

**No.F.12011/1/2010-DP&AR(GGC)**  
**GOVERNMENT OF MIZORAM**  
**DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS**  
**(GOOD GOVERNANCE CELL)**

Mizoram Secretariat, MINECO,  
Aizawl, the 28<sup>th</sup> April, 2020

**OFFICE MEMORANDUM**

**Subject:** Extension of timeline for formulation of Citizen's Charter and matters connected thereto

The timeline for formulation of Citizen's Charter was stipulated in paragraph 9 of the OM of even number dated 20.03.2020. However, on account of the outbreak of the Covid-19 epidemic and the subsequent lockdown including all Government establishments, the prescribed timelines cannot be adhered to by most of the departments/organisations/offices.

2. Therefore, the timeline prescribed for formulation of Citizen's Charter by all administrative departments/organisations/offices mentioned at column (2), (3) and (4) of *Annexure-IV* of the OM of even number dt 20.03.2020 is hereby extended as per the table shown below:

<b>Sl. No.</b>	<b>Action points</b>	<b>Dateline</b>
1)	Appointment of Nodal Officer for Citizen's Charter with intimation to DP&AR (GGC)	8 <sup>th</sup> May, 2020
2)	Formation of Core Group for Citizen's Charter in respect of administrative departments/organisations/offices mentioned in column (2), (3) and (4) of <i>Annexure-IV</i> of the OM of even number dt 20.03.2020 with intimation to DP&AR (GGC)	22 <sup>nd</sup> May, 2020
3)	Identification of main services by the Core Group for inclusion in the Citizen's Charter	12 <sup>th</sup> June, 2020
4)	Formulation of draft Citizen's Charter by the Core Group	26 <sup>th</sup> June, 2020
5)	Consultation on the draft Citizen's Charter with stakeholders/clients	10 <sup>th</sup> July, 2020
6)	Modification of draft Citizen's Charter, if necessary and obtaining approval of Competent Authority	24 <sup>th</sup> July, 2020
7)	Publication of Citizen's Charter	7 <sup>th</sup> August, 2020
8)	Organise training programmes, awareness campaign, workshops, etc. to align the workforce with commitments in the Citizen's Charter	31 <sup>st</sup> August, 2020
9)	Submission of Citizen's Charter to DP&AR (GGC) in (a) hard copy, and (b) soft copy in MS Word to the email id: ggc Miz@gmail.com	7 <sup>th</sup> August, 2020

**Sd/- LALROHLUA**

Nodal Officer

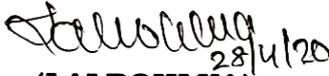
Deptt. of Personnel & Administrative Reforms

**Memo. No.F.12011/1/2010-DP&AR(GGC)**

**Aizawl, the 28<sup>th</sup> April, 2020**

Copy to:-

1. Secretary to Governor
2. Additional Chief Secretary to Chief Minister
3. P.S to Deputy Chief Minister
4. P.S. to Speaker/Ministers/Deputy Speaker/Ministers of State
5. Sr. PPS to Chief Secretary
6. PS to all Principal Secretaries, Commissioners, Secretaries & Special Secretaries
7. All Administrative Departments
8. Secretary, MPSC/SEC/MIC/AMC/Lok Ayukta
9. All Heads of Department with a request to forward a copy of this OM to their subordinate offices as listed in column (4) of *Annexure-IV* of the OM of even number dt 20.03.2020
10. All Deputy Commissioners, Mizoram
11. All wings of DP&AR
12. Website Manager, DP&AR for uploading in the website
13. Guard File

  
28/4/20  
**(LALROHLUA)**

Nodal Officer

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