



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

GENERAL ADMINISTRATION DEPARTMENT

for the year 2023

Address: Room 134, 1st Floor, Mizoram Secretariat,
Building No. 1, MINECO, Khatla, Aizawl

Website: gad.mizoram.gov.in

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VISION AND MISSION

VISION

1. To provide an efficient, effective, accountable, responsive and transparent administration.
2. To facilitate and promote behavioral change in work ethics for achieving excellence in the field of administration.
3. To promote optimal usage of e-governance for prompt delivery of services, exchange of information and redressal of grievances.

MISSION

1. To enable dynamic framework and procedures for the effective functioning of the Government.
2. To maintain coordination among Departments for efficient and responsive administration.
3. To develop competence and innovation in Government.
4. To oversee and to regulate judicious use of Government lands.
5. To build a transparent and efficient district administration under the Deputy Commissioners.
6. To provide efficient Protocol and Hospitality services.
7. To maintain, improve and develop aviation facilities in the state.
8. To effectively monitor the functioning of Sinlung Hills Council and Sialkal Range Development Council.
9. To provide efficient service delivery in all Mizoram Houses.
10. To ensure prompt delivery of public services.

MAIN SERVICES

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organizations including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents, if any, required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount
1.	To co-ordinate various departments for efficient and responsive administration	Lalrinchhani Ralte, Under Secretary(E) GAD	gadmizoram@gmail.com 9856861252	1. Covering meetings of Secretaries twice a month. 2. Organizing observance of Important Days, functions & Pledge Taking Ceremony.	1. Respective departments to be prepared as per the agenda of the meeting of Secretaries. 2. All departments are expected to participate in the observance of Govt. important days and functions.	NA
2.	Census & Aadhaar enrollment	Vanlaltanpuia, Under Secretary(G) GAD	gadmizoram@gmail.com 9436375126	1. Co-ordinate enrollment agencies i.e DCs, Census Directorate & Offices. 2. Provide fund requirement of Census & Aadhaar enrollment and honorarium of operators.	1. Citizens to cooperate with enumerators during Census operations by giving required information. 2. Carrying EPIC/Driver license etc as proof of identity for Aadhaar enrollment.	NA
3.	Allocation of Business and Transaction of Business to departments	Vanlaltanpuia, Under Secretary(G) GAD	gadmizoram@gmail.com 9436375126	Formal approval	Respective departments to submit required documents/necessity & justification for change in AOB/TOB	NA

4.	Efficient maintenance of entitlement by Government Departments/Servants	Vanlaltanpuia, Under Secretary(G) GAD	gadmizoram@gmail.com 9436375126	Formal approval	Proposals to be submitted by departments as required.	NA
5.	Allotment of Quarters to Govt. Servants as per availability	Vanlaltanpuia, Under Secretary(G) GAD	gadmizoram@gmail.com 9436375126	Formal allotment as per guidelines for allotment of quarters issued by the Government.	1) Application forms for allotment of quarters can be obtained from GAD on all working days. Application form duly filled in and completed in all respect to be submitted. 2) Passport size photo of the applicant. 3) Last pay Certificate.	₹ 10/-
6.	Conducting surprise checks in Government Offices	V Zaithanmawia, Deputy Secretary (E)	gadmizoram@gmail.com 7738525456	Surprise check is conducted occasionally to ensure discipline and punctuality	Attendance Register	NA
7.	Allotment of Government Land	Vanlaltanpuia, Under Secretary(G) GAD	gadmizoram@gmail.com 9436375126	Formal allotment by MINECO Management Committee & State Level Authority under Mizoram Land Pooling Scheme.	Application can be submitted to GAD on all working days	NA

8.	Permission for Hiring of Building for Office Accommodation	C Laltleipuii, Deputy Secretary(G) GAD	gadmizoram@gmail.com 9862860325	Formal process	<ol style="list-style-type: none"> 1) Non-availability Certificate of Govt. Building obtained from PWD. 2) No. of Officers & staff (with designation and pay scale) 3) Description of the building proposed to be hired. 4) Assessment made by competent Engineer of PWD. 5) Fair rent/Standard Rent Certificate in respect of building proposed to be hired issued by concerned DC. 6) Provisional/draft agreement signed by both the lesser and the lessee clearly indicating the rental charge per month and the proposed date of commencement. 	Fair Rent fixed by concerned DC in line with Finance Depts OM
9.	Permission for purchase of Vehicles	Vanlaltanpuia, Under Secretary(G) GAD	gadmizoram@gmail.com 9436375126	Formal process	<ol style="list-style-type: none"> 1) Proforma Invoice 2) Fund position 3) Approval of concerned Minister 	NA

10.	Mizoram House Booking	Lalrinchhani Ralte, Under Secretary(E) GAD	gadmizoram@gmail.com 9856861252	Room Booking can be done on all working days by submitting application in plain paper/phone call stating clearly the no. of persons, purpose and duration of stay.	If Official on Duty, copy of approval of Tour from Administrative Department /Detailment order is required.	NA
11.	Allotment of Room in Mizoram Houses	Head of Office in each Mizoram House		Reservation from GAD	Allotment is done on the basis of subject to availability of room	Fees for room rent are collected as per notification issued by the Government from time to time.
12.	Aviation & Helicopter Services	Wg.Cdr. J. Lalhmingliana, Principal Consultant, Aviation Wing	aviationwingmizoram@yahoo.com 2323582	Booking can be done at GAD Aviation Wing on all working days	Details can be obtained at the time of booking	Fee charges according to destination as fixed by the Govt.
13.	Providing Protocol & Hospitality to State Guests and VIPs etc.	K Laltlawmlova, State Protocol Officer	mizoramprotocol@gmail.com 9862738623	Formal allotment	Written reference from Central Government Department/State Government etc.	Boarding & lodging fees paid as fixed by the Govt.
14.	Improving administration of Sinlung Hills Council (SHC)	Lalrinchhani Ralte, Under Secretary(E) GAD	gadmizoram@gmail.com 9856861252	Formal approval	To prepare and submit rules/regulations for administration of SHC subjected to approval of the Government	NA

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/weeks/months) ²	Remarks, if any
1.	Coordination among Departments for efficient and responsive administration	Issue of minutes within 3 days. Collection of Action taken report arising out of the meeting.	1. Convening meetings of Secretaries & Heads of Departments 2. Initiating observance of Govt. important days/ functions/ pledge taking ceremony
2.	Census & Aadhaar enrollment	Ongoing process	NA
3.	Allocation of Business & Transaction of Business to departments	As required and as proposal received from departments	Amendment of AOB & TOB Rules
4.	Efficient maintenance of entitlement by Government Departments/Servants	Revision of entitlement on need basis	Preparation and maintenance of Entitlement by Govt. Department/Servants
5.	Allocation of Govt. Quarters to Govt. Servants	2 weeks subject to conditions	1. Allotment is done on the basis of seniority of applications 2. Allotment is done as per availability 3. Inspection is done every month and on need basis
6.	Conducting surprise checks in all Government Offices	Surprise check is conducted occasionally	Surprise checks in offices for punctuality and discipline

7.	Allotment of Government Land	As decided by MINECO Management Committee & State Level Authority under Mizoram Land Pooling Scheme	NA
8.	Permission for Hiring of Building for Office Accommodation & Purchase of Vehicles	After obtaining formal approval	NA
9.	Mizoram House Booking & Allotment of Rooms	On all working days	Allotment is done on the basis of subject to availability
10.	i) Developing and Maintaining Civil Aviation facilities ii) Helicopter Services	As required from time to time. On all working days	1. Construction, repair and renovation of Helipad 2. Maintenance of Lengpui Airport Helicopter tickets given as per availability of seats
11.	Providing Protocol & Hospitality to State Guests and VIPs etc.	As and when required	State Guest House/Circuit House
12.	Improving Administration of Sinlung Hills Council (SHC)	Ongoing process	Implementation of works and utilization of funds during the financial year

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1.	V Zaithanmawia, Deputy Secretary (E) GAD	7738525456	gadmizoram@gmail.com	2 weeks
2.	C Laltleipuii, Deputy Secretary (G) GAD	9862860325	gadmizoram@gmail.com	2 weeks
3.	Vanlaltanpuia, Under Secretary (G) GAD	9436375126	gadmizoram@gmail.com	2 weeks
4.	Lalrinchhani Ralte, Under Secretary (E) GAD	9856861252	gadmizoram@gmail.com	2 weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	Citizens of India
2.	All Departments/Organization of the Government of Mizoram
3.	All recognized Unions/Associations
4.	All Ministries of Government of India
5.	All individuals/groups having interest directly or indirectly related to the functioning of GAD

**EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM
CITIZENS/SERVICE RECIPIENTS**

Sl. No.	Expectations of the department/office from citizens/service recipients
1.	Applications as per prescribed format and completed in all respects along with all necessary documents and attested as required are to be submitted.
2.	Provide clear statement of grievances along with document if any
3.	Clients seeking redressal of their grievances can contact officers and staffs on all working hours
4.	Expected to obey prohibition, orders and notifications issued in the interest of public services
5.	Citizens are expected to give suggestion and feedback for further improvement in the delivery of services.