

No. A-60011/275/2025-GSW-DPAR
GOVERNMENT OF MIZORAM
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS
(GENERAL SERVICE WING)

Mizoram Secretariat, MINECO
Aizawl, the 16th September, 2025

OFFICE MEMORANDUM

Subject: Guidelines for facilitating efficient performance of duties by Government employees with disabilities.

With a view to enabling Government employees with disabilities (PwBDs) to perform their duties effectively, the following broad guidelines may, wherever possible, be kept in view by all Departments/Offices under the Government of Mizoram. These guidelines are intended to serve as facilitative measures and should be applied subject to administrative feasibility and availability of resources. These guidelines consolidate existing best practices and introduce new measures to address the specific needs of Persons with Disabilities (PwDs) and their caregivers.

2. All departments and offices are directed to implement the following measures with immediate effect:

- 1) **Post-recruitment and pre-promotion training:** Departments may organise inclusive induction training, as well as job-specific or pre-promotion training for PwBD employees along with other staff. Such training may also be considered at the time of change in job, introduction of new technology, or on promotion. Where felt necessary, inputs from National Institutes under the Department of Empowerment of PwDs or Commissioner of PwBDs or reputed organisations in the disability sector may be taken. It would also be helpful if a newly posted PwBD employee is attached with an experienced colleague for a short period to enable familiarisation.
- 2) **Assistive devices:** Departments may provide, or where appropriate reimburse the cost of, assistive devices such as low-vision aids, hearing aids, motorised wheelchairs, specialised furniture, scanners, computers or software. To the extent feasible, a review may be undertaken every three years to assess whether upgraded devices or improved technologies are required.
- 3) **Accessibility at the workplace:** Departments may, subject to resources, take steps to make workplaces more accessible. This includes ensuring approach from the main entrance to the employee's work station, barrier-free access to toilets, canteens and other common facilities, Braille signage and audio-enabled lifts, and the use of colour contrast in staircases or corridors where it benefits those with low vision.

- 4) **Government accommodation:** PwBD employees may be given preference in allotment of accommodation, with priority for ground-floor or accessible quarters. Renovation of existing housing to make it more convenient and accessible may also be explored where possible.
- 5) **Grievance redressal:** Departments must appoint a grievance redressal officer for PwBDs. In addition, departments may, if possible, set up a small Grievance Redressal Committee headed by the administrative head or the Head of Office and including at least one PwBD employee familiar with disability matters, to consider grievances in a reasonable timeframe.
- 6) **Special Casual Leave:** PwBD employees may, subject to work exigencies, be considered for up to 4 days Special Casual Leave in a year for needs directly connected with their disability, and up to 10 days for attending conferences, workshops or training programmes on disability and development.
- 7) **Posting and transfer preference:** As far as administratively feasible, employees with disabilities may be exempted from routine rotational transfer policies and be allowed to continue in their current roles where their services are optimally utilized. At the time of transfer or promotion, their choice of posting location may be considered wherever possible.
- 8) **Exemption from transfer for primary/direct caregivers of Persons with Disability:** A government employee who is a primary/direct caregiver of a dependent daughter/son/parent/spouse/brother/sister with a "Specified Disability," as certified by the competent authority, may be exempted from the routine exercise of transfer/rotational transfer, subject to administrative constraints. The term "Specified Disability," as defined in the Rights of Persons with Disabilities Act, 2016, includes, but is not limited to, locomotor disability, blindness, low-vision, hard of hearing, speech and language disabilities, intellectual disability, mental illness, and other conditions as notified by the Central Government.

3. All Administrative Departments are advised to keep the above guidelines in view while dealing with service matters concerning Government employees with disabilities.

Sd/- K. LALTHAWMMAWIA
Commissioner & Secretary to the Govt. of Mizoram

No.A.12011/2/2024-P&AR(GSW) : Aizawl, the 16th September, 2025

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Minister of State/ Vice Chairman, State Planning Board/Deputy Govt.
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4. All members of Legislative Assembly.
5. Chief Executive Member, MADC/LADC/CADC
6. Sr. PPS to Chief Secretary.
7. All Heads of Administrative Departments.
8. Secretary, MPSC
9. Secretary, AMC/Lok Ayukta/SEC/MIC
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Under Secretary to the Govt. of Mizoram