

**MINUTES OF MEETING ON THE MIZORAM RIGHT TO PUBLIC SERVICES ACT,
2015 HELD UNDER THE CHAIRMANSHIP OF SECRETARY, DP&AR AT
SECRETARIAT CONFERENCE HALL ON 09.11.2015**

List of members attached in Annexure-I

Welcoming the members, the Chairman apprised them purpose of the meeting and outlined the basic tenets of the Mizoram Right to Public Services Act, 2015 which mandated time bound delivery of notified public services to citizens. The meeting was informed that the Mizoram Right to Public Services Act, 2015 (Act No. 6 of 2015) was unanimously passed by the seventh Legislative Assembly of Mizoram on the 24th March, 2015 and received the assent of the Governor on the 25th March, 2015. The corresponding Mizoram Right to Public Services Rules, 2015 have also been framed and duly notified in the Mizoram Gazette Extra-ordinary issue No. 434 on 27.08.2015.

The Act is considered a bold initiative of the Government for reforms in public service delivery with the overall objective of ensuring an accountable, responsive and transparent governance, in short Good Governance. The Act will perhaps be a counterpart of the RTI with regard to delivery of notified public services. The Mizoram Right to Public Services Act, 2015 and the corresponding Mizoram Right to Public Services Rules, 2015 will come into force on the 1st December, 2015.

The meeting discussed various modalities for implementation of the Act and resolved on the following points:

1. Finalisation of list of public services to be notified under Section 4 of the Act: Section 4(1) of the Act empowered the State Government to notify services, from time to time, to be public services for the purpose of the Act and to specify the time limit within which such services shall be provided to the eligible persons. The meeting meticulously reviewed the proposed list of public services Department-wise and the state of readiness of the Department for implementation of the various provisions of the Act with particular reference to the proposed list of public services under the Departments concerned.

The meeting, after detailed deliberation, decided that the list of services mentioned in *Annexure-II* may be proposed for notification as public services to be delivered within a stipulated time limit as per Section 4(1) of the Act with effect from 01.12.2015. It was further decided that the list of services mentioned in *Annexure-III* may be reviewed and considered by the Departments concerned, preferably within the next one month, for notification as public services under Section 4(1) of the Act at a later date.

Action: All Secretaries

2. Appointment of Nodal Officers under Mizoram Right to Public Services Act, 2015 in Departments: The meeting was informed that appointment of Nodal Officer in each Department is essential to serve as the focal point for handling various issues related to implementation of the Mizoram Right to Public Services Act, 2015 within the respective Department and to coordinate with DP&AR (Good Governance Cell) as well as the respective Designated Officers, First Appellate Authorities and Second Appellate Authorities in their Departments, especially with regard to monitoring and implementation of the provisions of the Act. Subsequently, Nodal Officers for the Act have been nominated by 13 Departments and other Departments are informed to expedite the process of nomination of Nodal Officer. Appointment of the Nodal Officers under the Act may be notified by DP&AR (GGC).

Action: DP&AR(GGC)

3. Training of Nodal Officers on Mizoram Right to Public Services Act, 2015: The meeting decided that DP&AR (GGC) may arrange training of the Nodal Officers on the various provisions of the Mizoram Right to Public Services Act, 2015 as well as the Mizoram Right to Public Services Rules, 2015 preferably within the next one week. The

Nodal Officers will subsequently serve as Master Trainer for their respective Department and impart training to the respective Designated Officers, First Appellate Authorities and Second Appellate Authorities in their Departments.

Action: DP&AR(GGC)

4. Training of Designated Officers, First Appellate Authorities and Second Appellate Authorities on Mizoram Right to Public Services Act, 2015: The meeting agreed that Departments may arrange training of the Designated Officers, First Appellate Authorities and Second Appellate Authorities for each of the notified services in their Departments through the Nodal Officer cum Master Trainer, preferably not later than **24.11.2015 (Tuesday)**.

Action: All Nodal Officers

5. Provision of Forms under Mizoram Right to Public Services Rules, 2015: The meeting was informed that several statutory Forms have to be maintained by the Designated Officers, First Appellate Authorities and Second Appellate Authorities under the Mizoram Right to Public Services Rules, 2015. The Forms as shown below shall be provided by the Department/Authorities concerned as follows:

Name of Form	Purpose	Remarks
Form 1	Form of acknowledgement for application of notified services	Acknowledgement form as per the format in Form 1 be printed by the Departments concerned
Form 3	Form of Register to be maintained in the office of Designated Officer	Suitable office register be utilised by the Designated Officer as per the format prescribed under Form 3
Form 4	Form of Register to be maintained in the office of First Appellate Authority	Suitable office register be utilised by the First Appellate Authority as per the format prescribed under Form 4
Form 5	Form of Register to be maintained in the office of Second Appellate Authority	Suitable office register be utilised by the Second Appellate Authority as per the format prescribed under Form 5

These statutory Forms may be made ready by the respective Department/Authorities concerned not later than **27.11.2015 (Friday)**.

Action: Departments concerned

6. Provision of Notice Board under Mizoram Right to Public Services Rules, 2015: The meeting was informed that a Notice Board under the Mizoram Right to Public Services Rules, 2015 as per the format in Form 2 is to be displayed by all Designated Officers in their office premises regarding all relevant information relating to notified services including designation of Designated Officers, First Appellate Authority and Second Appellate Authority, stipulated time limit, documents required to be enclosed with the application and eligibility criteria as applicable as per Rule 5. The meeting agreed that the Notice Board to be displayed at the office premises of all the Designated Officers may be provided by the respective Departments so that there is uniformity within a Department. This may be completed not later than **30.11.2015 (Monday)** such that all such Notice Boards are displayed by the 1st December, 2015.

Action: Departments concerned

The meeting ended with a vote of thanks from the Chair

Sd/- V. LALREMTANGA

Secretary to the Govt. of Mizoram

Memo.No.H.12017/1/2014/P&AR(GGC) Dated Aizawl, the 13th Nov., 2015

Copy to:

- 1) The Chief Secretary, Home Department
- 2) The Principal Secretary, Public Works Department
- 3) The Principal Secretary, Excise & Narcotics Department
- 4) The Principal Secretary, Disaster Management & Rehabilitation Department
- 5) The Commissioner & Secretary, General Administration Department
- 6) The Commissioner & Secretary, Taxation Department
- 7) The Commissioner & Secretary, Finance Department
- 8) The Commissioner & Secretary, Power & Electricity Department
- 9) The Secretary, Personnel & Administrative Reforms Department
- 10) The Secretary, Planning & Programme Implementation Department
- 11) The Secretary, Health & Family Welfare Department
- 12) The Secretary, Food, Civil Supplies & Consumer Affairs Department
- 13) The Secretary, Public Health Engineering Department
- 14) The Secretary, Law & Judicial Department
- 15) The Secretary, ICT Department
- 16) The Secretary, Rural Development Department
- 17) The Secretary, Transport Department
- 18) The Secretary, Land Revenue & Settlement Department
- 19) The Secretary, Social Welfare Department
- 20) The Secretary, School Education Department



(LALROHLUA)

Nodal Officer

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

Annexure-I**LIST OF MEMBERS ATTENDING THE MEETING ON MIZORAM RIGHT TO PUBLIC SERVICES ACT, 2015 DATED 09.11.2015 (11.30AM)**

Sl. No.	Name	Designation
1)	Pu V. Lalremthanga, IAS	Secretary, DP&AR
2)	Pu Lalmalsawma	Additional Secretary, Finance
3)	Pu K. Sanglawma	Commissioner of Taxes
4)	Pu Vanlalmawia	Joint Secretary, GAD
5)	Pu C. Chawnghnuna	Joint Secretary, PHE
6)	Pu Lalduhzuala Sailo	Joint Secretary, P&E
7)	Zahmingthanga Ralte	Joint Secretary, L&J
8)	Pu Lalringa Sailo	Joint Secretary, H&FW
9)	Pu C. Lalsangkhuma	Deputy Secretary, P&E
10)	Pu Lalrinsanga	Deputy Secretary, FCS&CA
11)	Pu C. Lalrosanga	Deputy Secretary, LR&S
12)	Pi Pinky Zosangpuii	Under Secretary, Finance (E)
13)	Pi Donnie	Under Secretary, Planning
14)	Pu C. Laltanpuia	Under Secretary, Taxation/ Excise & Narcotics
15)	Pu Paul L. Khuma	Under Secretary, RD
16)	Pi Betsy Zothanpari Sailo	Under Secretary, Transport
17)	Pu Lalthanmawia	Assistant Director, FCS&CA
18)	Pu Zothanzauva	Network Administrator, ICT
19)	Pu R. Laldinsanga	Superintendent of Excise
20)	Pi Chuauzikpuii	Assistant Director, SWD
21)	Pi Lalmuanpuii Chhakchhuak	Project Manager, SARA, SWD
22)	Pu Lalrohlua	Nodal Officer, DP&AR (GGC)

LIST OF PUBLIC SERVICES NOTIFIED UNDER MIZORAM RIGHT TO PUBLIC SERVICES ACT, 2015
(See sub-section (1) of Section (4))

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
1	Issue of Ration Card	Food, Civil Supplies & Consumer Affairs	District Civil Supply Officer of the concerned District	2 days	Director, FCS&CA	Secretary, FCS&CA
2	Issue of Duplicate Ration Card	Food, Civil Supplies & Consumer Affairs	District Civil Supply Officer of the concerned District	2 days	Director, FCS&CA	Secretary, FCS&CA
3	Addition/Deletion in a Ration Card	Food, Civil Supplies & Consumer Affairs	District Civil Supply Officer of the concerned District	2 days	Director, FCS&CA	Secretary, FCS&CA
4	Transfer of Ration Card from one Fair Price Shop to another Shop	Food, Civil Supplies & Consumer Affairs	District Civil Supply Officer of the concerned District	5 days	Director, FCS&CA	Secretary, FCS&CA
5	Transfer of Ration Card from one District to another District	Food, Civil Supplies & Consumer Affairs	District Civil Supply Officer of the concerned District	5 days	Director, FCS&CA	Secretary, FCS&CA
6	Job Card under MGNREGA	Rural Development Department	Block Development Officer/Programme Officers in each R.D. Block	15 days	Project Director, DRDA in concerned District.	Deputy Commissioner of the concerned District
7	Payment of unemployment allowance under MGNREGA	Rural Development Department	Block Development Officer/Programme officer in each R.D. Block	15 days	Project Director, DRDA in concerned District.	Deputy Commissioner of the concerned District
8	Grievance Redressal under IAY	Rural Development Department	Block Development Officer in each R.D. Block	7 days	Project Director, DRDA in concerned District.	Secretary, R.D. Department

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
9	Certificate of registration in Form No.2 to dealers under Mizoram Value Added Tax Act, 2005	Taxation Department	Asistant Commissioner in each Zone	5 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
10	Way Bill in Form No.33	Taxation Department	Asistant Commissioner in each Zone	3 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
11	Clearance Certificate for Work Contract in Form No.36	Taxation Department	Asistant Commissioner in each Zone	3 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
12	Clearance Certificate in Form No.38	Taxation Department	Asistant Commissioner in each Zone	3 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
13	Profession Tax Clearance Certificate	Taxation Department	Asistant Commissioner in each Zone	3 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
14	Declaration Form 'C' & 'F' under Central Sales Tax (R&T) Rules, 1957	Taxation Department	Asistant Commissioner in each Zone	5 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
15	Eligibility Certificate in EXEMVAT form 'B'	Taxation Department	Commissioner of Taxes	3 days	Secretary, Taxation	Chief Secretary
16	Certificate of Authorization in EXEMVAT Form 'D'	Taxation Department	Asistant Commissioner in each Zone	3 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
17	Certificate of Registration in Form 'B' to dealers under Central Sales Tax Act, 1956	Taxation Department	Commissioner of Taxes	5 days	Secretary, Taxation	Chief Secretary
18	Registration Certificate in Form-II under the Mizoram Societies Registration Act, 2005	Taxation Department	Registrar, Firms & Societies	5 days	Secretary, Taxation	Chief Secretary
19	Partnership Firm Registration under Indian Partnership Act, 1932	Taxation Department	Registrar, Firms & Societies	5 days	Secretary, Taxation	Chief Secretary
20	Driving Licence with Smart Card	Transport Department	District Transport Officer of the concerned District	4 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
21	Duplicate Driving Licence with Smart Card	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
22	Renewal of Driving Licence with Smart Card	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
23	Change of address in Driving Licence with Smart Card	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
24	International Driving Permit with Smart Card	Transport Department	District Transport Officer of the concerned District	1 day	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
25	Learner's Driving Licence	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
26	Renewal of Learner's Licence	Transport Department	District Transport Officer of the concerned District	1 day	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
27	Conductor's Licence	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
28	Renewal of Conductor's Licence	Transport Department	District Transport Officer of the concerned District	1 day	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
29	Duplicate Conductor's Licence	Transport Department	District Transport Officer of the concerned District	1 day	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
30	Registration of Vehicles with Smart Card	Transport Department	District Transport Officer of the concerned District	4 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
31	Duplicate Vehicle Registration Certificate with Smart Card	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
32	Alteration of Vehicle Registration Certificate with Smart Card.	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
33	Transfer of ownership of vehicle with Smart Card	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
34	Change of address of owner of a vehicle with Smart Card.	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
35	Certificate of Fitness of vehicle	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
36	Duplicate Certificate of Fitness of vehicle	Transport Department	District Transport Officer of the concerned District	1 day	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
37	Duplicate provisional permit for vehicle	Transport Department	Deputy Director (STA)	7 days	Joint Director (STA) Transport	Director, Transport
38	Plying permit for vehicle	Transport Department	Deputy Director (STA)	1 day	Joint Director (STA) Transport	Director, Transport
39	Renewal of Plying permit for vehicle	Transport Department	Deputy Director (STA)	1 day	Joint Director (STA) Transport	Director, Transport
40	Duplicate Plying permit for vehicle	Transport Department	Deputy Director (STA)	1 day	Joint Director (STA) Transport	Director, Transport

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
41	Hiring of MST Bus	Transport Department	Deputy Director (Operations)	7 days	Joint Director (Operations) Transport	Director, Transport
42	Hiring of Ambulance & Receovery Van	Transport Department	Deputy Director (Operations)	7 days	Joint Director (Operations) Transport	Director, Transport
43	Concession Card for old aged/Cancer patients/HIV+	Transport Department	Deputy Director (Operations)	1 day	Joint Director (Operations) Transport	Director, Transport
44	Domestic Water Supply connection to house holds	Public Health Engineering Department	Sub-Divisional Officer concerned	1) From submission of application till sanctioning of the connection = 30 days 2) From payment\deposit of required fund by applicant till installation (Supply of Water) to Consumer = 30 days	Executive Engineer concerned	Superintending Engineer concerned
45	Test and re-calibration of water meter	Public Health Engineering Department	Sub Divisional Officer concerned	2 days from the date of receipt of water meter in the Testing laboratory at Aizawl	Executive Engineer concerned	Superintending Engineer concerned

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
46	Transfer of ownership of water connection	Public Health Engineering Department	Sub Divisional Officer concerned	1. Divisional headquarters: 7 days 2. Other Towns: 15 days	Executive Engineer concerned	Superintending Engineer concerned
47	Disability Certificate	Social Welfare Department	Assistant Director, SWD	10 days	Deputy Director, SWD	Director, SWD
48	Adoption Certificate	Social Welfare Department	Programme Manager, State Adoption Resource Agency (SARA)	30 days	Deputy Director, SWD	Director, SWD
49	GPF Final Payment authority	Finance Department	Deputy Director (GPF)	Within 2 (two) months from the date of receiving application papers which are complete and correct in all respects OR Within 1 (one) month from the date of posting of GPF Subscriptions for the month following the month of cessation of service, whichever is later	Joint Director (F)	Director (LFA)

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
50	Payment of GIS	Finance Department	Deputy Director (Pensions) for Aizawl, Champhai, Serchhip, Mamit and Kolasib Districts/ Assistant Director, Southern Zone for Lunglei, Saiha and Lawngtali Districts.	<p>1. Superannuation Pension: PPO issue on the last working day of the month if Pension claim papers complete and correct in all respects are submitted 6 months prior to the date of retirement.</p> <p>2. In case of Voluntary/Invalid/Death etc. within 30 working days from the date of receipt of claim papers complete and correct in all respects from the Department.</p>	Director (Pensions) for Aizawl, Champhai, Serchhip, Mamit/Kolasib District/Joint Director, Southern Zone for Lunglei, Saiha & Lawngtlai Districts.	Chief Controller of Accounts

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
51	Pension Payment Order	Finance Department	Deputy Director (Pensions) for Aizawl, Champhai, Serchhip, Mamit and Kolasib Districts/ Assistant Director, Southern Zone for Lunglei, Saiha and Lawngtali Districts.	<p>1. Superannuation Pension: PPO issue on the last working day of the month if Pension claim papers complete and correct in all respects are submitted 6 months prior to the date of retirement.</p> <p>2. In case of Voluntary/Invalid/Death etc. within 30 working days from the date of receipt claim papers complete and correct in all respects from the Department.</p>	Director (Pensions) for Aizawl, Champhai, Serchhip, Mamit/Kolasib District/Joint Director, Southern Zone for Lunglei, Saiha & Lawngtlai Districts.	Chief Controller of Accounts

**LIST OF PUBLIC SERVICES TO BE EXAMINED BY THE DEPARTMENT AND NOTIFIED LATER UNDER MIZORAM RIGHT TO PUBLIC SERVICES ACT, 2015
(See sub-section (1) of Section (4))**

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
1	Distribution of fund/ relief and rescue material	DM&R	Nodal Officer DM&R in the District	30 days	CEO, DDMA	Chairman, DDMA	The Department may re-examine whether the public service can be re-worded as "Financial assistance under SDRF"
2	Issue of temporary Inner Line Permit to Visitors from other States of India	Mizoram Houses (1) N.Delhi (2) Kolkata (3) Silchar (4) Shillong (5) Guwahati (6) Mumbai	Asst. Resident Commissioner - do - - do - - do - - do - - do - Dy. Resident Commissioner	2 (two) days	Addl.RC Joint RC Dy.RC - do - - do - Dy.Secy., GAD	R.C Addl/Jt Secy,GAD - do - - do - - do - - do -	The Department may re-examine the case in consultation with Home Department
3	Asistance of under Janani Suraksha Yojana (JSY)	Health & Family Welfare Department	Medical Officer of the concerned PHC/CHC/ District Hospitals/Civil Hospitals	45 days	Chief Medical Officer of the concerned District/Medical Supdt. of the concerned District Hospital/Civil Hospital.	Deputy Commissioner/ Chairman District Health Society of the concerned District.	The Department may re-examine whether the stipulated time limit can be reduced

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
4	Asistance under Janani Suraksha Karyakram (JSSK)	Health & Family Welfare Department	Medical Officer of the concerned PHC/CHC/ District Hospitals/Civil Hospitals	45 days	Chief Medical Officer of the concerned District/Medical Supdt. of the concerned District Hospital/Civil Hospital.	Deputy Commissioner/ Chairman District Health Society of the concerned District.	The Department may re-examine whether the stipulated time limit can be reduced
5	Grant-in-aid for Fell Diseases	Health & Family Welfare Department	Medical Officer of the concerned PHC/CHC/ District Hospitals/Civil Hospitals	60 days	Medical Board, Civil Hospital, Aizawl/Lunglei/Saiha	Under Secretary, Health & family Welfare, Govt. of Mizoram	An Officer above the level of U/S or above the level of Chairman of the Medical Board be designated as the Second Appellate Authority. Besides, it may be re-examined whether the time limit can be reduced
6	Grant-in-aid for Tuberculosis	Health & Family Welfare Department	Medical Officer of the concerned PHC/CHC/ District Hospitals/Civil Hospitals	60 days	Directorate of Hospital & Medical Education	Under Secretary, Health & family Welfare, Govt. of Mizoram	A specific Officer under DHME be designated as Designated Officer. An Officer above the level of U/S be designated as the Second Appellate Authority . Besides, it may be re-examined whether the time limit can be reduced
7	Scheduled Tribe/ Scheduled Caste Certificate	Home Deptt.	Sub-Divisional Officer (Sadar)/Sub-Divisional Officer (Civil) of respective Sub-Divisions	1 (one) week	Addl.D.C. of the concerned District	Deputy Commissioner of the concerned District	The Department may re-examine whether the stipulated time limit can be reduced

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
8	Domiciled/Residential Certificate	Home Deptt.	Sub-Divisional Officer (Sadar)/Sub-Divisional Officer (Civil) of respective Sub-Divisions	1 (one) week	Addl.D.C. of the concerned District	Deputy Commissioner of the concerned District	The Department may re-examine whether the stipulated time limit can be reduced
9	Income Certificate	Home Deptt.	Sub-Divisional Officer (Sadar)/Sub-Divisional Officer (Civil) of respective Sub-Divisions	1 (one) week	Addl.D.C. of the concerned District	Deputy Commissioner of the concerned District	The Department may re-examine whether the stipulated time limit can be reduced
10	Marriage certificate	Law & Judicial Department	Registrar of Marriages of the respective village	Within 7 days from the day of submission of Form 'B'	Jt. Registrar General of Marriages	Registrar General of Marriages	
11	Birth Certificate	Planning & Programme Implementation Department	Registrar of Birth & Death in each villlage/ Registration centre	Within 7 days of reporting to Registrar	1) Deputy Chief Registrar & Deputy Director (RBD) for Aizawl District 2) Asst. District Registrar and District Research Officer of other concerned District	Addl.Chief Registrar & Director, Economics & Statistics	

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
12	Delayed registration of birth	Planning & Programme Implementation Department	Registrar of Birth & Death in each villlage/ Registration centre	Within 7 days of receiving complete application by Registrar	1) Deputy Chief Registrar & Deputy Director (RBD) for Aizawl District 2) Asst. District Registrar and District Research Officer of other concerned District	Addl.Chief Registrar & Director, Economics & Statistics	
13	Death Certificate	Planning & Programme Implementation Department	Registrar of Birth & Death in each villlage/ Registration centre	Within 7 days of reporting to Registrar	1) Deputy Chief Registrar & Deputy Director (RBD) for Aizawl District 2) Asst. District Registrar and District Research Officer of other concerned District	Addl.Chief Registrar & Director, Economics & Statistics	
	Restoration of Supply						
	a) Normal fuse-off						
	Class-I City			Within 4 hours			
	Urban Area			Within 6 hours			

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
14	Rural Area	Power & Electricity Department	Concerned JE/SDO	Within 24 hours	EE/SE	CE/E-in-C	The Department may consider whether the concerned SDO only can be made the Designated Officer, EE be made the First Appellate Authority and SE or CE as the Second Appellate Authority. The Department may define the classification of cities/towns as Class-I city/urban area, etc
	Remote Area			Within 36 hours			
	b) Overhead Line/cable breakdowns						
	Class-I-City			Within 24 hours			
	Urban Area			Within 36 hours			
	Rural Area			Within 48 hours			
	Remote Area			Within 96 hours			
	c) Underground cable breakdowns						
	Class-I-City			Within 36 hours			
	Urban Area			Within 72 hours			
	Rural Area			Within 72 hours			
	Remote Area			Within 144 hours			
	d) Distribution Transformer failure						
	Class-I-City			Within 48 hours			
Urban Area	Within 5 days						
Rural Area	Within 5 days						

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
	Remote Area			Within 10 days			
15	Restoration of supply due to Voltage fluctuations	Power & Electricity Department	Concerned JE/SDO		EE/SE	CE/E-in-C	The Department may consider whether the concerned SDO alone can be made the Designated Officer, EE be the First Appellate Authority and SE or CE as the Second Appellate Authority
	a) for local problems			Within 4 days			
	b) if upgradation of network is not required (other than local problem)			Within 15 days			
	c) if upgradation of network is required			Within 120 days			
	Meter complaints						
	a) Testing, checking & calibration to check correctness of meter						
	Class-I-City			Within 4 working days			
	Urban Area			Within 7 working days			
	Rural Area			Within 15 working days			
	Remote Area			Within 20 working days			
	b) Defective/Stopped/Burnt, meter Replacement						
	Due to non-working						
	Class-I-City			Within 3 working days			
	Urban Area			Within 5 working days			

The Department may consider whether SDO

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
16	Rural Area	Power & Electricity Department	Concerned JE/SDO	Within 15 working days	EE/SE	CE/E-in-C	The Department may consider whether SDO alone can be made the Designated Officer, EE as the First Appellate Authority and SE or CE as the Second Appellate Authority. Further, the Department may define classification of cities/towns
	Remote Area			Within 20 working days			
	Burnt due to attribute to licensee						
	Class-I-City			Within 3 working days			
	Urban Area			Within 5 working days			
	Rural Area			Within 15 working days			
	Remote Area			Within 30 working days			
	Burnt due to attribute to consumer						
	Class-I-City						
	Urban Area			7 days for notice to the consumers for recovery of cost, within 15 days after payment received			
	Rural Area						
Remote Area							
17	Shifting of meters/service lines on consumers request on the existing networks	Power & Electricity Department	Concerned JE/SDO		EE/SE	CE/E-in-C	The Department may consider whether SDO alone can be made the Designated Officer, EE as the First Appellate Authority and SE or CE as the Second Appellate Authority. Further, the Department may define
	Class-I-City			Within 7 days			
	Urban Area			Within 10 days			

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
	Rural Area			Within 15 days			Further, the Department may define classification of cities/towns
	Remote Area			Within 15 days			
18	Application of new connection/additional load	Power & Electricity Department	Concerned JE/SDO		EE/SE	CE/E-in-C	The Department may consider whether SDO alone can be made the Designated Officer, EE as the First Appellate Authority and SE or CE as the Second Appellate Authority.
	a) In the existing network			within 30 days			
	b) if required system enhancement/extension			for LT 30 days, for HT-90 days & for EHT 180 days			
19	Transfer of ownership & change of category	Power & Electricity Department	Concerned JE/SDO		EE/SE	CE/E-in-C	The Department may consider whether SDO alone can be made the Designated Officer, EE as the First Appellate Authority and SE or CE as the Second Appellate Authority.
	a) transfer of ownership			within two billing cycle			
	b) change from 1ph to 3ph			within two billing cycle			
	c) change from LT to HT & vice-versa			within two billing cycle			
20	Consumer bill complaint	Power & Electricity Department	Concerned JE/SDO		EE/SE	CE/E-in-C	The Department may consider whether SDO alone can be made the Designated Officer, EE as the First Appellate Authority and SE or CE as the Second Appellate Authority.
	If no additional information is required			Within 24 hours			
	If additional information is required			within 15 working days			
21	Disconnection of supply at the request of consumer	Power & Electricity Department	Concerned JE/SDO		EE/SE	CE/E-in-C	The Department may consider whether SDO alone can be made the Designated Officer, EE as the First Appellate Authority and SE or CE as the Second Appellate Authority.
	Class-I-City			Within 3 hours			
	Urban Area			Within 7 hours			

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
	Rural Area			Within 10 hours			Further, the Department may define classification of cities/towns
	Remote Area			Within 10 hours			
22	Reconnection of supply due to non-payment of bills	Power & Electricity Department	Concerned JE/SDO	Within 48 hours of receipt of payment dues.	EE/SE	CE/E-in-C	The Department may consider whether SDO alone can be made the Designated Officer, EE as the First Appellate Authority and SE or CE as the Second Appellate Authority.
23	Issue of Mining Permit	Directorate of Geology & Mineral Resources	Geologist Senior	30 days	Joint Director	Director	
24	Issue of Mining Lease	Directorate of Geology & Mineral Resources	Geologist Senior	6 months	Joint Director	Director	The Department may consider reduction in the time limit
25	House site Investigation (AMC area).	Directorate of Geology & Mineral Resources	Geologist Senior	15 days	Joint Director	Director	
26	Seizure & Arrest under Mizoram Excise Act, 1973	Excise & Narcotics	Officer-in-Charge, Excise & Narcotics Station, Saiha	7 days	Superintendent of Excise & Narcotics, Saiha	Commissioner of Excise & Narcotics	The Department may re-examine whether this can be treated as public service under Section 4(1) of the Act
27	Seizure & Arrest under MLTP Act, 1995	Excise & Narcotics	Officer-in-Charge, Excise & Narcotics Station, Aizawl, Lunglei, Champhai, Kolasib, Serchhip, Mamit & Vairengte.	7 days	Superintendent of Excise & Narcotics, Aizawl, Lunglei, Champhai, Kolasib, Serchhip & Mamit.	Commissioner of Excise & Narcotics	The Department may make fresh proposal on similar service in tune with the new MLPC Act

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
28	Seizure & Arrest under Assam Drugs (Control) Act, 1950	Excise & Narcotics	Officer-in-Charge, Excise & Narcotics Station, Aizawl, Lunglei, Saiha, Champhai, Kolasib, Serchhip, Mamit & Vairengte.	7 days	Superintendent of Excise & Narcotics, Aizawl, Lunglei, Saiha, Champhai, Kolasib, Serchhip & Mamit.	Commissioner of Excise & Narcotics	The Department may re-examine whether this can be treated as public service under Section 4(1) of the Act
29	Seizure & Arrest under Narcotic Drugs and Psychotropic Substances Act, 1985	Excise & Narcotics	Officer-in-Charge, Excise & Narcotics Station, Aizawl, Lunglei, Saiha, Champhai, Kolasib, Serchhip, Mamit & Vairengte.	7 days	Superintendent of Excise & Narcotics, Aizawl, Lunglei, Saiha, Champhai, Kolasib, Serchhip & Mamit.	Commissioner of Excise & Narcotics	The Department may re-examine whether this can be treated as public service under Section 4(1) of the Act
30	Renewal of Winery Licence	Excise & Narcotics	Superintendent of Excise & Narcotics, Aizawl, Lunglei, Saiha, Champhai, Kolasib, Serchhip & Mamit	7 days	Deputy Commissioner of Excise & Narcotics	Commissioner of Excise & Narcotics	
31	Renewal of Liquor Permit	Excise & Narcotics	Superintendent of Excise & Narcotics, Aizawl, Lunglei, Saiha, Champhai, Kolasib, Serchhip & Mamit	7 days	Deputy Commissioner of Excise & Narcotics	Commissioner of Excise & Narcotics	

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority	Remarks
1	2	3	4	5	6	7	8
32	Issue of Duplicate Liquor Card	Excise & Narcotics	Superintendent of Excise & Narcotics, Aizawl, Lunglei, Saiha, Champhai, Kolasib, Serchhip & Mamit	7 days	Deputy Commissioner of Excise & Narcotics	Commissioner of Excise & Narcotics	
33	Clearance of Road blockage	Public Works Department	Suprintending Engineer, (Planning), Engineer-in-Chief's Office, PWD, Mizoram	7 days	Chief Engineer, (Roads), PWD, Mizoram.	Engineer-in-Chief, PWD, Mizoram.	The Department may re-consider whether EE's of the concerned Division will be more appropriate as the Designated Officer with SE concerned as First Appellate Authority and CE concerned as Second Appellate Authority
	i) Minor blockage			2 (two) days			
	ii) Major blockage			7 (seven) days			
34	Repair of Damaged Bridge	Public Works Department	Superintending Engineer, (Planning), Engineer-in-Chief's Office, PWD, Mizoram.		Chief Engineer, (Highways), PWD, Mizoram.	Engineer-in-Chief, PWD, Mizoram.	The Department may re-consider whether EE's of the concerned Division will be more appropriate as the Designated Officer with SE concerned as First Appellate Authority and CE concerned as Second Appellate Authority
	i) Minor damaged			5 (five) days			
	ii) Major damaged			15 (fifteen) days			
35	Provisional Certificate for HSLC & HSSLC	School Education Department	Controller of Examinations, MBSE	2 days	Secretary, MBSE	Chairman, MBSE	
36	Duplicate Marksheet for HSLC, HSSLC & DIET	School Education Department	Controller of Examinations, MBSE	2 days	Secretary, MBSE	Chairman, MBSE	The Department may specify the name of course (eg. B.Ed/Diploma, etc) under DIET
37	Duplicate Certificate for HSLC, HSSLC & DIET	School Education Department	Controller of Examinations, MBSE	3 days	Secretary, MBSE	Chairman, MBSE	The Department may specify the name of course (eg. B.Ed/Diploma, etc) under DIET

