaps the crux of the project. The meeting was informed that the software development arm of ICT Department i.e. Mizoram State e-Governance Society has developed an online service delivery portal (ebharat.mizoram.gov.in) and in the meantime, the National Informatics Centre (NIC) has also come up with a “ServicePlus” software which is utilized by the Ministry of Panchayati Raj for delivery of services online. The meeting decided that the ICT Department through the Mizoram State e-Governance Society may develop the portal for online service delivery for this project and the features of “ServicePlus” software may also be utilized as far as possible. A Memorandum of Understanding (MoU) may also be signed between the Government in DP&AR and ICT Department for the delivery of services online under this project.

SMS Gateway is also a vital part of online service delivery systems of other States, allowing citizens to track the status of their application minimizing the need of citizens to visit Govt. Offices unless absolutely necessary.

The timeline for development of Online Service Delivery Portal as well as the development of SMS Gateway as stated in the proposal is the 31<sup>st</sup> October, 2018 and the same may be adhered to as far as possible. A sum of ₹ 20 lakhs and ₹ 10 lakhs are allotted respectively for these components of the project.

**Action : CIO, ICT**

**5. Design, preparation and implementation of IEC campaign:** The meeting was informed that Information, Education and Communication (IEC) Campaign is considered of utmost importance by the Screening Committee of under the State Collaboration Initiative Scheme. A massive IEC campaign through television, radio, social media etc is approved by the DARPG for this project. IEC Campaigns such as street plays, short commercial type clips on Local TVs, posters and hoardings etc. has been utilized effectively

by other States during the initial stages of implementation of their Public Delivery Systems. Such initiatives may be taken in consultation with Information & Public Relations Department. The timeline for implementation of the IEC campaign as stated in the proposal is 30<sup>th</sup> September, 2018 may be adhered to as far as possible. A sum of ₹15 lakhs is allocated for this component of the project.

**Action: Director, I&PR**

**6. Awareness Programme across the State:** The meeting decided that a massive Awareness Programme covering the State headquarters, all the Districts, Civil Sub-Divisions and RD Block headquarters may be conducted by the Master Trainers to sensitize the citizens, particularly members of the Village/Local Councils and leaders of NGO's on the Mizoram Right to Public Services Act, 2015. Director, ATI may chalk out the programme in collaboration with the Deputy Commissioners of the Districts. The timeline for the Awareness Programme as stated in the proposal i.e. 30<sup>th</sup> September, 2018 may be adhered to as far as possible. A sum of ₹30 lakhs is allocated for this component of the project.

**Action : Director, ATI**

**7. Documentation and Evaluation of Initiative:** The meeting resolved that a Monitoring Committee may be constituted under the chairmanship of the Secretary, DP&AR to closely monitor the progress of implementation of the project with a) Director, ATI b) Chief Informatics Officer, ICT c) Nodal Officer, DP&AR (GGC) as the members. The Monitoring Committee may meet on a quarterly basis.

Documentation of the implementation of the project may be done either by DP&AR (GGC) or other agencies, which may be decided at a later stage. The timeline for documentation and evaluation as stated in the proposal i.e. 31<sup>st</sup> March, 2019 may be adhered to as far as possible. A sum of ₹5 lakhs is allocated for this component of the project.

**8. Appointment of Nodal Officer in concerned Departments:** The meeting decided that an officer from the Departments which has services notified under the Mizoram Right to Public Services Act, 2015 be designated as a Nodal Officer to serve as a single point of contact for ensuring speedy implementation of the project.

The meeting ended with a vote of thanks from the chair

**Sd/- ARVIND RAY**

Chief Secretary to the Govt. of Mizoram

**Memo. No.A.42014/1/2013-P&AR(GGC)**

**Dated Aizawl, the 11<sup>th</sup> May, 2018**

**Copy to:**

1. Sr. PPS to Chief Secretary
2. All officers concerned



**(LALROHLUA)**

Nodal Officer

Deptt. of Personnel & Administrative Reforms  
Government of Mizoram