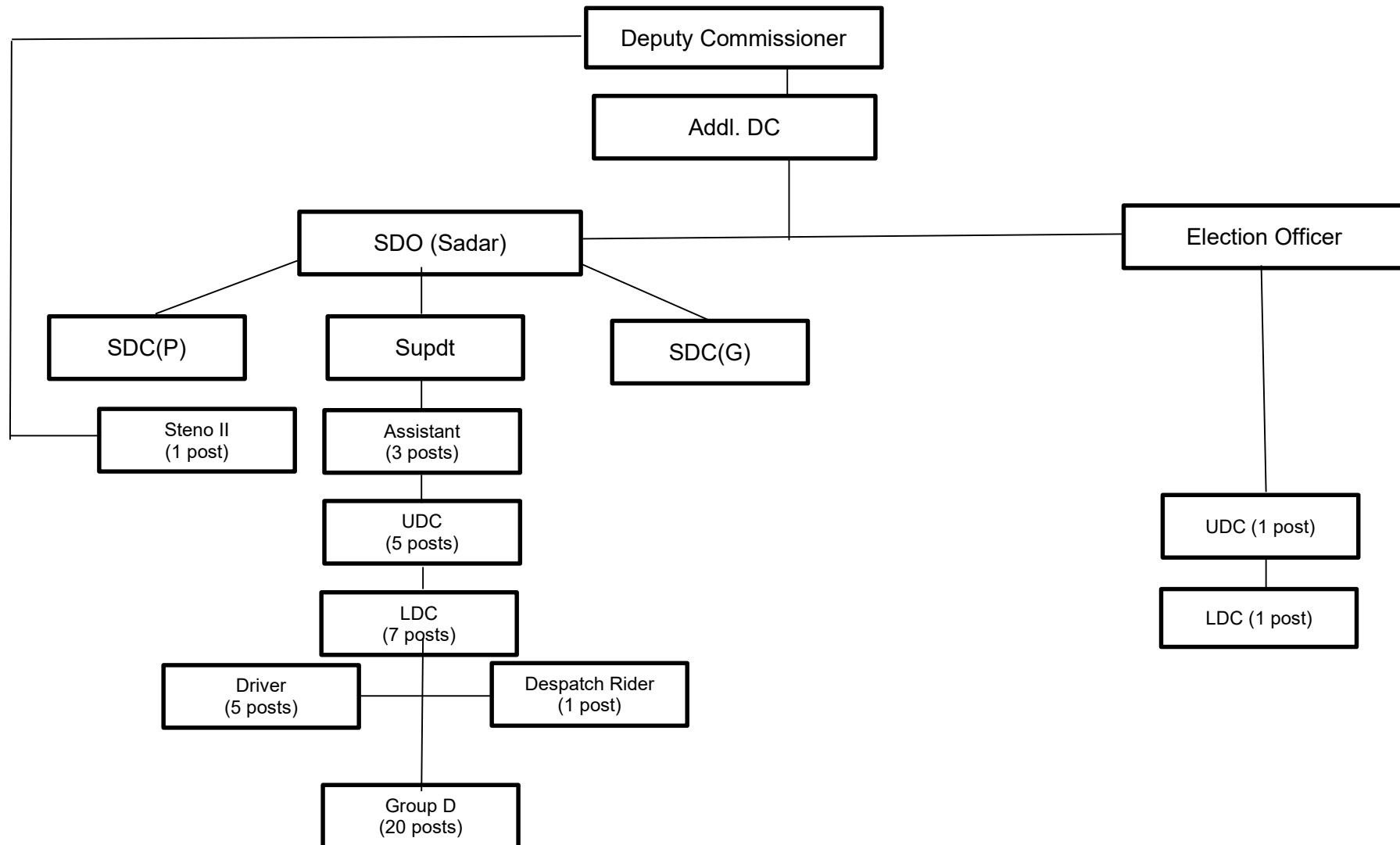




Date of issue: 02.06.2025

DEPUTY COMMISSIONER'S OFFICE KHAZWAWL - ORGANISATIONAL CHART



CITIZEN'S CHARTER FOR THE DEPUTY COMMISSIONER'S OFFICE, KHAWZAWL, 2025-2026

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.

CITIZEN'S CHARTER FOR THE DEPUTY COMMISSIONER'S OFFICE, KHAWZAWL, 2025-2026

MAIN SERVICES

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 servicewith amount
1.	Issue of Certificates-viz- 1. Tribal 2. Residential 3. Income 4. Other Backward Class 5. Character 6. Dependency 7. Tax Exemption 8. No Income 9. Unmarried 10. Religion 11. Hailing	1) Paul Rokima SDC(G) 2) F Hmingsangzuala, LDC 3) C Lawmkimi, LDC	<i>dckhawzawl2019@gmail.com</i> 9862527976 8575708636 9862386402	1) New applications are put up to DC as new dak 2) Documents are checked by Dealing Assistant for validity and put up on file to get DC's approval	Tribal Certificate: ➤ Passport size colour photograph (1 copy) ➤ Self declaration by applicant duly countersigned by Village Council concerned. ➤ Declaration of concerned Branch YMA ➤ Self attested copy of Voter ID (Voter ID neilo naupang tan nu/pa ID) ➤ Self attested copy of Birth Certificate Residential Certificate: ➤ Passport size colour photograph (1 copy) ➤ VC hriatpuina – An awmtan kum, Nu leh Pa hming, Hman hming (eg Renthlei, Fanai, etc) tih lanna ➤ Self attested copy of Voter ID (Voter ID neilo naupang tan nu/pa ID) ➤ Self attested copy of Birth Certificate Income Certificate: ➤ Passport size colour photograph (1 copy) ➤ Self attested copy of Voter ID (Voter ID neilo naupang tan nu/pa ID) ➤ VC hriatpuina- Income zat lanna ➤ Sawrkar hnathawk tan Last Pay Certificate an Head of Department countersigned thil tel bawktur. Other Backward Certificate: ➤ Home Dept. phalna lehkha	FEES: ➤ Rs 20/- for fresh forms of all other forms excluding Delayed Registration of Birth & Death ➤ Rs 50/- for Delayed Registration of Birth & Death

	12.Delayed Registration of Birth & Death				Character Certificate: ➤ VCP leh YMA in an Khua/Veng a ni ngei tih a ziah lanna. ➤ Self attested copy of Voter ID ➤ Police verification Attested Copy (mahni bialtu police station) ➤ Passport size colour photograph (1 copy) Dependency Certificate: ➤ Diltu leh dilsaktu EPIC emaw Aadhaar card xerox attest. ➤ Attested copy of Non-Marriage, Testimonial from concerned Registrar of Marriage or Death certificate of husband of widowed daughter/sister issued by Registrar of Birth & Death Tax Exemption Certificate: ➤ Self attested copy of Voter ID ➤ Self attested copy of Tribal Certificate ➤ VCP/Secretary hriatpuina Non Income Certificate: ➤ Self attested copy of Voter ID (Voter ID neilo naupang tan nu/pa ID) ➤ VC/YMA hriatpuina Unmarried Certificate: ➤ Mahni awmna khua/veng VCP in nupui/pasal neilo ngei a ni tih hriatpuina Religion Certificate: ➤ Mahni awmna Kohhran hriatpuina Hailing Certificate: ➤ Self attested copy of Voter ID ➤ VC hriatpuina Delayed Registration of Birth Certificate: ➤ Adult – Voter ID attested copy 2; Minor – Nu/Pa Voter ID attested copy 2. ➤ Educational Certificate attested copy 2 emaw Baptisma/nau hlanna certificate attested copy 2 emaw Kohhran Secretary/Sakhua puithiamin hming a ziah hnan copy 2, Sorkar hnathawk nghet tan service book a pianni lanna attested copy 2. ➤ VC recommend-na lehkha copy 2	
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					➤ YMA recommend-na lehkha copy 2 ➤ Passport size photo (2 copies) Delayed Registration of Death Certificate: ➤ YMA hriatpuina ➤ Mitthi hming leh thih nil anna board thlalak emaw, Lungphun-a hming leh thih ni chiang taka lanna thlalak copy 2.	
2.	Maintenance of Law and Order in the district.	1)K Vanlalthiana DC 2) Lalrammawia LDC	<i>dckhawzawl2019@gmail.com</i> 9612152365 873105W8006	When there is outbreak of a Pandemic or domesticated animal's disease; or when there is law and order issue such as public nuisance or smuggling of illegal goods 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 needs to be submitted by the 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
3.	Coordination with other Departments	1) Paul Rokima SDC(G) 2) K Lalremruata, LDC	<i>dckhawzawl2019@gmail.com</i> 9862527976 9612521379	1) Important instructions are sent to and received from other Depts. 2) Various kinds of meetings are convened by DC as 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	There is no such specific documents required from citizen	NIL
4.	Land Acquisition	1) Lalfakzuala ADC/CALA 2) Jeho Malsawmdawnglian a DEO, CALA	<i>dckhawzawl2019@gmail.com</i> 9862680482 8787785916	1) As per instruction received from Directorate of Revenue Dept.		NIL

5.	Monitoring and Supervision of Disaster related issues, Relief Gratuity	1) Suvigya S Chandra SDO(S)/Nodal Officer 2) Lalrammawia LDC	<i>dckhawzawl2019@gmail.com</i> 9769470757 8731058006	1) Information on disaster related issues are received from VLDMC or affected person through Zonal Officers. 2) Applications are processed through file. 3) Zonal officers verified damaged site on the spot 4) Assistance is issued as per norms.	1) VLDMC recommendation letter 2) Zonal Officer Report 3) Valid Bank Account Number	NIL
6.	Issue of various License viz: 1. Arms License (Fresh & Renewal) 2. Arms & Ammunition Dealer's License 3. Air Weapon Dealer's License 4. Accredited Gunsmith License 5. Explosive License (Fresh & Renewal)	1) Paul Rokima SDC 2) F.Hmingsangzuala LDC	<i>dckhawzawl2019@gmail.com</i> 9862527976 8575708636	1) Application is processed through file 2) With approval of Home Dept., DC issued fresh license to the applicant .	Arms License (Renewal) ➤ Arms License ➤ Police verification Arms License (Fresh) ➤ 4 passport size photo (white background) ➤ Voter ID, Aadhaar card, PAN Card, Birth Certificate, Driving License ➤ Training Certificate ➤ Medical Certificate ➤ Police verification Arms & Ammunition Dealers License ➤ Trade license ➤ Aadhaar ➤ Voter ID Card ➤ Passport size photo – 2 copies Air Weapon Dealers License ➤ Trade license ➤ Aadhaar ➤ Voter ID Card ➤ Passport size photo – 2 copies	Arms License: Form: Rs 20/- License: Rs 2500/- Arm License (Fresh) Form: Rs 50/- License: Rs 1000/- Arms & Ammunition Dealers License Form: Rs 50/- License: Rs 2000/- Air Weapon Dealers License Form: Rs 50/- License: Rs 2000/- Accredited Gunsmith License Form: Rs 50/- License: Rs 2000/- (Minor)

					Accredited Gunsmith License ➤ Aadhaar ➤ Voter ID Card ➤ Passport size photo – 2 copies Explosive License (Fresh) ➤ Police Station hriatpuina ➤ VC & YMA hriatpuina ➤ GM&R Mining Permit ➤ GM&R Blast design ➤ Ram pass / LSC ➤ Construction work atan diltu passport size photo (2 copies) leh work order. Explosive License (Renewal) ➤ Passport size photo – 2 copies ➤ Online license original ➤ Valid Mining Permit ➤ VC hriatpuina	Kum 5 atan Rs 5000/- (Major) Explosive License (Fresh) Form: Rs 20/- Kum 1 atan Rs 1800/- Explosive License (Renewal) Form: Rs 20/- Kum 1 atan Rs 1200/-
7.	Issue of Permit viz- 1. Inner Line Permit (Fresh & Renewal) 2. Temporary Stay Permit	1) Suvigya S Chandra, SDO(S) 2) F Hmingsangzuala, LDC	dckhawzawl2019@gmail.com 9769470757 8575708636	Inner Line Permit ➤ Application is processed through online portal ➤ Verification and approval is done by DC Office ➤ Authentication of ILP is process through ILP App	Inner Line Permit (Fresh) ➤ Temporary ILP/ last ILP ➤ Diltu leh sponsortu Voter ID/ Aadhaar Card xerox attested copy ➤ Diltu leh sponsortu passport size photo – 4 copies ➤ VC hriatpuina (prescribed format) Inner Line Permit (Renewal) ➤ ILP (for renewal) Temporary Stay Permit ➤ LO in Temporary ILP a pekchhuah ➤ Diltu Aadhaar/ Voter ID ➤ Sponsor tu & diltu passport size photo -1 copy	Inner Line Permit (Fresh) Form Rs 200/- Certificate Rs 2000/- Inner Line Permit (Renewal) Form Rs 200/- Certificate Rs 2000/- Temporary Stay Permit Rs 200/-

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
8.	Census	1) Lalfakzuala ADC 2) K.Lalremruata, LDC	<i>dckhawzawl2019@gmail.com</i> 99862680482 9612521379	As per instruction received from Directorate of Census from time to time	No such specific document need to be submitted by the citizens	NIL
9.	Judicial Matters	1) Paul Rokima SDC(G) Lalrammawia LDC	<i>dckhawzawl2019@gmail.com</i> 9862527976 8731058006	Letters received from citizens are process through 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 the judiciary	Citizens submit their problem in writing to this office. No specific document is required	NIL
10.	NAZARAT (Account Branch)	1) Suvigya S Chandra SDO(S) / DDO F.Vanlalruati D/A	<i>dckhawzawl2019@gmail.com</i> 9769470757 9612176994	1) Sanction order received are processed through file. 2) After getting approval from DC, Fund is issued to concerned beneficiaries VIZ. SDRF etc.	1) Voter ID Card 1) Recommendation from V/C.	NIL

**CITIZEN'S CHARTER FOR
THE DEPUTY COMMISSIONER'S OFFICE, KHAWZAWL, 2025-2026**

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 process 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 within 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	Although election day is one day, Model Code of Conduct 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

CITIZEN'S CHARTER FOR THE DEPUTY COMMISSIONER'S OFFICE, KHAZWAWL, 2025-2026

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.	K. Vanlalthiana, Deputy Commissioner	9612152365	dckhawzawl2019@gmail.com	1 Month
2.	Lalfakzuala, Addl. Deputy Commissioner	9862680482	dckhawzawl2019@gmail.com	1 Month
3	Suwigya S Chandra, Sub-Divisional Officer (Sadar)	9769470757	dckhawzawl2019@gmail.com	1 Month
4.	Timothy R. Lalmangaiha, Election Officer	8974205531	dckhawzawl2019@gmail.com	1 Month
5.	Paul Rokima, Sub-Deputy Commissioner (General)	9862527976	dckhawzawl2019@gmail.com	1 Month
6.	R Lalrinhlua, Sub-Deputy Commissioner (Planning)	9615981784	dckhawzawl2019@gmail.com	1 Month
7.	Laltanpuia Renthlei, Superintendent	9812413068	dckhawzawl2019@gmail.com	1 Month

**CITIZEN'S CHARTER FOR
THE DEPUTY COMMISSIONER'S OFFICE, KHAWZAWL, 2025-2026**

LIST OF STAKEHOLDERS/CLIENTS

Sl no.	Stakeholders/Clients
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

**CITIZEN'S CHARTER FOR
THE DEPUTY COMMISSIONER'S OFFICE, KHAWZAWL, 2025-2026**

**EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM
CITIZENS/SERVICERECIPIENTS**

Sl. No.	Expectations of the department/office from citizens/service recipients
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	The 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 proposals for all the services rendered to the citizens.
5	This office urges all its service recipients to have a positive attitude towards achieving good governance.