



**LAI AUTONOMOUS DISTRICT COUNCIL
LAWNGTLAI MIZORAM
CITIZEN'S CHARTER**

FORWORD

It gives me great pleasure to present the Citizen's Charter to our clients and all stakeholders. Preparation of this revised charter is a sincere endeavour by us towards fulfilling our commitment of providing an efficient, judicious and responsive service to our clients. We shall strive to fulfill the assurance given by us. The success of this charter will depend greatly on the proactive response that it receives from the clients for deriving the assured level of service. We need and would look forward to your co-operation for success of our effort.

**K. Lalthanzara
Executive Secretary
Lai Autonomous District Council
Lawngtlai**



LAI AUTONOMOUS DISTRICT COUNCIL CITIZEN'S CHARTER (2024)

**Address : Lai Autonomous District Council,
LADC Complex, Council Veng
Lawngtlai : Mizoram**

Contact us :

**Lai Autonomous District Council
Lawngtlai
Email : ladcgad@gmail.com**

**CITIZEN'S CHARTER FOR DEPARTMENT OF
GENERAL ADMINISTRATION (2024)**

VISION AND MISSION:

VISION :

To provide efficient, effective, and citizen-centric administrative support to the government and citizens.

The General Administration Department is responsible for seeing that the rules and principles relating to service in general and properly followed.

Development and management of human resources of the government for efficient, effective, accountable and transparent governance.

To promote optimal usage of e-governance for prompt delivery of services, exchange of information and redressal of grievances

MISSION :

To deliver high-quality services, ensure transparency, and promote accountability in all aspects of general administration

To arrange for recruitment and capacity building of government servants, management of cadres, facilitating e-governance,

Framing and implementing recruitment/service rules, optimizing/rationalizing human resources, and implementing accepted recommendations of 2nd ARC, and inculcating a culture of excellence,

Transparency, accountability and zero-tolerance towards corruption in public services. To ensure prompt delivery of public services. To develop competence and innovation

Citizen Charter of General Administration Department

The General Administration Department looks after various important subjects as entrusted to it by “The Lai Autonomous District Council (Allocation of Business) Rules, 2014”. The Department functions under the leadership of the Hon’ble Chief Executive Member. The Secretariat is headed by the Joint Secretary ably assisted by Joint Secretary, one Deputy Secretary, one Under Secretary, two Superintendents and other supporting staffs.

General Administration Department is entrusted with the following subjects:

1. Transaction/Allocation of Business under the Lai Autonomous District Council.
2. Lai House and Rest Houses Administration.
3. Offices outside Lawngtlai.
4. Allotment, Maintenance and Furnishing Government Quarters and buildings.
5. Annual Administration Report.
6. Ceremonial functions including celebration of Republic Day/ Independence Day and LADC Day.
7. Creation of Division.
8. Creation, Reorganization and Amalgamation of Department(s).
9. Entitlement of space, furniture and office equipment.
10. Official entitlements (e.g. accommodation, telephones, vehicles, foreign tours, air travel)
11. Entitlement/Purchase of Govt. Vehicles.
12. Matters relating to National Flag, National Emblem, National Anthem and State Emblem.
13. Foreign tours/travel.
14. Hiring of private building for office accommodation.
15. Holiday.
16. Protocol & Hospitality.
17. Government complexes at various places.
18. Special Casual Leave Earn Leave.
19. Appointment of any Grade(except employee of District Council Secretariat and Teaching staff)
20. Transfer & posting of officers and staff
21. Conduct of competitive and Departmental promotion exams
22. Departmental Promotion Committee(DPC)
23. Statues and Memorials.
24. Mourning/Obituary
25. Subjects not allocated to any Department.

CITIZEN'S CHARTER FOR DEPARTMENT OF GENERAL ADMINISTRATION (2024) MAIN SERVICES

Sl. No	Service delivered by the department to citizens or other departments including NGOs	Responsible Official with designation	Email & Mobile (Phone No.)	Process for delivery service within the department	Document, 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	K. Lalthanzara Executive Secretary	gadladc24@gmail.com Ph no.7005277278	1. Convening meetings of Heads of Deptt. 2. Organizing observance of Important Days, functions & Pledge Taking Ceremony	1. Respective departments to be prepared as per the agenda of the meeting of HoDs. 2.All departments are expected to participate in the observance of Govt. important days and functions	NA
2	Allocation of Business and Transaction of Business to departments	K. Lalthanzara Executive Secretary	gadladc24@gmail.com Ph no.7005277278	Formal approval	Respective departments to submit required documents/necessity & justification for change in AOB/TOB	NA
3	Efficient maintenance of entitlement by Government Departments/Servants	L.Z. Tluanga Joint Secretary	gadladc24@gmail.com Ph no;9436148245	Formal approval	Proposals to be submitted by departments as required.	NA
4	Allotment of Quarters to employee as per availability	L.Z. Tluanga Joint Secretary	gadladc24@gmail.com Ph no;9436148245	Formal allotment as per guidelines for allotment of quarters issued by the Authority.		
5	Conducting surprise checking of Offices	Thansiamia Deputy Secretary	gadladc24@gmail.com Ph no.8413896164	Surprise check is conducted occasionally to ensure discipline and punctuality	Attendance Register/Bio-matric Attendance Machine	NA
6	Permission for Hiring of Buildings/properties	Thansiamia Deputy Secretary	gadladc24@gmail.com Ph no.8413896164	Formal process		Fair Rent fixed by concerned Authority
7	Booking of Lai House and Rest Houses	L.Z.Tluanga Joint Secretary	gadladc24@gmail.com Ph no;9436148245	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

8	Allotment of Room in Lai House	Lalhminghlupuii Thangen Dy. Resident Commissioner	gadladc24@gmail.com Ph no;6009892781	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 authority from time to time
9	Permission for purchase of Vehicles	L.Z. Tluanga Joint Secretary	gadladc24@gmail.com Ph no;9436148245	Formal Approval	1) Pro forma Invoice 2) Fund position 3) Approval of concerned Authorities	NA

CITIZEN'S CHARTER FOR DEPARTMENT OF GENERAL ADMINISTRATION (2024) SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department to citizens or other departments/organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/weeks/months)	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	Allocation of Business & Transaction of Business to departments	As required and as proposal received from departments	Amendment of Allocation & Transaction of Business Rules
3	Efficient maintenance of entitlement by Government Departments/Servants	Revision of entitlement on need basis	Preparation and maintenance of Entitlement by Govt. Department/ Servants
4	Allotment of Quarters to employee as per availability	Three 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
5	Conducting surprise checking of Offices	Surprise check is conducted occasionally	Surprise checks in offices for punctuality and discipline
6	Permission for Hiring of Buildings/properties	After obtaining formal approval	
7	Booking of Lai House and Rest Houses	On all working day	
8	Allotment of Room in Lai House	On all working day	Allotment is done on the basis of subject to availability

CITIZEN'S CHARTER FOR DEPARTMENT OF GENERAL ADMINISTRATION (2024) GREIVANCE REDRESSAL 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	L.Z. Tluanga Joint Secretary	gadladc24@gmail.com Ph no;9436148245		Two weeks
2	Thansiamia Deputy Secretary	gadladc24@gmail.com Ph no.8413896164		Two weeks
3	Under Secretary			Two weeks

CITIZEN'S CHARTER FOR DEPARTMENT OF GENERAL ADMINISTRATION (2024) LIST OF STAKEHOLDER/ CLIENTS

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

OTHER COGNATE MATTERS:

Services:

1. Record Management: Maintenance and retrieval of government records and documents.
2. Employee Management: Recruitment, training, and employee welfare services.
3. Infrastructure Management: Maintenance and upkeep of government buildings and assets.
4. Procurement: Acquisition of goods and services for government departments.
5. Estate Management: Management of government lands and properties.

Service Standards:

1. Record Management: 95% of records will be retrieved within 24 hours of request.
2. Employee Management: 90% of employee grievances will be resolved within 7 working days.
3. Infrastructure Management: 95% of maintenance requests will be addressed within 3 working days.
4. Procurement: 90% of procurements will be completed within 60 days of requisition.
5. Estate Management: 95% of estate-related queries will be resolved within 5 working days.

Citizen Rights:

1. Access to Information: Citizens have the right to access government records and documents.
2. Fairness and Transparency: Citizens have the right to fair and transparent treatment in all dealings with the department.
3. Grievance Redressal : Citizens have the right to report grievances and receive timely redressal

Citizen Responsibilities:

- 1. Provide Accurate Information: Citizens must provide accurate and complete information when requesting services.
- 2. Cooperate with Department: Citizens must cooperate with the department in providing services and resolving grievances.

Grievance Redressal :

- 1. Grievance Officer: Thansiamaa, Deputy Secretary, Ph no.8413896164.
- 2. Timeline: Grievances will be resolved within 7 working days.

Monitoring and Evaluation:

- 1. Performance Indicators: Service standards will be monitored through performance indicators.
- 2. Citizen Feedback: Citizen feedback will be solicited through surveys and suggestion boxes.

Conclusion:

The General Administration Department is committed to providing citizen-centric services. We value your feedback and suggestions in helping us improve our service

CITIZEN’S CHARTER FOR DEPARTMENT OF GENERAL ADMINISTRATION (2024) EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department 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 a
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.

**CITIZEN'S CHARTER FOR DEPARTMENT OF
PLANNING & PROGRAMME IMPLEMENTATION DEPARTMENT (2024)**

VISION AND MISSION

VISION Participative planning & efficient implementation of plans & programmes for sustainable growth.
MISSION Planning for optimal allocation & utilization of available resources.

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 for service within the department/ office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the services with amount
1	Formulation of Development Policy and Plan	Vice Chairman, Planning & Development Board	planningladc1@gmail.com	Examination of line Departments' proposals and conveying approval, regret or revision as per decision taken.	Project proposal/ DPR submitted through official channel.	Nil
2	Coordination, Monitoring and Executing other Developmental Schemes and Projects including Centrally Sponsored Schemes, Central Sector Schemes	Vice Chairman, Planning & Development Board	planningladc1@gmail.com	Examination of line Departments' project/scheme related documents.	Submission of project/scheme related documents, reports submitted through official channel.	Nil
3	Matters relating to MDC Area Development Fund	Planning & Development Officer (P&DO) & Secretary, Planning & Development Board	planningladc2@gmail.com	Preparation of Bill based on sanction, execution and submission	Sanction copy from Finance & Control Department, LADC	Nil
4	Matters relating to Audit Questions, Session Questions, Parliamentary/Assembly Questions and Replies, Questions under RTI Act, etc	Planning & Development Officer (P&DO) & Secretary, Planning & Development Board	planningladc2@gmail.com	Collect information and preparation based on collective data and obtain approval for submission	As per concern documents	Nil
5	Office matters relating to tour programme of officials, leave application, office stationeries procurement, etc.	Planning & Development Officer (P&DO) & Secretary, P& DB	planningladc2@gmail.com	Obtain necessary information and preparation of document	As per normal official procedures	Nil

SERVICES DELIVERY STANDARD

SI. 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/week/months) ²	Remarks, if any
1	Formulation of Development Policy and Plan	Depending on submission of required data by line Departments.	
2	Coordination, Monitoring and Executing other Developmental Schemes and Projects including Centrally Sponsored Schemes, Central Sector Schemes	Depending on the project and schemes	
3	Matters relating to MDC Area Development Fund	6 working days subject to submission of required data by the citizen	
4	Matters relating to Audit Questions, Session Questions, Parliamentary/Assembly Questions and Replies, Questions under RTI Act, etc.	6 working days subject to submission of required data by line Departments	
5	Office matters relating to tour programme of officials, leave application, office stationeries procurement, etc.	6 working days subject to information collection and documentation	

GRIEVANCE REDRESS MECHANISMWebsite address to lodge grievance pgportal.gov.in

SI. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1	Planning & Development Officer (P&DO) & Secretary, Planning & Development Board		planningladc2@gmail.com	1 week

LIST OF STAKEHOLDERS/CLIENTS

SI. No.	Stakeholders/Clients
1.	Members of District Council / All citizens of India
2.	Central Government Ministries/ State Government Departments/ PSUs and other Government Organizations/Agencies / NGOs, etc
3	All individuals/groups having interest directly or indirectly related to the functioning of Planning Department
4	All employees of Lai Autonomous District Council

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

SI. No.	Expectations of the department/office from the citizens/service recipients
1.	Specific written request with full documentation including relevant details with address, phone number and email ID.
2.	Head of Department should see that they satisfy MDCADF guidelines for release before applying for release of fund.
3.	Efficient implementation of developmental schemes and projects.
4.	Timely submission of required information in the prescribed format.
5.	Feedback on the Services provided.

**CITIZEN'S CHARTER FOR DEPARTMENT OF
FINANCE & ACCOUNTS DEPARTMENT (2024)**

VISION AND MISSION

VISION:
Finance & Accounts Department vision can include providing excellent customer service and reliable financial information
MISSION:
Finance & Accounts Department can include providing timely and include financial reporting, overseeing expenditures, revenue collections and supporting operations.

MAIN SERVICES

Sl No	Services delivered by department/ organization including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of services within the department/office	Documents, if any, obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1.	Controlling financial matters within LADC	B. Lalhmingmuana Secretary(<i>Finance</i>), LADC	9362596259			

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

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance portal.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	B.Lalhmingmuana Secretary(<i>Finance</i>), LADC	9362596259	pmbualteng@gmail.com	

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholders/Clients
1	Population within LADC area
2	Recognised Bank within LADC area

EXPECTATION OF THE DEPARTMENT/OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

Sl. No	Expectations of the department/office from the citizens/service recipients
1	
2	

**CITIZEN'S CHARTER FOR DEPARTMENT OF
ENVIRONMENT, FOREST & CLIMATE CHANGE, DEPARTMENT LADC (2024).**

VISION AND MISSION:

VISION:

To achieve well-stocked high-quality forests with rich floral and faunal diversity for maintaining ecological balance and to conserve environment and natural resources by ensuring environmental stability while meeting the forest-based needs of the local people.

MISSION:

To increase the area under forest cover and enhance the quality of existing forests thereby creating healthy environment for the people through:

- Application of the principles of sustainable management.
- Adoption of effective silvicultural practices.
- Involvement of the local people actively in our efforts of planning, implementation, and monitoring of schemes for conservation of forests, wildlife and environment.

MAIN SERVICES:

Sl. No	Services delivered by the department/ office to citizens or other departments/ organizations including nongovernmental organizations	Responsible Official and designation	Email & 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	Processing of proposal seeking forest clearance and environment clearance under Forest (Conservation) Act, 1980 and EIA Notification, 2006 respectively. This should be applied online through Parivesh portal	District Council Conservator of Forest	As given in the list of subordinate offices	Proposal received from project proponent is sent for verification, tree enumeration, etc. to the District Council Conservator of Forest who forward the report to Conservator of Forests concerned, who, after site inspection forward the same to NO (FC) for further submission to Govt. of India (MoEF&CC)	Proposal of Project proponent in prescribed format duly recommended by the District Council Conservator of Forest and Conservator of Forests	N/A
2	Issue of No Objection Certificate (NOC)	District Council Conservator of Forest/Deputy Conservator of Forests concerned	As given in the list of subordinate office	Application for NOC received by the Department is referred for inspection and verification to DCCF/DCF concerned, who submit report to the APCCF and Nodal Officer (FC) through Conservator of Forests concerned	Application Seeking NOC with details of the proposal	N/A

3	Permission for extraction of bamboo or other NTFPs from forest areas through Mahal or permit system	District Council Conservator of Forest	As given in the list of subordinate office	Submission of Application or tender for extraction of forest produces of a particular Mahal area.	Formal application or tender as per format prescribed, if any	Royalty or as maybe prescribe d
4	Processing of proposals for afforestation works under National Afforestation Program	District Council Conservator of Forest	As given in the list of subordinate office	Proposal received from District Council Conservator of Forest are scrutinized and compiled, and submitted to Gov't. of India for approval	Proposal as per prescribed format	N/A
5	Implementation of works under National Afforestation Program (NAP), Intensification of Forest Management and Finance Commission Grant, CAMPA, NPV and Funds under Annual Budget of LADC.	District Council Conservator of Forest	As given in the list of subordinate office	Fund received from the State Govt. and budgetary allocation of LADC are then released to concerned Officer or disbursed for implementation and execution of the work	Approved Work Programme/ Plan of Operation and progress report, etc.	N/A
6	Registration of private tree plantation	District Council Conservator of Forest and ROs concerned		Application is submitted to DCCF concerned and verification is done by Range Officers concerned. Registration is done by DCCF after obtaining approval of CF concerned	Application for registration of trees in prescribed form with copy of land pass	N/A
7	Permission for felling of Private plantation	District Council Conservator of Forest		Application for tree felling is submitted to DCCF, who will refer the same for tree marking to RO concerned and then approval of CF concerned is obtained for felling.	Application in prescribed form with registration details	N/A
8	Village level Award for Fire Prevention	District Council Conservator of Forest	As given in the list of subordinate office	DCCF Office has made final decision for the awardee from the proposed VC/YLA submitted by Range Officer.	Detailed Report on activities with video/photographic evidence	N/A

SERVICE DELIVERY STANDARD:

Sl. No	Services delivered by the Department/ Office to citizens or other Department/ Organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/weeks/months) ²	Remarks, if any
1	Processing of proposal seeking forest clearance and environment clearance under Forest (Conservation) Act, 1980 and EIA Notification, 2006	1-2 months	If EDS is/are not addressed by UA, time taken may be extraordinarily long.
2	Issue of No Objection Certificate (NOC)	1-2 months	
3	Permission for extraction of bamboo or other non-timber forest produce (Broomsticks/ Anchiri etc) from forest areas through Mahal or permit system	2-4 months	
4	Permission for extraction of bamboo or other non-timber forest produce (Broomsticks/Anchiri etc) from forest areas through mahal or permit system	2-4 weeks	
5	Processing of proposals for afforestation works under National Afforestation Program	1-2 weeks	
6	Release of fund received from the State Gov't. for afforestation works, etc under National Afforestation Program (NAP), Intensification of Forest Management and Finance Commission Grant, CAMPA, Annual Plan Fund etc.	1-2 week	
7	Registration of private tree plantation	1-4 weeks	
8	Permission for tree felling of private plantation	2-6 weeks	
9	Permission for purchase of timber available in depots	1-2 weeks	Subject to availability of timber stock
10	Village level Award for Fire Prevention	2-3 months	
11	Registration/Renewal of Power chainsaw.	2-4 weeks	

GRIEVANCE REDRESS MECHANISM:

Sl. No	Name of the Responsible Officer to handle the Public Grievance in the Department/ Office	Contact No.	Email	Time limit for redress of grievances
1	K. Lalromawia District Council Conservator of Forest, Lai Autonomous District Council.	8413947513		
2	C. Sangliana Deputy Conservator of Forest, Lai Autonomous District Council.	9612851140		

LIST OF STAKEHOLDERS/CLIENTS:

Sl. No	Stakeholders/Clients
1	Ministries/Department of Government of India.
2	Ministries/Department of Government of Mizoram and Autonomous District Councils.
3	Citizens, Organizations, Institutions, NGOs, Universities, Research Institutions, Industries, etc.
4	Subordinate offices/establishment of all Departments under Lai Autonomous District Council and Government of Mizoram.
5	All Institutions, Boards, Organizations, Societies, etc. under the administrative control of the Ministry, Government of Mizoram and Autonomous District Councils.

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

Sl. No	Expectations of the Department/Office from Citizens/Service Recipients
1	To interact with the Department for the common cause of environment, forests and wildlife.
2	To honour and abide by the Rules and Regulations framed by the Government towards protection of environment, flora and fauna.
3	To imbibe the spirit of conservation of natural resources and respect for the laws of nature.
4	To actively participate in forests and wildlife conservation and management through JFMCs/VFDCs.
5	To offer suggestions to streamline the system and functioning of the existing institutions and to promote accountability and responsibility.
6	To assist in generating awareness among the local people towards the importance of conserving forests.
7	To actively involve in tree planting activities.
8	To register any tree plantation genuinely raised by individuals on non-forest land in the office of the District Council Conservator of Forest.
9	To help in protection of forest areas from encroachment (illegal allotment of land), illicit felling, wild fire, etc.
10	To adopt or help in adopting the practice of settled cultivation in place of shifting cultivation (Jhumming).

**CITIZEN'S CHARACTERS FOR DEPARTMENT OF
PUBLIC WORKS DEPARTMENT (2024).**

VISION AND MISSION

VISION: To Provide durable / quality Infrastructural developments within Lai Autonomous District Council.
MISSION: Preparation of DPR of Various Infrastructural Projects like Buildings, Roads etc. and submit the same to the State / Central Government”.

MAIN SERVICES

Sl. No	Services delivered by the department/office to citizens or others departments/organizations governmental organizations	Responsible officials with designation	Email and Mobile (Phone No)	Process for delivery of service within the department/of fice	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1.	Overall administration of offices & staff under Public Works Department	Er. V. Boiliana SE (PWD).	PWD.ladc24@Gmail.com Ph. 8415886318	Convening the meeting of Technical Officers & Staff	All Technical Officers & Staff must be present at the meeting.	N/A
2.	Technical Sanction.	Er. V. Boiliana SE (PWD).	PWD.ladc24@Gmail.com Ph. 8415886318	According Technical sanction of DPR/Detailed Plan & Estimate Prepared by EE/SDO	DPR/Detail Plan & Estimate of the project to be submitted by EE.	NA
3.	Acceptance of Tender.	Er. V. Boiliana SE (PWD).	PWD.ladc24@Gmail.com Ph. 8415886318	Forwarding acceptance of tender to higher Authority after Scrutiny.	Comparative statement of valid tenders prepared by EE	NA
4.	Maintenance of Biometric Attendance of Technical Officers & Staff under PWD.	Er. Malsawmtluanga Hawmnchhing EE (PWD).	PWD.ladc24@Gmail.com Ph.8731874643	Submission of weekly attendance record of PWD Officers & Staff to GAD.	Print out/ hard copy of weekly attendance record.	NA

5.	NIT / opening of Tenders & preparation of Tender Documents.	Er. Malsawmtluanga Hawmnchhing EE (PWD).	PWD.ladc24@Gmail.com Ph.8731874643	Submission of comparative statement of Valid Tenders to higher authority.	Preparation of comparative statement of Valid Tenders after opening of Tenders.	NA
6.	Preparation of DPR/ Detailed Plan & Estimate of any works under PWD.	C. Lalvenhima AE / SDO.	PWD.ladc24@Gmail.com Ph. 9862087602	AE / SDO shall prepare Detailed Plan & Estimate of Civil Works in Consultation with EE.		
8.	Work Supervision and Preparation of Final Bill.	C. Laltleiliana JE (PWD).	PWD.ladc24@Gmail.com Ph. 9862087602	Submission of Bill to higher authority for checking.	Work Completion & Verification report measurement books.	

SERVICE DELIVERY STANDARD

Sl. No	Service delivered by the department/office to citizen or other departments/organizations including non-governmental organizations	Stipulated time for delivery of service (days/weeks/month)	Remarks, if any
1.	Notice Inviting Tender / Quotations.	One Week	
2.	Selection of Contractor.	One (1) day from Opening of Tenders / Quotations.	
3.	Preparation of Final Bill of Works-done by Contractor / Supplier.	One (1) day after Completion & Verification of Works.	

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	The time for redress of grievances
1.	Er. V. Boiliana Superintending Engineer, (PWD).	Ph. 8415886318	PWD.ladc24@Gmail.com	Two Weeks
2.	Er. Malsawmtluanga Hlawmnchhing Executive Engineer, (PWD).	Ph. 8731874643	PWD.ladc24@Gmail.com	Two Weeks
3.	C. Lalvenhima Assistant Engineer, (PWD).	Ph. 9862087602	PWD.ladc24@Gmail.com	Two Weeks

LIST OF STAKEHOLDERS / CLIENTS

Sl. No	Stakeholders / Clients
1.	Citizens of India.
2.	All Department having Civil Works.
3.	All Contractors of Civil Works under LADC.
4.	All person who wants to Consult Technical Personel.

EXPECTATION OF THE DEPARTMENT / OFFICE FROM CITIZEN / SERVICE RECIPIENTS

Sl. No	Expectations of the department / office from citizens / service recipients
1.	Works Completion Report is expected from the Contractors for further Spot Verification by Technical Personel.
2.	All Contractors are expected to follow the instruction given by Technical Personel while doing Civil works execution.

**CITIZEN'S CHARTER FOR DEPARTMENT OF
LOCAL ADMINISTRATION DEPARTMENT (2024)**

VISION AND MISSION:

VISION :

- To look after Citizens through Village Councils with efficient, effective, and transparent.
- As good as practicable, it is aim to safeguard and Promote Lai language and practices through village councils.
- To bring rapid Development and reliable infrastructure to all the Villages under LADC through Department related works executed.
- To frame and amend a new Act and regulations for the smooth of Village Councils administration as it required.

MISSION :

- Promoting good services, ensure transparency, and promote accountability in all aspects of Local administration department.
- It's been enhancing a quality infrastructures in various Villages under LADC in respect of water & sanitation, roads connectivity, side drain, culvert etc,
- Delivering and implementing all the relevant works and internal services related matters at the right time.
- Transparency and zero-tolerance has been practicing towards employees and every village councils in connection of corruptions and work negligence.

MAIN SERVICES:

Sl. No	Service delivered by the department to citizens or other departments including NGOs	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery service within the department	Document, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	The RLB grants under the 15th Finance Commission for 2021-2026 will be released in two installments by the Ministry every fiscal year. While 60 percent of the grants are earmarked to be utilized for national priorities like drinking water, rainwater harvesting and rural sanitation (TIED), 40 percent can be utilized by VCs at their own discretion in keeping with themes selected by each village for SDGs (UNTIED). The grants are intended to support and strengthen the	Lalrambuatsaihi, DPM	bsijathang@gmail.com . 8729982908	a) Audit of previous year's funds were beind done by state Government nodal Department. b) Allocation of village wise shares by Mizoram finance department. c) Administrative approval and release of work order 1st and 2nd installment funds are being done in every financial year. d) Monitoring of work executed.	a) Gram Sabha meeting minutes approving the selection of works. b) Photos of Gram Sabha Meeting c) Detailed Plan & Estimate duly prepared by LAD (untied) and PHED (tied), uploading in E-GS portal.	

	Gram panchayats for delivery of basic civic services. Allocation for LADC are as follows: (in Rs lakhs) 2020-2021: 2021-2022: 2022-2023:					
2	The RGSA Scheme aims to strengthen the capacities of institutions for rural local governance to become more responsive towards local development needs, prepare participatory plans leveraging technology, and efficiently utilize available resources for realizing sustainable solutions to local problems linked to SDGs. The services include: a) Capacity Building & Training for Village Councils. b) Construction of Panchayat Bhawan. c) Construction of Common Service Centre at Panchayat Bhawan. d) E-Enablement of Panchayats / Village Councils including distribution of computer set. e) Construction of District Panchayat Resource Centres (DPRCs). f) Economic and Income Enhancement Projects under RGSA. g) IEC.	T.Hmangaih Johana, LAO	hjohan187@gmail.com . 943674427	a) Capacity of Building and Training under RGSA being conducted through State Panchayat Resource Centre (SPRC) and District Panchayat Resource Centres (DPRCs). b) Selection of beneficiaries Village Councils from various Districts for Panchayat Bhawan Support, E-Enablement is being done by Selection Committee under the Chairmanship of Secretary, LAD. c) New DPRCs are being constructed in	Nominees/ list of VCs that need various assistances to be submitted to LAO. As per fund availability and priority-need basis, works/villages selected by Directorate of LAD Department Aizawl.	Not required

3	As the Department of LAD is entrusted to look after Village Councils under LADC Jurisdiction; The Department has play a vital role in respect of administration and supervision, such as: 1. Village Council Remuneration: Village Council Members are given remuneration for their services at rates as fixed by the Executive Committee from time to time. 2. Power on Jhumming and Fire Prevention Committee. 3. Village Council Executive Body reformation/ dissolution, appointment of VCP, Vice President, VC Secretary, Crier (Tlangau) and Khaw upa for Sub-Villages 4. Village Council Boundary Disputes 5. Naming Of Streets, Roads & Villages 6. Creation of new Village Council or Sub-Village and Notification of Villages and Sub-Villages, Demarcation of Village perimeters, Safety reserve and Supply reserves, public places and utilities. Notification of Unauthorized Settlements.	T.Hmangaih Johana, LAO	hjohan187@gmail.com . 943674427	1. LAO submit proposal to finance Department to get approval for higher authority. 2. In Every year of feb to march, district Level Committee convenes setting dates when jhumming is permitted along with instructions. Then instruction is given to all VCs for strict implementation 3. As per the rules of LADC's, VCs will inform LAO the matters. if required, LAO will sends to the higher authority for approval or final decision. 4. Dispute sides submit letter to LAO, LAO submits to Executive committee for decision. 5. Concern VC's submit letter to LAO, LAO submits to Executive committee for decision. 6. Concern VC's submit letter to LAO, LAO submits to Executive committee for decision. 7. LAO examines and prepares notes. Sent to Executive Committee for decision.	1. Financial statement submitted by LAO. 2. List of landholders who are jhumming their lands submitted to LAO in required format by VCs. 3. VC letter of request or complaint. 4. VC letter of request or complaint. 5. VC letter of request. LAO Verification report. Executive Committee Meeting Decision. VC letter of request. LAO Verification report. Executive Committee Meeting Decision. 6. Deputy Commissioner & DLAO observations.	Not required
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GREIVANCE REDRESSAL 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	T. Hmangaih Johana	943674427	hjohan187@gmail.com .	1 Week

CITIZEN'S CHARTER FOR DEPARTMENT OF GENERAL ADMINISTRATION (2024) LIST OF STAKEHOLDER/ CLIENTS

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

CITIZEN'S CHARTER FOR DEPARTMENT OF GENERAL ADMINISTRATION (2024) EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department 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 a
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.

**CITIZEN'S CHARTER FOR DEPARTMENT OF
EDUCATION & HUMAN RESOURCES DEPARTMENT M/S (2024).**

VISION AND MISSION

VISION 1) To provide quality education accessible to every child within the Lai Autonomous District Council, regardless of background 2) To create an inclusive environment that caters to the diverse needs of students. 3) To enhance the development of educational infrastructure to support learning. 4) To ensure safety and security of children in schools in accordance with the guidelines framed by Ministry of Education, Govt. of India. 5) To empower students with the knowledge and skills necessary to contribute positively to society. 6) To provide educational services in a transparent manner, holding the department accountable to the community it serves
MISSION 1) To provide free and compulsory quality education to all children at elementary level as envisaged under the RTE Act, 2009 2) To enhance educational access to all children within the Lai District. 3) To promote inclusive educational environment that accommodates the diverse needs of all students, including students with special needs. 4) To strengthen educational facilities and resources to support effective learning and teaching. 5) To provide continuous professional development and support for teachers to improve their teaching skills. 6) To encourage community participation in the educational process to build a collaborative and supportive environment for students. 7) To foster ethical values and instill a sense of citizenship in students, preparing them to be active and responsible members of society.

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 service with amount
1	1. To coordinate and oversee all Middle Schools under the Lai Autonomous District Council to ensure smooth administration and good academic results.	F. Lalmachhuana Elementary Education Officer (M/S)	edn.msladc@gmail.com Com 9436777798	1. Organised short course training for teaching staff with the help of DIET training centre and directorate of school education. Govt. of Mizoram. 2. Organising observance of Govt. important days, function & pledge taking ceremony	Every schools must submit monthly report by the 15th of each month. 2. All the students/ Teachers are expected to participate in the observance of the Govt. important days, if required.	

2	Maintenance of service book of teaching & non-teaching staff under Education Department (MS)	F. Lalhmachhuana Elementary Education Officer (M/S)	edn.msladc@gmail.com Com 9436777798	Formal approval.	New appointees are expected to submit the required documents as prescribed by the Recruitment Rules.	
3	Conducting Regular Inspections of schools	Priscilla Lalramdinpuii Circle Education Officer (M/S)	edn.msladc@gmail.com Com 9436379441	School inspections are conducted as per Elementary Education Officer's instructions and reports are submitted to him for necessary action.	Teachers' attendances. Class wise attendance register	
4	Conducting surprise visits	Vanbawithasung Chinzah Dy. Elementary Education Officer	edn.msladc@gmail.com Com 9436379441	Conducting surprise visits to Middle Schools to assess their performance and ensure compliance with educational standards.	Attendance register of teaching & non-teaching staff	
5	Conducting annual Middle School Sports	F. Lalhmachhuana Elementary Education Officer (M/S)	edn.msladc@gmail.com Com 9436379441	Conducting annual Middle School Sports in three zones- Central, Eastern & Western- to promote health, fitness and coordination among different schools within each zone.		
6	School permission	F. Lalhmachhuana Elementary Education Officer (M/S)	edn.msladc@gmail.com com 9436379441	The request for school permission is forwarded to the Executive Meeting for consideration and approval. Spot verification is required for granting school permission.	Verification report including photo copy of school, student enrollment record and name, education qualification of Headmaster and teaching & non-teaching staff	

SERVICE DELIVERY STANDARD

Sl No	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisation	Stipulated time limit for delivery of service (days/weeks/months) ²	Remark, if any
1	Issued of Last Pay Certificate to Employee under Middle School	As required from employers of Middle School	issued under the approval of Elementary Education Officer (M/S)
2	Conducting joint operation with Amos Operation Team of LIKBKTP (Central Thalai Pawl) to combat against drugs abuse and other toxic substances.	As requested from LIKBK Central Thalai Pawl	this joint operation with Amos Operation Team aims to give awareness to students against illicit use of drugs and other toxic substances.
3	Pay upgradation for Teaching & Non-Teaching staff, under the guidance of 3 Tiers Benefits for Eligible as required by 3 Tiers	As approved by Departmental Promotion Committee	Pay upgradation done with the confidential report/PAR of last 5 years each

GRIEVANCE REDRESS MECHANISMWebsite 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	Vanbawithasung Chinzah, Dy. Elementary Education Officer (M/S)	9436379441	edn.msladc@gmail.com	2 weeks
2	Priscilla Lalramdinpuii, Circle Education Officer (M/S)	8794347535	edn.msladc@gmail.com	2 weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl No	Stakeholders/Clients
1	Citizen of India
2	Teaching & Non-Teaching staff including Headmaster under Education & Human Resources Department (M/S) LADC
3	Student under Middle School under Education Department (M/S) LADC Lawngtlai

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVIE RECIPIENTS

Sl No	Expectations of the department.office from citizens/service recipients
1	Ensuring that Teachers attend school regularly to the rules and regulations set by the school and educational authorities.
2	Ensuring that students attend school regularly and punctually to maximize their learning opportunities.
3	Community involvement is expected in school related activities such as parent-teacher meetings, school events and volunteer opportunities to support education environment.

**CITIZEN'S CHARTER FOR DEPARTMENT OF
EDUCATION & HUMAN RESOURCES DEPARTMENT P/S (2024).**

VISION AND MISSION

VISION: i) To deliver good and quality education at the elementary school level. ii) To train the child in all the process that develop human ability and behaviour. iii) Free and compulsory education for primary school level. iv) To teach and guide children the basic foundation of education. v) To make sure that RTE is fully implemented under Lai Autonomous District Council.
MISSION: i) To serve child friendly education environment by providing study. material/ facilities for free of cost. ii) Working on providing sufficient Teachers and proper school building. iii) To recruit qualified Teachers to create a quality children.

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisation	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.	Recruitment of Primary School Teachers	Hrangthanmawii (EEO) P/S	6909059557 Educationprimary36@gmail.com	i) Obtaining approval to recruit Primary Teachers in accordance with sanctioned post. ii) Floating Advertise-ment and conducting written and personal interview. iii) Making appointment on the basis of DPC recommendation after obtaining Chief Executive Member approval.	i) Joining Report obtaining required documents. ii) Creation and maintaining of service book.	NIL

2.	Maintenance of Primary School building and furniture	Lalnunzawmpuia (Dy.EEO) P/S	6909059557 Educationprim ary36@gmail. com	i) Application has been received from schools that needs minor repair and furniture. ii) Sanctioned amount for school building repairs and furnitures are distributed according to the need of school.	i) Inspection of work done by concerned JE. ii) Disbursement of final bill on the recommendation of concerned Headmaster through the EEO (P/S).	NIL
3.	School Permission	Hrangthanmawii (EEO) P/S	6909059557 Educationprim ary36@gmail. com	i) Inspection done by CEO (P/S). ii) Obtaining the recommendation of Executive Committee on the basis of reports submitted by CEO.	i) School statistics and data. ii) Recommendation letter from concerned VC and YLA.	NIL
4.	Posting and Transfer of Primary Teacher according to the needs of school.	Hrangthanmawii (EEO) P/S	6909059557 Educationprim ary36@gmail. com	i) Proposal made according to the need of school and approved by EM (P/S).	NIL	NIL
5.	School Inspection	Lalhuaplani Chinzah (CEO) P/S	6909059557 Educationprim ary36@gmail. com	i) Routine inspection. ii) Inspection according to the urgency.	NIL	NIL
6.	Issuing School Stationeries and white board	Lalnunzawmpuia (Dy.EEO) P/S	6909059557 Educationprim ary36@gmail. com	Application grant by Dy. EEO.	NIL	NIL
7.	Orientation Training	Hrangthanmawii (EEO) P/S	6909059557 Educationprim ary36@gmail. com	Yearly Orientation is conducted to motivate and to aware teacher the present education system.	NIL	NIL
8.	Zonal sport	Hrangthanmawii (EEO) P/S	6909059557 Educationprim ary36@gmail. com	i) To explore children talent in sport.	NIL	NIL

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	Hrangthanmawii (EEO) P/S, DAA	6909059557	Educationprimary36@gmail.com	30 days
2	Lalnunzawmpuia (Dy E.E.O) P/S, SPIO	6909059557	Educationprimary36@gmail.com	30 days

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Non-governmental Organization (LSA, LDSA, LWA, MHIP etc).
2	Village Council Court, Lawngtlai District.
3	District Level Administrative.
4	Education Policymakers, all Education Officers- DEO's, SDEO's, CEO's and DIET Lecturers.
5	Ministry of Education, Government of India.
6	All Government School Teachers and Headmasters.
7	All Students under Government and Private school.
8	Citizens of India.

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients
1	Proposals and applications complete in all respect as per prescribe format.
2	Supporting document for any kind of service sought should be furnished.
3	Clients are expected to update themselves with any service related instruction issue by the government through Office memorandums and notifications.
4	Immediate compliance to orders issued in matters such as promotion transfer and posting etc.
5	Citizens are expected to give suggestions and feedback for further improvement in the delivery of services.

**CITIZEN'S CHARTER FOR DEPARTMENT OF
FISHERIES DEPARTMENT (2024).**

VISION AND MISSION

VISION:

Utilizing and management of Fisheries resources in Lai Autonomous District Council (LADC) Area to increase fish production for nutritional security and livelihood support.

MISSION

To achieve the goal of our vision, the mission aimed at:

1. To enhance fish production and productivity through expansion
2. To conserve Fisheries resources and natural aquatic resources, including fish stocks
3. To increase fish farmers incomes and generation of employment opportunities for rural poor farmers.
4. To ensure the supply of quality and hygienic fish to the consumer.
5. Improving Modern Technology of fish farming.

MAIN SERVICES

Sl No.	Service/Transaction	Responsible person along with designation	Mobile phone No	Process for delivery of services within the Department	Documents required for obtaining the service to be submitted by the Citizen/ Client	Fees if any, for the service with amount
1	Annual Plan Budget The main services delivered are:- - Renovation of existing pond - Procurement of critical inputs	Laldinliani Fishery Development Officer	9436351082	The fund is disbursed to the selected beneficiaries for renovation of ponds and inputs were given to only farmers who have been registered under the Department.	Registration card Fish pond photo.	-
2	Pradhan Mantri Mastya Sampada Yojana (PMMSY)	Laldinliani Fishery Development Officer	9436351082	A prescribed application form was opened for new pond construction and selection was done based on the verification report.	Xerox copy of:- Valid land pass, Voter ID Adhar No Bank Account	-
3	Survey and Monitoring	ST. Lalrinawma AFDO	9436148458	Survey and monitoring mainly for successful implementation of schemes under CSS and Annual Plan Budget. Survey also includes problems reported by farmers in relation to fish culture.	Request either by paper or verbal with details of problems in fish culture.	-
4	General Administration	ST. Lalrinawma AFDO	9436148458	-	-	-

SERVICE DELIVERY STANDARDS

Sl No.	Service delivered by the Department/ Office to the citizens	Stipulated time limit for delivery of service (days/weeks/months)	Remarks in any
1	Procurement of fish seed	Within one month	Based on the availability of funds under LADC Annual Plan Budget and CSS
2	Procurement of Fish feed	Within one month	Based on the availability of stock
3	Assistance for renovation of existing ponds	Within one month (spot verification- selection)	Based on the availability of funds under LADC Annual Plan Budget and CSS
4	Farmers Registration	1 day	Registration card is used for the purpose of inputs distribution and Assistance for pond renovation under any available sources.

LIST OF STAKEHOLDERS/CLIENTS

Sl No	Stakeholders/Clients
1	Fish Farmers

EXPECTATION OF THE DEPARTMENT /OFFICE FROM CITIZENS

Sl. No	Indicative Expectations from Service Recipients
1	To supply sufficient quantity of critical inputs to meet their requirement.
2	To develop more potential land for fish farming
3	To implement various schemes for fulfillment of the target.
4	To motivate and encourage farmers through Training programme for a minimum of one time in a year interval.

GRIEVANCE REDRESS MECHANISM

Sl. No	Name of the Public Grievance Officer	Mobile Number	Email	Time limit For redress of grievance.
1	Laldinliani SPIO	9436351082	ladcfisheries@gmail.com	2 weeks
2	ST.Lalrinawma ASPIO	9436148458	ladcfisheries@gmail.com	2 weeks

**CITIZEN'S CHARTER FOR DEPARTMENT OF
AGRICULTURE DEPARTMENT (2024).**

VISION AND MISSION

VISION:
To ensure sustainable food production system, nutrition, livelihood security and natural resource management by using Science and Technology.
MISSION:
To increase production and productivity of agricultural crops using environment friendly and Science and Technology while ensuring increased net farm income to the farmers through various schemes, programmes and welfare measures.

MAIN SERVICE

Sl. No	Service delivered by the department/office to citizens or other departments/organizations 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	Processing of proposal for work plan for Agriculture Development	C. Lalmuanvela DCAO	c.lalmuanvela@gmail.com 9436148423	Obtaining approval of the Chief Executive Member	Approval of Executive Member i/c Agri	Nil
2	Implementation of work planned	-do-	-do-	Obtaining approval of the Executive Member i/c	Comment and verification report of Field staffs if necessary	Nil

SERVICE DELIVERY STANDARD

Sl. No.	Service delivery by the department/office to citizens or other departments/ organizations including non-governmental organization	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	Processing of proposal for work plan for Agriculture Development	1 month	
2	Implementation of work planned	3 months	

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.	C. Lalmuanvela DCAO/DAA	9436148423	agriladc@gmail.com	Within 10-30 days
2.	T. Zoramnghawra DCHO/ SPIO	9436791839	hortiladc@gmail.com	Within 10-30 days

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	Citizens of India
2.	Any other Departments
3.	Any Organization including Non-Government Organization

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS / SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients
1.	Application as per prescribe format and completed in all respect along with all necessary documents and attested as required are to be submitted
2.	Provide clear statement of grievances along with necessary documents.
3.	Clients seeking redress of their grievances can contact Officer and staffs of the department on all working hours
4.	Citizen are expected to give any suggestion for improvement of delivering of services.

CITIZEN'S CHARTER FOR DEPARTMENT OF HORTICULTURE DEPARTMENT (2024).

VISION AND MISSION

VISION - Self sufficiency of Horticulture produces through various approaches to ensure social and economic development, environmentally eco – friendly and safe and to promote small and marginal farmers. - Minimize/ eliminate post-harvest losses - Promote permanent farm practices to minimize shifting cultivation - Ensure healthy lives and promotes well beings of all ages - Encourage used of Improved planting materials for increased production - Support skill development and create employment opportunities - Promotes Organic farming - To ensure and eliminates ZERO percent hunger
MISSION - Initiative for consumer is to grow a healthy world through various approaches - Promote use of high yielding variety seeds of various crops - Strengthening of farmers and consumer through market shed - Minimized run off of monsoon rains through construction of RWHS which will be used for irrigating sources in dry/ lean period off cropping season - Assisting poor farmers by providing Financial assistance, Improved seeds, plant protection chemicals etc. - Provide technical know-how to needy farmers

MAIN SERVICES

Sl. No	Services delivered by the department/ office to citizens or other departments/ organizations including non- government 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.	Processing of proposal for work plan for Horticulture Development	T. Zoramnghawra DCHO	nghawra083@gmail.com 9436791839	Obtaining approval of the Chief Executive Member	Approval of Executive Member i/c Agri	N/A
2	Implementation of work planned	-do-	-do-	Obtaining approval of the Executive Member i/c	Comment and verification report of Field staffs if necessary	Nil

SERVICE DELIVERY STANDARD

Sl. No	Services delivered by the department/ 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.	Processing of proposal for work plan for Horticulture Development	1 month	
2	Implementation of work planned	3 months	

GRIEVANCE REDRESS MECHANISMWebsite 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	C. Lalmuanvela DCAO/ <i>DAA</i>	9436148423	agriladc@gmail.com	Within 10-30 days
2	T. Zoramnghawra DCHO/ <i>SPIO</i>	9436791839	hortiladc@gmail.com	Within 10-30 days

LIST OF STAKEHOLDERS/ CLIENTS

Sl. No	Stakeholders/ Clients
1.	Citizens of India
2.	Any other Departments
3.	Any Organization including Non-Government Organization

EXPECTATIONS OF HORTICULTURE DEPARTMENT FROM CITIZENS/ SERVICE RECIPIENTS

Sl. No	Expectations of the department/ office from citizens/ service
1.	Application as per prescribe format and completed in all respect alongwith all necessary documents and attested as required are to be submitted
2.	Provide clear statement of grievances along with necessary documents.
3.	Clients seeking redress of their grievances can contact Officer and staffs of the department on all working hours
4.	Citizen are expected to give any suggestion for improvement of delivering of services.

CITIZEN'S CHARTER FOR DEPARTMENT OF RURAL DEVELOPMENT (2024)

VISION AND MISSION

VISION
1) Providing GCI Sheets for roofing based on selected beneficiaries 2) Providing financial aids to selected beneficiaries through CEM Housing Scheme 3) Rural Infrastructures like roads, internal village path, Community Halls etc.
MISSION
1) Development of rural areas like construction of village roads, providing infrastructures. 2) Providing financial aids for construction of Houses.

MAIN SERVICES

Sl. No	Services delivered by department/organization including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of services within the department/of fice	Documents, if any, obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1.	Distribution of GCI Sheet under Rural Housing Scheme to personal.	B. Lalhnuna RDO	hnuntea@gmail.com 9436148222	Obtaining approval of Executive Member for free distribution among the selected beneficiaries for GCI roofing.	1.Voter's ID/ Aadhaar, etc.	NIL
2	Providing financial aids to selected individual under CEM Housing Scheme.	B.Lalhnuna RDO	hnuntea@gmail.com 9436148222	Obtaining approval of the Executive Member for the selected beneficiaries	1.Voter's ID/Aadhaar, etc 2.Photo copy of Houses	NIL

SERVICE DELIVERY STANDARD

Sl. No	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months) ²	Remarks, if any
1	Distribution of GCI Sheet under Rural Housing Scheme	1 month	
2	Providing financial aids under CEM Housing Scheme.	1 month	

GRIEVANCE REDRESS MECHANISMWebsite 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	B. Lalhuna, RDO, LADC	9436148222	hnuntea@gmail.com	Two weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	Selected individuals for GCI Sheet Rural Housing Scheme under LADC Area
2.	Selected individuals for C.E.M Rural Housing Scheme under LADC Area

EXPECTATION OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectation of the department/office from citizens/service recipients
1.	Repair/Building of houses under Rural Housing Scheme
2.	Development of Rural Areas through Financial Aids

CITIZEN'S CHARTER FOR DEPARTMENT OF SPORTS & YOUTH SERVICES (2024)

VISION AND MISSION

VISION
Development of Sports and Youth within Lai Autonomous District Council area.
MISSION
1) To provide training for each and every discipline of sports within Lai Autonomous District Council area. 2) To distribute incentive cash award to outstanding Sport persons for further motivation of other Sport person. 3) Supply of Sports Goods for training and promotion of Sports. 4) Promotion of a promising talented youth financially.

MAIN SERVICES

Sl. No	Services delivered by department/organization including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of services within the department/office	Documents, if any, obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	Providing football academy for promising & talent youth	R. Vanlalpeka Coach G-II (Football)	8414887005	Obtaining approval of the E.M i/c Sports for football academy training	1. Approval of S.Y.O 2. D.O.B Certificate 3. Aadhaar	NIL
2	Providing Boxing academy for a talent & healthy youth	TC Lalramchullova Asst. Coach (Boxing)	9862508028	Obtaining approval of the EM i/c Sports for Boxing academy training	1. Approval of S.Y.O 2. D.O.B Certificate 3. Aadhaar	NIL
3	Processing a provision for incentive cash award to outstanding sports person	B. Lalhnuna Sports & Youth Officer (SYO) LADC	9436148222	Selection in terms of performance at State or National Level	Merit Certificate	NIL
4	Promotion of a promising talented youth financially	B. Lalhnuna Sports & Youth Officer (SYO) LADC	9436148222	Examination and verification of the sport personnel with their documents	Merit Certificate	NIL

SERVICE DELIVERY STANDARD

Sl. No	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months) ²	Remarks, if any
1	Providing football academy for promising and talented youth	12 months	
2	Providing Boxing academy for a talent and healthy youth	12 months	
3	Processing a provision for incentive cash award to outstanding sportsperson	1 month	
4	Promotion of a promising talented youth financially	1 month	

GRIEVANCE REDRESS MECHANISMWebsite 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.	B. Lalhnuna Sports & Youth Officer (SYO) LADC	9436148222	hnunteabualteng@gmail.com	2 weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholders/Clients
1.	Lawngtlai District Football Association, District Volleyball Association Lawngtlai, Lawngtlai District Boxing Association, Lawngtlai District Arm-wrestling Association, Lawngtlai District Rifle Association, Lawngtlai District Badminton Association, Lawngtlai District Table Tennis Association, Lawngtlai District Taekwondo Association, Lawngtlai District Basketball Association.
2.	Trainees under SYS Football Academy LADC
3.	Trainees under SYS Boxing Academy LADC
4.	Sportspersons from rural areas

EXPECTATION OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectation of the department/office from citizens/service recipients
1.	Promotion of Sports within LADC Area
2.	Building Sports Infrastructure
3.	Providing Training facilities for Selected Sports Discipline
4.	Supply of Sports materials for Selected Sports Discipline

**CITIZEN'S CHARTER FOR DEPARTMENT OF
INFORMATIONS & PUBLIC RELATIONS DEPARTMENT (2024)**

VISION AND MISSION:

VISION Bridging the gap between the government and the people, ensuring transparency, accountability, and effective governance through excellence in communication and information sharing.
MISSION To serve as the primary agency for the Lai Autonomous District Council, responsible for disseminating government information to the public through media channels and providing feedback to the government on critical issues reported in the media, thereby promoting a positive image and reputation of the government and fostering open governance.

MAIN SERVICES

Sl. No	Services delivered by department/organization including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of services within the department/office	Documents, if any, obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	Publication of Advertisements, Tenders, and Quotations	C. Lawmsangzuala <i>Information & Public Relations Officer.</i>	czuala@yahoo.com 9436353591	Published LADC's advertisements, tenders, and quotes in local newspapers	Official Letters from concerned Departments	N.A.
2	Social Media and Website Press Release Services	ST. Lalruatfeli <i>Assistant Information & Public Relations Officer.</i>	afelist@gmail.com 9089562199	Posted press releases on social media and the website	Official Letters from concerned Departments	N.A.
3	1) Printing and distribution of Calendars and Diaries 2) Grant-in-Aid Support to MJA Lawngtlai	K. Lalringliana <i>Upper Division Clerk</i>	Kringliana@gmail.com 9436387637	Printing and Distribution of Calendars and Diaries: Printed and distributed 6,500 calendars and 1,000 diaries. Obtaining sanction Bill passed by D.D.O Provided financial support to MJA Lawngtlai.	Approval of the Executive Member concerned.	Rs.50.00 per piece
4	Newsletter Publication and Distribution	PC Chuaudinga <i>Receptionist</i>		Published and distributed "The Council Aw" newsletter periodically	Important LADC Notification & Order and events	Free distribution
5	Newspaper Subscription Services	Lizzie Zosangpuii <i>Lower Division Clerk</i>	Lizzienuboihi@gmail.com 8974794062	Managed subscriptions to 6 local newspapers.	Daily Newspaper	N.A.

6	1)Website Maintenance and Updates 2)Information & Communication Technology	Kennedy Ruallianthanga <i>Lower Division Clerk</i>	Maverickkhenglawt@gmail.com 9612228199	1. Updated the LADC website with news, photos, and documents. 2. Management of Internet Service	A copy received from GAD and other Departments, ISP Bill	N.A.
7	Live Telecasting of Programs	A. Malsawma <i>Photographer</i>	sawmteabazar@gmail.com 9436148139	Telecast LADC programs like Session and Hlukhla 2024, etc. on YouTube	Not applicable	N.A.
8	Photography and Videography Services	Lalruatpuia Ralte <i>Photographer</i>	Lalruatpuiaralte636@gmail.com 9233441311	Provided photography and videography services for LADC events.	Not applicable	N.A.
9	1)YouTube Channel Management 2)Video Editing	HC. Lalthanliana <i>Audio-Visual Production Assistant</i>	Lalthanliana18@gmail.com 9862393206	Managed the LADC YouTube channel and uploaded programs.	Not applicable	N.A.
10	Sound System Support for Events	Dopiangthanga <i>Operator</i>	Hcdova2@gmail.com 9612228199	Provided sound system support for LADC events.	Not applicable	N.A.

SERVICE DELIVERY STANDARD

Sl. No	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)2	Remarks, if any
1	Publication of Advertisements, Tenders, and Quotations.	2 to 3 days	Pursue Letter received from concerned Department
2	Social Media and Website Press Release Services	2 to 3 days	Attend important function and collect news
3	Printing and Distribution of Calendars and Diaries	10 months	Collect Photography & providing publicity and communication services
4	Grant-in-Aid Support to MJA Lawngtlai	6 months	Grant-in-Aid
5	Newsletter Publication and Distribution	Every four months	Notification, O.M, etc.
6	Newspaper Subscription Services	Every working days	Free distribution in LADC
7	Website Maintenance and Updates	2 to 3 days	providing publicity and communication services to public
8	Live Telecasting of Programs	N.A.	On Important occasions
9	Photography and Videography Services	N.A.	On Important occasions
10	1. YouTube Channel Management 2. Video Editing	N.A.	providing publicity and communication services to public
11	Sound System Support for Events	N.A.	On Important occasions
12	Information & Communication Technology	N.A	Nodal Department

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	C. Lawmsangzuala Information & Public Relations Officer.	9436353591	czuala@yahoo.com	2 weeks
2	ST. Lalruatfeli Assistant Information & Public Relations Officer.	9089562199	afelist@gmail.com	2 weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Citizens of the Lai Autonomous District Council (LADC) area
2	Local media outlets (newspapers, radio, TV)
3	Government officials and departments of the Lai Autonomous District Council
4	Elected representatives (council members, MLAs, MPs)
5	General public seeking information about LADC
6	All recognized Unions/Associations
7	All Ministries of Government of Mizoram
8	All employees of Lai Autonomous District Council

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients
1	Providing accurate news and information
2	Verifying newspaper publicity for LADC
3	Sharing timely updates on government policies and programs
4	Engaging citizens through social media
5	Cross-checking information for accuracy
6	Offering publicity and communication services
7	Ensuring access to information and resources through user-friendly websites and social media
8	Staying updated with LADC's important dates and information through the purchase of LADC Calendar & Diary

**CITIZEN'S CHARTER FOR DEPARTMENT OF
DISTRICT COUNCIL SECRETARIAT, LAI AUTONOMOUS DISTRICT COUNCIL (2024)**

VISION AND MISSION

VISION To uphold the status and dignitaries of the members of Lai Autonomous District Council as well as publishing the Session proceeding in a Book form.
MISSION Conduct Lai Autonomous District Council Session and its miscellaneous according to the Lai Autonomous District Council (Constitution, Conduct of Business etc.) Rules, 2010. Citizen's Charter of District Council Secretariat look after various important subject as entrusted by Lai Autonomous District Council (Constitution, Conduct of Business etc.) Rules, 2010. The department functions under the leadership of the honourable Chairman, assisted by the Deputy Chairman. And the official work is entrusted and headed by the Secretary, assisted by the Deputy Secretary, one Under Secretary, one Editor of Debates, one Account Officer, one Committee Officer, one Superintendent and other supporting staffs.

MAIN SERVICES

SI. No	Services delivered by the department/ office to citizens or other departments/ organizations including non-governmental organisations	Responsible official with designation	Email and Mobile(Phone No)	Process for delivery of services within the department/ office	Documents, if any, required for obtaining the services to be submitted by citizen/ client	Fees, if any, for the service with amount
1	He is the Head of Department. He exercises all the powers delegated to him.	Lianchungnunga Secretary	Malianachin_zah572@gmail.com 9862083593	100% by Promotion from Deputy Secretary who has rendered 5 years regular service in the grade.	Bachelor degree or its equivalent from a recognized university.	
2	Being a Deputy Secretary, she will assist Secretary in overall works.	FL. Kungpuii Deputy Secretary	flkungpuii@gmail.com 9436148167	100% by Promotion from Under Secretary who has rendered 5years service in the grade.	Bachelor degree or its equivalent from a recognized university.	
3	He is responsible in all establishment matters, post filling up, court case, etc. and any other works assigned to him by Secretary.	Vanhrin Nilian Chinzah, Under Secretary	9862631358	100% by Promotion from Committee Officer, etc.	Bachelor degree from a recognized university.	
4	He is responsible to take charge a full report of District Council at each meeting to be prepared as early as possible. He is also responsible to supervise all translation, reporting, debates in the House, etc.	Malsawmdawngliana Editor of Debates	9436959818	By Promotion from Senior Translator, etc.	Bachelor degree from a recognized university.	
5	He is responsible to the works of various committee in accordance with the norms prescribed.	V. Saingura Committee Officer	9402188822	By Promotion from Committee Assistant, etc.	Bachelor degree or its equivalent from a recognized university.	

6	She is helping and advising the staffs, maintenance of orders and discipline in the wing.	C. Lalsangzuali Superintendent	9612063181	By Promotion from Assistant/ Translator who has rendered 5 years regular service in the post.	Bachelor degree and non-Graduate who has rendered 7 years in regular service in any of the above respective posts.	
7	She is responsible in accounting works on expenditure. He/ She is preparing salary of Chairman/ Deputy Chairman/ MDCs/ Officers and Staffs of the department.	C. Lalhmingliani Account Officer	8794451097	By Promotion who has rendered 5 years in the respective post from Assistant Account Officer.	Bachelor degree from a recognized university.	
8	Writing in short hand and typing in short form when necessary.	Juliet T. Rualtinkhumi Stenographer Grade-I	8794873058	By Promotion from Stenographer Grade-II who has rendered 5 years regular service in the grade.	HSSLC or equivalent from a recognized university.	
9	Translation of written material i.e. Lai Autonomous District Council Session Questions, Rules and Regulations.	K. Zasiama Translator	6909591186	By Promotion who has rendered 5 years regular service in the post.	Bachelor degree or equivalent from a recognized university.	
10	Translation and preparation of proceedings in book form.	Lalnunfela Llodlai Translator	9436791349	By Direct recruitment.	Bachelor's degree or its equivalent degree from a recognized university.	
11	He assists Editor of Debates in all matters relating to Session proceedings.	R. Lalruatfela Asst. Editor of Debates	9862213159	By Direct recruitment.	Bachelor degree or its equivalent degree from a recognized institution.	
12	He will assist Committee Officer.	C. Lalsangliana Committee Assistant		By Direct recruitment.	Person who possess Bachelor degree from a recognized institution.	
13	She works under the supervision of the Superintendent and is responsible for the work entrusted to her.	T. Lalsangzuali Assistant	9862898350	60% Promotion from UDC who has rendered 5 years service in the post, facing through Departmental Promotion committee..	Candidate possessing Bachelor's degree of recognized university.	
14	Typing out Lai Autonomous district Council session proceedings and any other works entrusted to her by higher authority.	Vanlalhlupuii Computer Operator 'A'	9862507719	By Promotion from Computer Operator 'B'.	Bachelor of Computer Application from a recognized institute within minimum qualification of HSSLC examination.	
15	Typing out Lai Autonomous district Council session proceedings and any other works entrusted to him by higher authority.	Robert Lalthazuala Computer Operator 'B'	9612557954	By Direct recruitment.	HSLC examination with one year Diploma in Computer Application from recognized institution.	

16	Data entry work and computerization of data entry work and helping in bringing out the statistical publication. To monitors and manipulate daily system jobs.	Michael H Laldinsanga Computer Operator 'B'	9485384696	By recruitment.	Direct	HSLC examination with one year in Diploma in Computer Application from recognized institution.	
17	She works under the supervision of Assistant and is responsible for the works entrusted to her.	Lalzarmawii Upper Division Clerk	9862536332	By recruitment.	Direct	Bachelor Degree from recognized institution	
18	She works under the supervision of Assistant and is responsible for the works entrusted to her.	Merabi Lalruatsangi Upper Division Clerk	8414884392	By recruitment.	Direct	Bachelor Degree from recognized institution	
19	She works under the supervision of Assistant and is responsible for the works entrusted to her.	K. Lalchhandami Upper Division Clerk	9862505920	By recruitment.	Direct	Bachelor Degree from recognized institution	
20	She works under the supervision of Assistant and is responsible for the works entrusted to her.	R. Lalmuanpuii Upper Division Clerk	9362596809	By recruitment.	Direct	Bachelor Degree from recognized institution	
21	She works under the supervision of Assistant and is responsible for the works entrusted to her.	C. Chuailopari Upper Division Clerk	9612434290	By promotion from LDC		Bachelor Degree from recognized institution	
22	He assists, advices and protects the Chair. He receives the Chairman in the Session House and remains with Chairman till he leaves the House..	Hrangthanzova Marshal	9436148878	By recruitment.	Direct	Ex-Army/ Ex-Police personnel not below the rank of Sub-Inspector of Police.	
23	He works for the safety of the Chairman.	M. Lalnunzauva Assistant Marshal	8974285445	By recruitment.	Direct	Ex-Army/ Police not below the rank of Assistant Sub-Inspector.	
24	She maintains file and any other works entrusted to her by the higher authority.	Lalngurchhuani Lower Division Clerk	9089633539	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
25	She maintains file and any other works entrusted to her by the higher authority.	Laltansangi Lower Division Clerk	8974285445	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
26	He maintains file and any other works entrusted to her by the higher authority.	H. Thangkimliana Lower Division Clerk	9089821102	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	

27	She maintains file and any other works entrusted to her by the higher authority.	Jessie Lalrindiki Lower Division Clerk	9862505920	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
28	She maintains file and any other works entrusted to her by the higher authority.	C. Vanlalruatfeli Lower Division Clerk	9089676093	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
29	He maintains file and any other works entrusted to her by the higher authority..	F. Vanlalhranga Lower Division Clerk	8730962012	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
30	He maintains file and any other works entrusted to her by the higher authority.	T. Lalneihkima Lower Division Clerk	9862248890	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
31	She maintains file and any other works entrusted to her by the higher authority.	FC. Ngurthansangi Lower Division Clerk	8257798524	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
32	She maintains file and any other works entrusted to her by the higher authority.	Maria Remlalnghaki Lower Division Clerk	7085077994	By recruitment.	Direct	Who passed HSLC or its equivalent from recognised university.	
33	She maintains file and any other works entrusted to her by the higher authority.	LP. Zairimawii Lower Division Clerk	8413024751	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
34	He maintains file and any other works entrusted to her by the higher authority.	Immanuel Lalrindika Lower Division Clerk		By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
35	She maintains file and any other works entrusted to her by the higher authority.	Christy Lalmuansangi Lower Division Clerk	7630047939	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
36	He maintains file and any other works entrusted to her by the higher authority.	V. Sangthanzuala Lower Division Clerk		By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) or its equivalent from recognised university.	

37	She keeps previous meeting note and agenda in one place where they can be referenced later.	Lalhmunsangi Recorder	9862262425	By recruitment.	Direct	Candidate having HSSLC examination certificate from a recognized board.	
38	Typing out Lai Autonomous District Council Session proceeding and any other work entrusted to him by higher authority.	K. Zoramthangliana Proceeding Writer	9612521187	By recruitment.	Direct	High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
39	Typing out Lai Autonomous District Council Session proceeding and any other work entrusted to her by higher authority.	F. Malsawmsangi Proceeding Writer	8730801773	By recruitment.	Direct	High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
40	Typing out Lai Autonomous District Council Session proceeding and any other work entrusted to her by higher authority.	Lalthlawnpeki Proceeding Writer	7642022648	By recruitment.	Direct	High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
41	Typing out Lai Autonomous District Council Session proceeding and any other work entrusted to her by higher authority.	Lalbiakkimi Proceeding Writer	8415850046	By recruitment.	Direct	High School Leaving Certificate(HSLC) or its equivalent from recognised university.	
42	He complies and verifies data to ensure accuracy while appropriately formatting it. He prepares documents for entry and transcribing from paper formats into computer.	Isaac Lalrinfela Data Entry Operator	9612332026	By recruitment.	Direct	HSLC examination with one year Diploma in Computer Application from recognised university.	
43	Operating and maintaining Xerox Machine	K. Lalreia Xerox Operator	9612015933	By recruitment.	Direct	HSLC with Diploma in Printing technology from a recognised institution.	
44	He is responsible for everything that must be usually presented on screen. He stands behind the camera and record things for posterity.	B. Zachhawntluanga Cameraman	8731807084	By recruitment.	Direct	Person who possess Diploma Certificate in Automobile Engineering from recognized institute.	
45	He inspect, analyze and troubleshoot department equipment. He runs test and interpret the result to make the effective recommendation to fix faulty or broken equipment and any other work entrusted to him by higher authority.	K. Lalfanthanga Technician- I		By recruitment.	Direct	Who passed High School Leaving Certificate examination.	
46	He inspect, analyze and troubleshoot department equipment. He runs test and interpret the result to make the effective recommendation to fix faulty or broken equipment and any other work entrusted to him by higher authority.	F. Laithuampaia Technician- II	9612203403	By recruitment.	Direct	Who passed High School Leaving Certificate(HSLC) examination.	

47	He takes responsible for driving his superior to their destination in safe and timely manner equipment and any other work entrusted to him by higher authority.	Lalhriatchhunga Driver-I		By recruitment. Direct	Class-VIII passed and who is possessing valid Driving Licence.	
48	He takes responsible for driving his superior to their destination in safe and timely manner equipment and any other work entrusted to him by higher authority.	F. Zakhara Driver-I	8974284774	By recruitment. Direct	Class-VIII passed and who is possessing valid Driving Licence.	
49	He drives department vehicle and maintain vehicles and any other work entrusted to him by higher authority.	Vanduhkima Driver-II		By recruitment. Direct	Class-VIII passed and who is possessing valid Driving Licence.	
50	He drives department vehicle and maintain vehicles and any other work entrusted to him by higher authority.	B. Lalengliana Driver-II		By recruitment. Direct	Class-VIII passed and who is possessing valid Driving Licence.	
51	Servicing/ repair of vehicles are done under his direct supervision whenever required and other work entrusted to him by higher authority.	Vanlalsanga Driver-III		By recruitment. Direct	Candidate who passed CI-VIII examination having Driving licence of light/ medium vehicles with 2 yrs automobile experience in driving.	
52	Servicing/ repair of vehicles are done under his direct supervision whenever required and other work entrusted to him by higher authority.	C. Lalrodina Driver-III		By recruitment. Direct	Candidate who passed CI-VIII examination having Driving licence of light/ medium vehicles with 2 yrs automobile experience in driving.	
53	Servicing/ repair of vehicles are done under his direct supervision whenever required and other work entrusted to him by higher authority.	R. Lalnunthara Driver-III		By recruitment. Direct	Candidate who passed CI-VIII examination having Driving licence of light/ medium vehicles with 2 yrs automobile experience in driving.	
54	Servicing/ repair of vehicles are done under his direct supervision whenever required and other work entrusted to him by higher authority.	B. Lalrozuala Driver-III		By recruitment. Direct	Candidate who passed CI-VIII examination having Driving licence of light/ medium vehicles with 2 yrs automobile experience in driving.	

55	Servicing/ repair of vehicles are done under his direct supervision whenever required and other work entrusted to him by higher authority.	H. Lalpekhlua Driver-III		By recruitment.	Direct	Candidate who passed CI-VIII examination having Driving licence of light/ medium vehicles with 2 yrs automobile experience in driving.	
56	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenics, etc. and other entrusted to him by higher authority.	T. Lalnawla Peon		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
57	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenies, etc. and other entrusted to him by higher authority.	Vanhmunnuama Peon		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
58	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenies, etc. and other entrusted to him by higher authority.	TC. Tialchuha Peon		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
59	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenies, etc. and other entrusted to him by higher authority.	N. Muankima Peon		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
60	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room.	Lalchullova Peon		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
61	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenic, etc.	S. Zanawla Peon	9383300149	By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
62	Day work entrusted to her by higher authority.	Lalnghakmawii Peon	8413947917	By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
63	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenics, etc. and other work entrusted to him by higher authority.	K. Ronunga Peon		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	

64	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenics, etc. and other work entrusted to him by higher authority.	Lalhmingchhuana Ralte Peon	9612977293	By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
65	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenics, etc. and other work entrusted to him by higher authority.	H. Sanghmingliana Peon		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
66	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenics, etc. and other work entrusted to him by higher authority.	PT. Sangchhuma Peon		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
67	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenics, etc.	Lalsangchami Peon		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
68	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenics, etc. and other work entrusted to him.	Lalengkawli Peon	6909482871	By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
69	He is attending the bell of the officer, ensuring that sitting arrangement in the staffs room and officer room are clean and hygenics, etc.	Jeremiah Peon		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
70	He work for outdoor delivery, sending and collecting of all official document, material, package, etc. as needed and other work entrusted to him by higher authority.	T. Rothuama Dak Runner		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
71	He work for outdoor delivery, sending and collecting of all official document, material, package, etc. as needed and other work entrusted to him by higher authority.	N. Zomuansanga Dak Runner		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	

72	He work for outdoor delivery, sending and collecting of all official document, material, package, etc. as needed and other work entrusted to him by higher authority.	Lalpekmawia Dak Runner		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
73	He work for outdoor delivery, sending and collecting of all official document, material, package, etc. as needed and other work entrusted to him by higher authority.	K. Lalrohlua Dak Runner		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
74	Protecting house properties, officers and staffs, customer, etc. and any other work entrusted to him by higher authority.	H. Lianzuala House Guard		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
75	Protecting house properties, officers and staffs, customer, etc. and any other work entrusted to him by higher authority.	V. Laltlanzauva House Guard		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school.	
76	Protecting house properties, officers and staffs, customer, etc. and any other work entrusted to him by higher authority.	H. Rohlupua House Guard		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school..	
77	He is watching the office during off to office hour. He is keeping the office table, chair, etc. clean and tidy. Before leaving the office, he check all the system are switch off. Windows of rooms are closed and other work entrusted to him by higher authority.	Lalramsanga Chawkidar		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school..	
78	He is watching the office during off to office hour. He is keeping the office table, chair, etc. clean and tidy. Before leaving the office, he check all the system are switch off. Windows of rooms are closed and other work entrusted to him by higher authority.	Lalramchana Chawkidar		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school..	
79	Sweeping, mopping and buffing floor, vacuuming carpet areas, dusting surface, scrubbing and other work entrusted to her by higher authority.	K. Vanhnemi Sweeper		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school..	
80	Sweeping, mopping and buffing floor, vacuuming carpet areas, dusting surface, scrubbing and other work entrusted to him.	Lalhnehzela Sweeper		By recruitment.	Direct	Candidate who passed CI-VIII examination from recognized school..	

GRIEVANCE REDRESS MECHANISMWebsite address to lodge grievance pgportal.gov.in

Sl. No	Name of the responsible officers to handle public grievance in the department/ office	Contact number	Email	Time limit for redress of grievance
1	Lianchungnunga, Secretary	9862083593	malianachinzah572@gmail.com	2 weeks
2	Fl. Kungpuii, Deputy Secretary	9436148167	flkungpuii@gmail.com	2 weeks

LIST OF STAKEHOLDERS/CLIENT

Sl. No	Stakeholders/Client
1	
2	

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENT

Sl. No	Expectation of the department/ office from citizens/ service
1	Application of per prescribe format and complete in all respect along with all necessary documents and attested as required are to be submitted
2	Provide clear grievances along with document if any
3	Client seeking redress of their grievances can contact Officers and staff on all working hour
4	Expected to obey prohibition orders and notification issued in the interest service
5	Citizen are expected to give suggestion and feedback for further improvement and the delivery of services

SERVICE DELIVERY STANDARD

Sl. No	Service delivered by the department/ office to citizen or other departments/ organization including non- governmental organization	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	Conducting of LADC Session at least 3 times in a year	1 month	
2	Preparation of proceedings in book form	3 months	
3	Processing of files	1 week	

CITIZEN'S CHARTER FOR DEPARTMENT OF LAW AND JUDICIAL (2024)

VISION AND MISSION

VISION
Since this department is court, the function is purely different with other department. There is no vision nor mission but to adjudicate as per the existing law to deliver justice to all.
MISSION
To ensure justice, equality and human right for all citizens within LADC and to establish a fair, efficient and effective judicial system.

MAIN SERVICES

Sl No	Services delivered by the department/ office to citizen's 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 services with amount
.1	The main function of this department is adjudicating. This Court has power to trial all suit where parties all of whom belongs to tribal. Further, it has jurisdiction to trial cases arising out of the law made under para 3 of sixth schedule to the constitution of India. Eg. Marriage and Divorce, Inheritance of property, etc.	K. Lalchhankima, Magistrate, Intermediate District Council Court.	Ph: 9612099418 . Email: lckhu pngai @yahoo.in	As per the Administration of Justice Rules, 1974 and Code of Civil Procedure, 1908. And	Necessary Document to proof and strengthen their case.	As per the Mizoram Court Fees Act, 1996
2.	Function of the District Council Court is adjudication of appeal case arising out of judgement and order of the Court Subordinate to it.	V. Vanlianhrina, President and Recorder, District Council Court.	Ph: 6909489940	As per the Administration of Justice Rules, 1974 and Code of Civil Procedure, 1908.	Necessary Document to proof and strengthen their case.	As per the Mizoram Court Fees Act, 1996
3.	In addition to adjudication, this office is responsible for delivery of information as per RTI Act. Its function is delivery of information in connection with this department	K. Lalchhankima. SPIO	Ph: 9612099418 . Email: lckhu pngai @yahoo.in	The information may be asked online @ rti.mizoram.gov.in or through Nodal Officer RTI LADC. Information shall be furnished	No document is required. Application in a plain paper is sufficient.	Rs. 20 for application fees. Further other fees as follows: 1. Any information

				within 30 day from received of the application. No information may be furnished to the applicant unless requisite fees, if any, has been paid. The applicant shall be informed the amount of fess he liable to pay.		available in the form of publication – Actual price of publication 2.Information provided in A4,A3,Legal size Rs.5 or actual cost. 3.For sample model or photograph. - --Amount of Actual cost. 4. For inspection of record—No fess for first halfg an hour and thereafter Rs. 20 for each half an hour
4	To hear appeal if any, filed by the aggrieved person against commission permission of SPIO	V. Vanlianhrina. Appellate Authority	6909489940		Application along with Copy of information furnished by SPIO	-----

SERVICE DELIVERY STANDARD

Sl No	Services delivered by the department/office to citizens or other departments/organizations including non-governmental organization	Stipulated time limit for delivery of service (days/weeks/months) ²	Remarks, if any
1	The main function is adjudicating. This Court has power to trial all suit where parties all of whom belongs to tribal. Further, It has jurisdiction to trial cases arising out of the law made under para 3 of sixth schedule to the constitution of India. Eg. Marriage and Divorce, Inheritance of property, etc.	There is no time limit. It depend upon appearance of parties. But speedy trial as far as possible is expected.	

GRIEVANCE REDRESS MECHANIS

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 grievance
1	In the case of civil suit and criminal cases, the aggrieved party may prefer an appeal to the District Council Court.	6909489940		Within 60 days from the date of Judgment.
2	Any party aggrieved by judgement and order of the District Council Court in appeal case, the aggrieved party may prefer an appeal to the Hon'ble High Court	-----		90 days from the date of Judgment
3	In the case of information under RTI, the aggrieved person may appeal before the appellate Authority.	6909489940		30 days
4	In the case of decision made by the appellate authority appeal may be made before Mizoram State Right to information Commission	-----		Within 90 days

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholders/Clients
1	Citizens, Petitioners
2	

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECEIPTS

Sl No.	Expectations of the department/office from citizens/service recipients
1	Litigant are advise to engage a lawyer. For those engagement of lawyer is impossible, they are advice to specify how they are entitle for what they claim, with material fact in detail. What provision of law they rely on. Their application shall be accompanied with relevant document which they intent to rely on.
2	

CITIZEN'S CHARTER FOR DEPARTMENT OF SANITATION DEPARTMENT 2024

VISION AND MISSION

VISION:
To provide clean, healthy and sustainable sanitation service to the citizen, fostering trust and partnership between citizens and government.
MISSION:
To deliver efficient, effective and citizens centric sanitation service through transparency, accountability and community participation.

MAIN SERVICE

Sl. No	Service delivered by the Department / Office to citizen or other Departments/ Organization including non-governmental Organization	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 promote cleanliness of efficient waste, within an organization.	C.Lahmunsiamma S&WMO, LADC	ladc@gmail.com 9436148968	1) To promote cleanliness and enforce sanitation protocol. 2) Conduct facilities inspections. 3) To handle complaints and promote waste management		NIL
2	Administrative Assintant	K. Fawnveli ASST, S&WM, LADC	ladc@gmail.com 9862657713	1) Office Attendance 2) Biometric Attendance		NIL
3	Safety and efficient waste management	H. Vanlalvawna JE i/c, S&WM, LADC	ladc7@gmail.com 9436148348	1) Planning and direction. 2) Sanitation program oversight. 3) Complaints and quality assurance 4) Emergency preparedness.		NIL
4	To promote a standard hygiene and cleanliness	N. Vanlalmawia SI, S&WM, LADC	ladc7@gmail.com 9436387557	1) Complaints inspection 2) Staff training 3) Equipment maintenance		NIL
5	Enforcement of rules and regulations	K. Laldinthara ASI, S&WM,LADC	ladc@gmail.com 8974189820	1) Communication & Education 2) Enforcement and reporting 3) Community engagement		NIL

SERVICE DELIVERY STANDARD

Sl. No	Service delivered by the Department/Office to citizen or other Departments/Organization including non-governmental Organizations.	Stipulate time limit for delivery of service (days/weeks/months)	Remarks
1	To promote cleanliness of efficient waste management, within Organization.	Notify issue and reports arising out of the meeting within two (2) days	
2	Office and Biometric Attendance.	Everyday	
3	Safety and efficient waste management	Notify issue and reports arising out of the meeting within two (2) days	
4	To promote a standard hygiene and cleanliness	Notify issue and reports arising out of the meeting within two (2) days	
5	Enforcement of rules and regulation	Notify issue and reports arising out of the meeting within two (2) days	

GRIEVANCE REDRESS MECHANISM

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	N. Vanlalmawia SI, S&WM,LADC	9436387557	Ladc7@gmail.com	2 weeks
2	K. Laldinthara ASI, S&WM,LADC	8974189820	Ladc7@gmail.com	2 weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholders/Clients
1	Citizens of LADC
2	LADC village council
3	NGOs & Community Organizations
4	Private sector service provider (Waste Management, Sanitation)
5	Media and Civil society organizations.

EXPECTATION OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENT

Sl. No	Expectation of the department/Office from citizens/service recipient.
1	Pay sanitation service charges/fees on time.
2	Report grievance, complaints and suggestion promptly. Provide feedback on sanitation services.
3	Refrain from littering, dumping and open defecation.
4	Stay inform about Sanitation services, policies and initiatives.
5	Treat sanitation facilities and equipment with care. Report any damage or vandalism.

CITIZEN'S CHARTER FOR DEPARTMENT OF SOCIAL WELFARE DEPARTMENT (2020)

VISION AND MISSION

VISION
- The vision and target of the department is to uplift and to upgrade the living standard of the people as well as to promote help weaker section of the society living in Lai Autonomous District Council area. - The schemes is connection with social wings as well as Financial assistant to NGO's, Widow, Poor Fund, Motherless Babies, Physically Handicapped, Deserted Women are provided in Lai Autonomous District Council area.
MISSION
- The department is to developed, implement and co-ordinate social protect and poverty reduction solution for and with the poor, vulnerable and disadvantaged. - Citizens of Old Age has been given "Wages of Old Age Pension" residing in the LADC area. - The scheme is to provide Financial Assistance to Handicapped person to ease their lives within the LADC area - The scheme is to provide and help deserted Women/ Destitute Women and Widow by way of financial assistant to them to reduce and prevent their daily needs and hardship. - The scheme is to provide Financial Assistant to Motherless Babies within the LADC area. The Objective of the scheme is to provide and help by way of financial assistant is given in cash to motherless babies.

MAIN SERVICES:

Sl. No	Services delivered by the department office to citizens or/other departments/ organizations including non- governmental organization	Responsible official with designation	E-mail 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	Old Age Pension	Thanliana Zathang SWO	ThanlianaZathang61@gmail.com 9612854807	1. Obtainig approval of EM i/c SWD etc. 2. Spot verification	1. Obtainig approval of EM i/c SWD etc. 2. Voters ID/ Aadhaar card 3. VC recommendation	Nil
2	Financial Assistant to Poor Fund, NGO's, Physically Handicapped, Widow, Deserted Women, Motherless Babies.	Thanliana Zathang SWO	ThanlianaZathang 61@gmail.com 9612854807	1. Obtainig approval of EM i/c SWD etc. 2. Spot verification	1. Obtainig approval of EM i/c SWD etc. 2. Voters ID/ Aadhaar card 3. VC recommendation	Nil
3	Free Distribution of Tea Cup/Plates to Ngo's	Thanliana Zathang SWO	ThanlianaZathang61@gmail.com 9612854807	1. Obtainig approval of EM i/c SWD etc.	Obtainig approval of EM i/c SWD etc.	Nil

SERVICE DELIVERY STANDARD

Sl. No	Service delivered by the department /office to citizens or other department/ organization including non-governmental organization	Stipulated time limit for delivery of service (days/weeks/months) ²	Remarks, if any
1	Old Age Pension	12 months	
2	Financial Assistant to Poor Fund, NGO's, Physically Handicapped, Widow, Deserted Women, Motherless Babies.	12 months	
3	Free Distribution of Tea Cup/Plates to NGO's	3 months	

GRIEVANCE REDRESS MECHANISMWebsite address to lodge grievance pgportal.gov.in

Sl. No	Name of the responsible officer to handle public grievance in the department/office	Contact number	E-mail	Time limit for redress of grievances
1	Thanliana Zathang, SWD	9612854807	ThanlianaZathang61@gmail.com	Two weeks
2				

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholders/Clients
1	Selected individual for Old Age Pension under LADC areas.
2	Selected beneficiaries for Financial Assistant to Poor Fund, NGO's, Physically Handicapped, Widow, Deserted Women, motherless Babies.
3	Selected for Free Distribution of Tea Cup/Plates to various NGO's

EXPECTATIONS OF THE DEPARTMENT /OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

Sl No.	Expectations of the department/ office from citizens/ service recipients
1.	Citizens of Old Age has been given "Wages of Old Age Pension" residing in the LADC area
2.	The scheme is to provide Financial Assistance to Handicapped person to ease their lives within the LADC area
3.	The provision in the budget 2023-2024 a scheme of Financial Assistant to NGO's Fund have been provided to assist various NGO's within LADC area. Their requirement and their necessary to form a plan in the budget to lay/ to assist to the NGO's.
4.	The scheme is to provide and help deserted Women/ Destitute Women and Widow by way of financial assistant to them to reduce and prevent their daily needs and hardship.
5.	The provision in the budget 2023-2024 a scheme of financial assistant to poor fund have been provided to assist poor fund to citizens for their daily lives in cash.
6.	The scheme is to provide Financial Assistant to Motherless Babies within the LADC area. The Objective of the scheme is to provide and help by way of financial assistant is given in cash to motherless babies.

CITIZEN'S CHARTER FOR DEPARTMENT OF INDUSTRY DEPARTMENT (2024)

VISION AND MISSION

VISION • Provide training to people who are interested in Handloom Weaving • Providing materials to people who are interested in small scale industries • Promote direct and indirect employment opportunities.
MISSION • To provide skill development and training for educated youth to developed entrepreneurial skill and make them self-employed. • To create infrastructure, to accelerate industrial development, by maximizing investment output, growth, employment of infrastructure, human resources, incentive and administrative support network.

MAIN SERVICES

Sl. No	Services delivered by department/organization including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of services within the department/office	Documents, if any, obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1.	Distribution of materials for Artisans	B.Zahlira, DCIO	Pahlira@gmail.com 7085466069	Obtaining approval of Executive Member for free distribution of materials for Artisan	1.Voter's ID/Adhaar, etc.	NIL
2.	Providing training for handloom weaver	B.Zahlira, DCIO	Pahlira @gmail.com 7085466069	Obtaining approval of Executive Member and DCIO	1.Voter's ID/Adhaar, etc.	NIL

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	Distribution of materials for Artisans	2 month	
2	Providing training for handloom weaver	2 month	

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	B.Zahlira, RDO, LADC	7085466069	Pahlira@gmail.com	Two weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholders/Clients
1	
2	

EXPECTATION OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RE CIPIENTS

Sl. No	Expectation of the department/office from citizens/service recipients
1	To provide more training to the people who are interested in handloom weaving under LADC area
2	To promote small scale industries under LADC areas

**CITIZEN'S CHARTER FOR DEPARTMENT OF
LAND RESOURCES, SOIL AND WATER CONSERVATION DEPARTMENT (2024)**

VISION AND MISSION

VISION • Conservation of soil and maintain soil fertility through reforestation/ Afforestation. • Conservation of soil by means of control grazing, terracing, contour ploughing contour trenching etc. • Conservation and management of water through growing vegetation in the catchment areas. • Conservation of water by constructing check dam, gabion structure, ground water recharge etc. • Rain water harvesting by construct of water harvesting tank etc. • To increase agriculture production in sustainable manner. • Restoration of ecological balance.
MISSION • Promote sustainable utilization of soil, water and natural resources. • In situ moisture conservation and sustainable agriculture production. • Promote socio-economic states of former and maintaining ecological balance. • Promote watershed management and development in LADC areas. • Land reclamation by means of Afforestation. • Replacing shifting cultivation by means of terrace farming for sustainable land use.

MAIN SERVICES

Sl. No	Services delivered by the department/ office to citizens or other departments/ organizations including non-government 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	Preparation and Implementation of Work plan on monthly/quarterly/ annually	Catherine Vanlalsawmliani DCSCO Eriq Zonunsanga ASCO F. Vanhmingthanga R.O K. Laikunga R.O	accatherine1980@gmail.com 9862613962 erique.zonunsanga7@gmail.com 7085890287 fanchunvantea@gmail.com 9402375453 7005717107	monthly/ quarterly/ annually	As per needed	N/A

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)	Remarks, if any
1	Catherine Vanlalsawmliani DCSCO	Within 10 – 30 days	
2	Eriq Zonunsanga ASCO		
3	F. Vanhmingthanga R.O		
4	K. Laikunga R.O		

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	Catherine Vanlalsawmliani, DCSCO	9862613962	soilladc122@gmail.com	
2	Eriq Zonunsanga, ASCO	7085890287		
3	F. Vanhmingthanga, R.O	9402375453		
4	K. Laikunga, R.O	7005717107		

**CITIZEN'S CHARTER FOR DEPARTMENT OF
LAI AUTONOMOUS DISTRICT COUNCIL BOARD OF SCHOOL EDUCATION (2024)**

VISION AND MISSION

VISION:
Creating a learning environment that is inclusive, equitable and preparing students to succeed in an ever-changing world
MISSION:
The LADC, Board of School Education is committed to providing an exemplary education that fosters academic excellence, creativity and critical thinking. We also strive to create a supportive and inclusive learning environment in order to prepare students for success in an ever-changing global landscape

MAIN SERVICES:

Sl. No	Services delivered by the department/Office to citizens or other department/organization 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 oversee the provision LADCBSE Rules 2001 are faithfully observed and acquired all powers necessary for the purpose	President				
2	Recognition & Affiliation of Schools & carrying out orders of the department	C.Lalrinzuala, Secretary, Lai Autonomous District Council Board of School Education	clrzuala@gmail.com 8794126818	To recognize Middle, Primary Pre-Primary Schools, Teachers Training Institutions, Professional and Vocational Schools in Lai Autonomous District area and to withdraw such recognitions on grounds considered reasonable subject to the provision of the LADC Board of School Education Rules	Prescribe form from concerned department	Rs.100 for Primary section Rs.200 for Middle section
3	Conducting examination of the Board including question paper setting and result declaration	Vanlalnunzaw mpuia Controller of Examination	zawmabawitlung@gmail.com 7085077514	Whenever the Board of School Education is conducting an examination, The CoE is responsible for scheduling of exam and declaration of result	Important Department Notification and Order	NA

4	Curriculum development and management. Scheduling Academic time table and preparing Academic Calendar in collaboration with faculty and school Headmasters/ Headmistress	F. Laldawmdingi, Academic Officer	laldawmdingi@gmail.com 9862326990	He/She is responsible for managing and overseeing various aspect of academic programs within the jurisdiction of LADC and preparing Academic Calendar which will be approved by the governing Board committee	Not applicable	NA
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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	C.Lalrinzuala, Secretary Lai Autonomous District Council Board of School Education	8794126818	CLRzuala2026@gmail.com	30 Days
2	Vanlalnunzawmpuia Controller of Examination	7085077514	zawmabawitlung@gmail.com	30 Days
3	F. Laldawmdingi, Academic Officer	9862326990	laldawmdingi@gmail.com	30 days

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Education Policy Makers, all Education Officers, DEO's, SDEO's, CEO's and DIET Lecturers
2	All Government Elementary School Teachers and Headmasters including Private Institutions
3	Middle School Teachers Association (MSTA) Primary School Teachers Association (PSTA)
4	All Elementary Students under Government and Private Schools
5	Citizens of India

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients
1	Curriculum coverage : Ensure comprehensive coverage of the prescribed curriculum and syllabus
2	Question quality : Set high quality, engaging and challenging questions that test student's knowledge, understanding and skills
3	Expertise and subject knowledge : Utilize subject matter expertise to create authentic and relevant questions
4	Compliance with Board Policies : Adhere to the Board policies, procedures and directives

CITIZEN'S CHARTER FOR DEPARTMENT OF CO-OPERATION (2024)

VISION AND MISSION

VISION - Strengthening Cooperative spirit in the Lai Autonomous District Council area. - Empowering cooperative societies to drive socio-economic within the Lai Autonomous District Council area. - Building a strong, supportive communities where individuals thrive and everyone is treated fairly.
MISSION - To provide financial assistance to the registered cooperative societies within the Lai Autonomous District area, as per the department of cooperation budget. - To organise campaign and seminars for the development of cooperative societies within the Lai Autonomous District Council area, in accordance with the budget. - To promote cooperative movement within the Lai Autonomous District Council area. - Ensure that cooperative functions in accordance with the cooperative principles. - Empowering individuals and building cooperative communities through education, support and collective action.

The Cooperation Department, established on January 30, 1995, promotes and supports cooperative societies within the Lai Autonomous District Council area. The department functions under the Leadership of the Executive Member i/c Cooperation department, etc. The Deputy Registrar is the head of the department. At present, the Cooperation Department has one inspector, two LDC and three other supporting staff.

The Cooperation Department is entrusted with the following subjects:

1. Organisation of Cooperative societies.
2. Registration of Cooperative societies.
3. Supervision of Registered Cooperatives societies.
4. Inspection of Registered Cooperatives societies.
5. Audit of registered Cooperative societies.
6. Liquidation of Registered Cooperative societies.
7. Assistance of Registered Cooperative societies.
8. Council and control of Registered Cooperative societies.
9. Development of the Cooperative movement.
10. Control over all Cooperative educations.

MAIN SERVICES

Sl. No	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organization	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)	Processing applications for registration of Cooperative Societies	C. Sangthanwala, Deputy Registrar of Cooperative Societies.		1. Document verification and inspection. 2. Registration certificate only issued after satisfactory Inspection report. 3. Approval of the Executive Member i/c Cooperation Department, etc.	1. Application form duly filled, Promoter list, proposed by-laws with four copies. 2. The inspection report.	Fees are set by an act and updated as needed.

				4. Registration Certificate Issuance. 5. Return approved Bye-Laws to Chairman after stamping.		
2)	Organising campaign and seminars for cooperative societies.			1. Engage subject matter experts for seminars and campaigns. 2. Invite Chairman or Secretary of Registered Cooperative Societies. 3. Resource person gets travel expenses and DA.	1. Society representative submits ticket to claim travel expenses.	
3)	Conducting an audit for Registered Cooperative Societies.			The Cooperation Department has no auditors. No comprehensive audits can be done. The Inspector is expected to conduct audits of Registered Societies.	N/A	

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/office to citizens or other departments/organization including non-governmental organization	Stipulated time limit for delivery of service(days/weeks/months)	Remarks, if any
1	Processing applications for registration of Cooperative Societies.	Within 60 days, as per the relevant Acts and Rules, in normal cases.	
2	Organising campaign and seminars for cooperative societies.	Conducting a seminar and campaign every year, as per the department allocated budget.	

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 grievance
1	C. Sangthanzuala, Deputy Registrar	9089922669		Two weeks
2	Reuben Zozikpuia, Inspector	6009097325		Two weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	All registered Cooperative Societies/Cooperation Societies.
2.	All registered association.
3.	All farmers within the registered Cooperative Societies.

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens /service recipients
1.	Applications in the prescribed format, with all necessary and required documents.
2.	Expected to obey the relevant Acts and Rules, as amended from time to time.
3.	Citizens are welcome to provide suggestions and feedback to help us improve our services.

CITIZEN'S CHARTER FOR DEPARTMENT OF PUBLIC HEALTH ENGINEERING (2024)

VISION AND MISSION

VISION :

Since there is scarcity of water in LADC area, especially in rural areas. In order to face the challenges in shortage of water, we are planning to construct huge water reservoir (RCC) in some selected areas.

Moreover, we are planning to distribute atleast 5000L Sintex to the areas where water reservoir is not constructed.

MISSION :

- a) To supply daily water requirements to each family within the LADC area.
- b) To supply clean water free from germs and bacteria.
- c) To maintain areas that have waterholes.
- d) To construct toilet in a household that is incapable of having one.
- e) To renovate the public urinal.
- f) To construct a water catchment basin where necessary.
- g) To construct an RCC Water Storage Tank to harvest rainwater during monsoon such that water can be distributed during scarcity of water.

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 Delievery of Service within the department/o ffile	Document if any, Required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	Construct waterhole	Lalramzawnga, (E.E)	9612850014	Obtaining the approval of the E.M i/c PHED etc.	i) Obtaining the approval of the E.M i/c PHED etc. ii) Proposal as per prescribed format	NIL
2	Household distribution of free sintex	Lalremveli, (J.E)	8837454581	Obtaining the approval of the E.M i/c PHED etc.	i) Obtaining the approval of the E.M i/c PHED etc. ii) Proposal as per prescribed format	NIL
3	Providing water to the LADC Main Office	F.Lalrothanga, (A.E)	9436148738	Obtaining the approval of the E.M i/c PHED etc.	i) Obtaining the approval of the E.M i/c PHED etc. ii) Proposal as per prescribed format	NIL

SERVICE DELIEVERY 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	Construct waterhole	1 month	
2	Household distribution of free sintex	3 Months	
3	Providing water to the LADC Main Office	2 Weeks	

GRIEVANCE REDRESS MECHANISM

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	Lalramzawnga, (E.E)	9612850014	zawngalapi@gmail.com	2 WEEKS
2	F. Lalrothanga, (A.E)	9612520500		2 WEEKS

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Village Council Members
2	BS Commercial Centre

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients
1	Submission of proposal complete in all aspect as per the prescribed format
2	Cross checking for information/latest position in the matter with concern officials before raising a query / grievance.
3	Timeline stipulated, if any, for completion of afformalities for the service delivery are to be adhered to.

CITIZEN'S CHARTER FOR DEPARTMENT OF ROAD & TRANSPORT (2024)

VISION AND MISSION

VISION

To provide a better and well maintained traffic flow with the Lawngtlai Town and other villages within Lawngtlai District by arrangement and providing proper vehicle parking areas.

MISSION

- The Transport Department Lai Autonomous District Council aimed the collection of fees from the vehicle parking overnight alongside the highway and roads of the Lawngtlai Town.
- Management and providing Vehicle parking area during the day time.
- Collection of vehicle Parking fees
- Distribution of Vehicle Maintenance fund from the LADC Budget.
- Detailment of the Drivers
- LADC Vehicle Condemnation and disposing.

MAIN SERVICES

Sl. No	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organizations	Responsible official 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.	Constructing Vehicle Parking Areas, Line Marking, Road signs including No Parking, No Dropping and No Stopping zone within Lawngtlai Town.	Transport Officer, LADC	Hlawnchhing24@gmail.com . 9436148114	Obtaining the Advisory Committee on Vehicle Parking within Lawngtlai town.	Approval of the Executive Committee	
2.	Condemned and disposing unserviceable and shabby vehicle LADC.	Transport Officer, LADC	Hlawnchhing24@gmail.com . 9436148114	Obtaining the Condemnation of Vehicle Board Meeting	Approval of the Executive Member i/c Trs etc.	

SERVICES 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)	Remarks, if any
1	Construction of Vehicle parking areas within the Lawngtlai Town	One quarter – Three (3) months	
2	Constructing Road signs and Line Markings on the demarcated areas.	One quarter – Three (3) months	
3	Selection of Parking fees collector.	7-9 days	
4	Issued the Temporary order for Vehicle Parking to the individual, firms, Ngo, church etc.	1-6 days	

GRIEVANCE REDRESS MECHANISM

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.	HC Vanlalruatpuia	9436148114	Hlawnyching24@gmail.com.	Within 10 – 30 days
2.	C Vanlalhmingthaa	8787593054		Within 10 – 30 days
3.	F Lalrinzuali	8413948753		Within 10 – 30 days
4.	C Lalrinmuani	9402325669		Within 10 – 30 days
5.	Ralkapsangi	9362641054		Within 10 – 30 days
6.	Vanlalzawmpuii	8974800731		Within 10 – 30 days

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	Citizens of the Lai Autonomous District Council (LADC) area
2.	Government officials and departments of the Lai Autonomous District Council
3.	Government officials and departments of the Mizoram State Government
4.	NGOs & other Community Organizations
5.	All Elected Village Council member
6.	Media and Publicity department and organization.

EXPECTATIONS OF THE DEPARTMENT/OFFICER FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service
1.	Improvement and betterment of the Traffic flow with the LADC area
2.	Paying of vehicle parking charges/fees on time.
3.	Well maintained of the Vehicle Parking alongside the road.
4.	Providing Sufficient income to the selected citizens from collection of Vehicle parking fees
5.	Well management and distribution of vehicle maintenance funds to the entitled department of the LADC

CITIZEN'S CHARTER FOR DEPARTMENT OF ART & CULTURE (2024)

VISION AND MISSION:

VISION :

A vision statements of Arts & Culture Department is to preserve, promote and perpetuate the traditional cultural forms and practices as well as artistic manifestation including folk flore, literature, indigeneous crafts and allied cultural expression of the Lai Autonomous District Council in Mizoram.

MISSION :

Arts and Culture Department Lai Autonomous District Council presents strengthening a strong community's sense of place, forging a personal identity and showing speciality and creativity.

To pressery, develop, protect and promote the cultural heritage and linguistic diversity and legacy amongst the Lai Autonomous District Council.

Music promoter/ Instructor, Cultural Instructors/instructresses, as they are home and field staffs, they performed equally when in needs/ demand of training different cultural dances which are origin from our native cultural dances like Sarlamkai, Cawnglaizawnh, Ruakkhatlak, etc., as well as to promote and protect cultural indigeneous in different ways.

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.	As head of the Department, Arts & Culture Officer has DO powers & duties in addition to powers & duties in granting of leave to his/her staffs & calling of explanation when needed. He/she also has powers & duties in looking after his/her staffs as legally permitted.	J. Sangthangpuia Arts & Culture Officer	84150 93843			
2.	As an Assistant to the Arts & Culture Officer, Assistant Arts & Culture Officer is assisting the A&CO in exercising & performing his/her powers & duties in staff's administration.	George Lalawma Assistant Arts & Culture Officer	84159 87544			
3.	Librarian & Superintendent of Archives is responsible for Library Administration such as allocating business among Library Staffs, collection of books & documents & looking after books & other Library properties.	T. Chawnthangpuia Librarian & Superintendent of Archives	93625 96988			

SERVICE DELIVERY STANDARD :

Sl. No	Services delivered by the department / office to citizens or other department/organizations including non-governmental organizations	Stipulated time limit for delivery of service (day/weeks/months) ²	Remarks, if any
1.	Hosting training on different cultural dances which are origin from our native culture like Sarlamkai, Cawnglaizawnh, Rawkhattlak, etc.,	3 - Weeks	
2.	Taking part to train musical instruments etc., amongst the youths & society to promote our cultural folk music.	3 – Months	
3.	Library of Arts & Culture Department provides books to read for public.	Term / condition depends on needs.	

GRIEVANCE REDRESS MECHANISM:Website address to lodge grievance pgportal.gov.in

Sl. No	Name of responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1.	J. Sangthangpuia, Arts & Culture Officer	84150 93843	Sangthangpuia68@gmail.com	
2.	George Lalawma, Assistant Arts & Culture Officer	84159 87544	george.hnyl@gmail.com	
3.	T. Chawnthangpuia, Librarian & Superintendent of Archives	94369 62716	chawnthangpuia@gmail.com	

LIST OF STAKEHOLDERS / CLIENTS:

Sl. No	STAKEHOLDERS / CLIENTS
1.	All Cultural Club under Arts & Culture Department, Lai Autonomous District Council.
2.	All Village Council members under Lai Autonomous District Council Area.
3.	Non-Governmental Organization (Young Lai Association)

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

Sl. No	Expectations of the Department / Office from Citizens / Service Recipients
1.	To manage and administer of Arts & Culture and heritage institution. Promote Arts, Culture and heritage festivals.
2.	To support informal Arts of Education and training.
3.	To preserve, develop, protect, heritage & linguistic diversity and legacy of Lai Autonomous District Council.

CITIZEN'S CHARTER FOR DEPARTMENT OF TAXATION (2024)

VISION AND MISSION:

VISION
To make Lai Autonomous District Council financially sound and self-Reliant
MISSION
Fair, Transparent, effective administration of Tax laws/Regulations and Providing prompt, efficient and courteous services

MAIN SERVICES:

Sl. No	Services delivered by the department/ office to citizen or other departments/ organizations including non-governmental organizations	Responsible official with designation	Email And Mobile (Phone no.)	Process for delivery of services 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	Professional Tax (Salary)	Taxation Officer	8794894455 Lalrinsiakhel@gmail.com	Return Submitted is process and assessment is made on the basis of return submitted by the departments.	Receipt/Tax clearance certificate	Nil
2	Professional Tax (Business)			Assessment for the year is prepared and collection is made on the basis of assessment.		
3	Entertainment Tax	Inspector of Taxes	9612978928 Lalrinpuia@gmail.com			
4	Entry of Goods into Market Tax	Inspector of Taxes				
5	Entry of vehicle Tax	Inspector of Taxes		Install Check Post		
6	Tax clearance	Taxation Officer				Rs. 100

SERVICES 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)	Remarks, if any
1	Professional Tax (Salary)	7 working days	NIL
2	Professional Tax (Business)	7 working days	NIL
3	Tax Clearance Certificate	7 working days	NIL
4	Entry of Goods into market Tax	7 working days	

GRIEVANCE REDRESS MECHANISMWebsite 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	S. Lalrinsiamia Taxation Officer	8794894455	Lalrinsiakhel1@gmail.com	
2	Lalrinpuia Inspector	9612978928	Lalrinpuia3@gmail.com	

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholder/Clients
1	Lai Autonomous District Council
2	General Public within the Jurisdiction of LADC
3	Business Community

EXPECTATION OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No	Expectations of the Department / Office from Citizens / Service Recipients
1	Courteous Behaviour
2.	Furnishing of correct and complete information
3.	Furnishing of all required document
4.	Full disclosure of transactions and turnover
5.	Maintenance of books of accounts at the place of business at all times
6.	Timely and correct tax compliance by filling correct, complete and consistent return and timely payment of tax
7.	Timely compliance of statutory requirements
8.	Assistance in speedy disposal of proceedings by prompt attendance and not seeking avoidable adjournments
9.	Prompt communication of change in address, telephone/Bank branch, email id.,fax.