



सत्यमेव जयते

**GOVERNMENT OF MIZORAM**

**CITIZENS' CHARTER**

For

**Office of Deputy Commissioner, Khawzawl**

**Estd. – 12-08-2019**

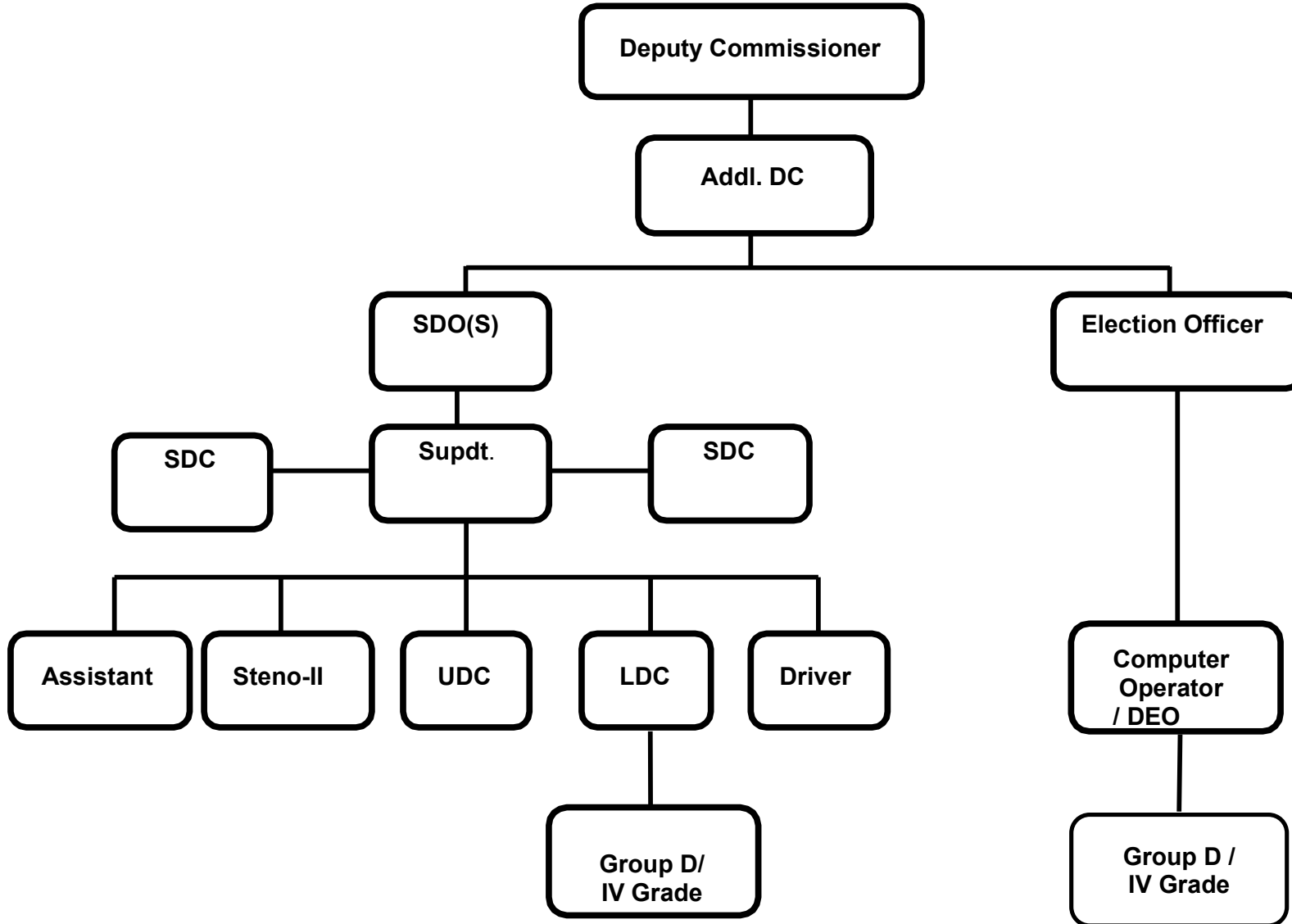
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**DEPUTY COMMISSIONER'S OFFICE KHAWZAWL - ORGANISATIONAL CHART**



**CITIZENS' CHARTER FOR  
DEPUTY COMMISSIONER'S OFFICE, KHAWZAWL**

**VISION AND MISSION**

**VISION**

- i) A committed and accountable administration at the door step of the citizen. Providing information and rendering services to citizens.
- ii) To create better network of IT facilities so as to enable district administration more responsive, speedy in maintenance of law and order, disaster management.
- iii) Facilitate the pursuit of excellence in governance for the benefit of citizens, self-governance and envision empowering citizens to become the main stakeholders in the process of development at the grass root level.

**MISSION**

- i) Co-ordinate all departments of government for smooth and effective functioning of administrative machinery in the district.
- ii) Monitor and supervise all developmental works and various schemes like MPLADs, MLALADs etc. through authorized agencies; co-ordinate and guide the activities of various field Departments for successful implementation of schemes, special development programmes and flagship programmes like SEDP, etc.
- iii) Protect consumer's right under Consumer/District forum.
- iv) Manage disaster and rehabilitate victim in times of occurrence of natural disaster, distribution of assistance in kind and in cash, etc.
- iv) Observe important days; receiving and entertaining of visiting VIPs and important dignitaries.
- v) Redress public grievances and queries by promoting citizen-centric governance.
- vi) Documentation and dissemination of best practices, nurture, support and harness active function, formulate and implement programmes, activities aims at promoting and facilitating all round development of the district.

**CITIZENS' CHARTER FOR  
DEPUTY COMMISSIONER'S OFFICE, KHAWZAWL**

**MAIN SERVICES**

Sl. No	Services delivered by the department/office to citizens or other departments/orgnizations including non-governmental organisations	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	Issue of Certificates-viz ILP, Tribal certificate, Residential, Income etc.	1) Vabeimozachhi Chozah SDO(S) 2) F. Hmingsang-zuala D/A 3) Lalchawimawii Khawlhing D/A	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a> <b>7085931962</b> <b>9862386402</b> <b>8575708636</b>	1) New applications are put up to DC as new dak 2) DA check the documents and put up on file to get DC's approval 3) ILP forms are printed, if approved, then issued to the applicants	1) Aadhar card 2) Sponsors card 3) Passport photo 4) Previous ILP (for renew) 5) Temporary ILP issued by Competent Authority	FEES 1) Rs 150/- for fresh form 2) Rs 10/- per day for late fee (for renewal)
3	Maintenance of Law and Order in the district.	1) K. Lalrohlu DC 2) F. Hmingsang-zuala D/A	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a> <b>8787885094</b> <b>8575708636</b>	When there is outbreak of a Pandemic or domesticated animal's disease; or when there is law and order problem or when request from other departments or instruction from any other Competent Authority are received, Prohibitory orders are issued from time to time.	No specific document need to be submitted by the citizen.	NIL
5	Coordination with other Departments	4) Vabeimozachhi Chozah SDO(S) 5) Vanlalchanhim a D/A	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a> <b>7085931962</b> <b>8794076051</b>	1) Important instructions are sent to and received from other Depts. 2) Various kinds of meetings are convened by DC as	There is no such specific documents required from citizen	NIL

Sl. No	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	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
				chairman at the district level 3) Tour programme and Station Leave Permission of Head of Office within the District are approved by DC through file		
6	Land Acquisition	1) Lalfakzuala ADC/CALA 2) Lalchawimawii D/A	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a>  <b>9862680482</b>  <b>9862769577</b>	1) As per instruction received from Directorate of Revenue Dept.		NIL
7	Monitoring and Supervision of Disaster related issues	1) Vabeimozachhi Chozah SDO(S) /Nodal Officer 2) K. Lalremruata D/A	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a>  <b>7085931962</b>  <b>9612521379</b>	1) Information on disaster related issues are received from VC or affected person 2) Application is processed through file 3) Zonal officers verified damaged site on the spot 4) Assistance issued as per norms	1) VLMC recommendation letter 2) Zonal officer report 3) Valid A/C number	NIL
8	Issue of Arms License	1) Elijah L.H. Sanga SDC 2) F.Hmingsangzuala D/A	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a>  <b>8131881555</b>  <b>8575708636</b>	1) Application is processed through file 2) Verification received from SP with No Objection Certificate 3) With approval of Home Dept., DC issued to purchase Arms from registered dealer	1) Valid prescribed form 2) SP recommendation 3) Residential certificate	NIL

Sl. No	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	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
9	Census	1) Lalfakzuala ADC 2) K. Lalremruata D/A	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a> <b>9862680482</b> <b>9612521379</b>	As per instruction received from Directorate of Census from time to time	No such specific document need to be submitted by the citizens	NIL
10	Judicial Matters	1) Elijah L.H. Sanga SDC 2) F. Hmingsangzuala D/A	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a> <b>8131881555</b> <b>8575708636</b>	Letters received from citizens are put up on file. As per instruction on file, necessary actions are taken as to convene the involved parties to this office or to refer the matter to judiciary	1) Citizens submit their problem in writing to this office. 2) No specific document is required	NIL
11	NAZARAT (Account Branch)	1) Vabeimozachhi Chozah SDO(S) /DDO 2) F. Vanlalruati D/A	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a> <b>7085931962</b> <b>9612176994</b>	1) Sanction order received are processed through file. 2) After getting approval from DC, Fund is issued to concerned beneficiaries VIZ. SDRF etc.	1) Epic card 2) Recommendation from V/C.	NIL

**CITIZEN'S CHARTER FOR  
DEPUTY COMMISSIONER'S OFFICE, KHAWZAWL**

**SERVICE DELIVERY STANDARD**

Sl. No	Services delivered by the departmental/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	Issue of Certificates-viz ILP, Tribal certificate, Residential, Income etc.	1 week	Since file is put up through various Table, it is usually completed within 1 week
2	Monitoring and supervision of all developmental works, schemes and flagship programmes.	1 week	Preparation of Plan and Estimate is completed within 1 week. The Monitoring is also completed in 1 week
3	Maintenance of Law and Order in the district.	1 day	Orders to be issued from DC's office are completed in a day.  The duration of the order varies from 1 day to 2 months
4	Conduct of Election viz. MP, MLA, VC	1 day	Election day is one day. But the process usually takes 2 months from date of announcement of election
5	Coordination with other Departments	1 week	Correspondence letter/meetings with other departments are usually completed within a week
6	Land Acquisition	1 week	Applications and complaints received in regard to Land Acquisition are completed within one week



Sl. No	Services delivered by the departmental/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
7	Monitoring and Supervision of Disaster related issues	1 week	There are various issues under DM&R. Application received are processed through file and completed within a week. Necessary on the spot verification are also done within a week
8	Issue of Arms License	1 week	From receiving an application, permission to purchase Arms are usually completed within a week
9	Census	1 month	The duration for census may not be specified. It will take not less than a month
10	Judicial Matters	1 week	Application received from citizens are usually processed through file and usually completed within one week
11	NAZARAT	1 week	Besides normal routine work, Fund to be issued under SDRF are usually completed within 1 week

## CITIZENS' CHARTER FOR DEPUTY COMMISSIONER'S OFFICE, KHAWZAWL

### GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance [pgportal.gov.in](http://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	K. Lalrohluva, Deputy Commissioner	8787885094	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a>	1 Month
2	Lalfakzuala, Addl. Deputy Commissioner	9862680482	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a>	1 Month
3	Vabeimozachhi Chozah, SDO(S)	7085931962	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a>	1 Month
4	Timothy R. Lalhmangaiha, EO	8974205531	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a>	1 Month
5	Elijah L.H. Sanga, SDC	8131881555	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a>	1 Month
6	Rosalyn Vanlalruati	9862946690	<a href="mailto:dckhawzawl2019@gmail.com">dckhawzawl2019@gmail.com</a>	1 Month

**CITIZENS' CHARTER FOR  
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**LIST OF STAKEHOLDERS/CLIENTS**

<b>Sl. No.</b>	<b>Stakeholders/Clients</b>
1	All Head of Departments within Khawzawl District
2	All Village Councils within Khawzawl District
3	All NGOs within Khawzawl District
4	All the general citizens of Khawzawl District
5	Officials of the government
6	Media persons
7	Foreign dignitaries

**CITIZENS' CHARTER FOR  
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**EXPECTATIONS OF THE DEPARTMENT/ OFFICE FROM CITIZENS/SERVICE  
RECIPIENTS**

<b>Sl. No.</b>	<b>Expectations of the department/office from citizens/service recipients</b>
1	Applications and proposals submitted by the citizens to this office should be complete in all respects as per the prescribed format.
2	The citizens are expected to execute all developmental works allotted to them in good faith and to the best maximum level.
3	Timeline, if stipulated, for completion of formalities should be adhered to by the citizens.
4	This office expects the citizens to give feedback, suggestions or proposal for all the services rendered to the citizens.
5	This office urges all its service recipients to have positive attitude towards achieving good governance.