



**GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
For**

District Social Welfare Offices, Aizawl East (covering Champhai & Saitual districts as well)/ Aizawl West (Covering Mamit District as well)/ Lunglei (Covering Serchhip and Hnahthial Districts as well)/ Siaha (Covering Lawngtlai District as well)

For the year 2020

Website: www.socialwelfare.mizoram.gov.in

Date of Issue _____

CITIZEN'S CHARTER FOR

District Social Welfare Offices, Aizawl East (covering Champhai & Saitual districts as well)/ Aizawl West (Covering Mamit District as well)/ Lunglei (Covering Serchhip and Hnahthial Districts as well)/ Siaha (Covering Lawngtlai District as well) 2020

VISION AND MISSION

VISION:

To ameliorate the living conditions of the tribals in the state, emancipate the disabled and the aged and restore the lives of persons who have fallen into addiction.

MISSION :

1. To work for the welfare and development of tribals in the State.
2. To work for the welfare and independence of the disabled.
3. To assist and care for the senior citizens of the State, especially the disadvantaged.
4. To work for the prevention of substance abuse in the State and render support, treatment and rehabilitation services to those who have already succumbed to addiction.
5. To support NGOs working for the welfare of tribals, disabled , senior citizens and substance users in the State.

**CITIZEN'S CHARTER FOR OFFICE OF
DISTRICT SOCIAL WELFARE & TRIBAL AFFAIRS AT
AIZAWL EAST ,AIZAWL WEST , LUNGLEI, SIAHA
(2020)**

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 citizens / clients	Fees , if any, for the service with amount
1.	Processing of applications to various social pensions under NSAP	Corresponding officer as highlighted in the table for Grievance Redressal Mechanism	As provided for the Corresponding officer highlighted in the table for Grievance Redressal Mechanism	<ul style="list-style-type: none"> • Application form for the various pensions under NSAP is available at the DSW offices • The forms are to be submitted to the DSW offices along with the necessary documents • The application is verified by the dealing assistant along with the applicant's BPL status, using BPL Survey 2016 Of the Govt. of Mizoram as the reference. 	Photocopies of :- 1)Bank passbook 2)Adhar Card 4)Ration Card 5)Recommendation of MUP & VC 6)unmarried certificate for applicants of Indira Gandhi National Widow Pension of NSAP	NIL
2.	Processing of applications for National Family	Corresponding officer as highlighted in	As provided for the Corresponding	<ul style="list-style-type: none"> • Application form is available at the District Social Welfare Office. 	1) Copy of Bank passbook 2) Copy of Adhaar	Nil

	Benefit Scheme (NFBS) under NSAP	the table for Grievance Redressal Mechanism	-ng officer highlighted in the table for Grievance Redressal Mechanism	<ul style="list-style-type: none"> • The District Level Committee on NSAP screens the applications and make a selection.; The number of beneficiaries selected vary upon the fund allocated to the District for the financial year. • The selected applicants are informed by the DSWOffice through the contact details filled in the application forms. • The monetary benefit is handed over to the selected beneficiary either by bank transfer of cash (whichever is more convenient for the person) 	<p>Card</p> <p>3) Ration Card</p> <p>4) Detailed background history of the applicants family</p> <p>5) Death Certificate of the family's breadwinner</p>	
3.	Conduct verification and social audit.	Corresponding officer as highlighted in the table for Grievance Redressal Mechanism	As provided for the Corresponding officer highlighted in the table for Grievance Redressal Mechanism	<ul style="list-style-type: none"> • Annual Verification of NSAP beneficiaries is conducted. • Defaulters as well as expired beneficiaries are identified in the process. • An order to cancel the defaulters and expired beneficiaries is issued. • Applications for the various pensions pending at the DSW offices are placed in the resultant vacancies . An order is issued to that effect. 		N.A

4.	Verification / Inspection / Recommendation of application of Grand-in-aid to NGO under MSJE and MOTA.	Corresponding officer as highlighted in the table for Grievance Redressal Mechanism	As provided for the Corresponding officer highlighted in the table for Grievance Redressal Mechanism	<ul style="list-style-type: none"> • On receipt of the online applications of NGOs for schemes under MSJE and MoTA, Inspection of the applicant NGO is done. • A report of the Inspection is forwarded to the Directorate via the portals for its further necessary action. 		N.A
5.	Monitoring, Inspection and supervision of Construction works under Tribal Affairs.	Corresponding officer as highlighted in the table for Grievance Redressal Mechanism	As provided for the Corresponding officer highlighted in the table for Grievance Redressal Mechanism	<ul style="list-style-type: none"> • The DSWOs will submit monthly report on the works in progress within their jurisdiction to the Directorate. 		N.A
6.	Disbursement of fund under NSAP	Corresponding officer as highlighted in the table for Grievance Redressal Mechanism	As provided for the Corresponding officer highlighted in the table for Grievance Redressal Mechanism	<ul style="list-style-type: none"> • On receipt of NSAP fund from the Directorate , the DSWOffice transfer the pensions to the beneficiaries' bank accounts through the concerned banks. Cash disbursals are made where necessary. • The disbursement report is sent to the Directorate. 		N.A
7.	Disbursement of fund under Tribal Affairs.	Corresponding officer as highlighted in	As provided for the Corresponding	<ul style="list-style-type: none"> • On completion of 50% of the work, the contractor may seek for release of fund to the 		N.A

		the table for Grievance Redressal Mechanism	-ng officer highlighted in the table for Grievance Redressal Mechanism	<p>DSWO.</p> <ul style="list-style-type: none"> • The DSWO in turn inspects the work and with his / her recommendation forwards the application to the Directorate. • On receipt of the fund from the Directorate, the DSWO makes the transfer to the contractors bank account. 		
8.	Processing of application for Vocational Training Centre	Corresponding officer as highlighted in the table for Grievance Redressal Mechanism	As provided for the Corresponding officer highlighted in the table for Grievance Redressal Mechanism	<ul style="list-style-type: none"> • Application on plain paper can be submitted to the Dealing Assistant at the office from the date the invitation for admission is made public. • The selection of applicants is done at the DSWO level 	<ul style="list-style-type: none"> • Passport size photo. • Photocopy of ID. • Aadhar xerox copy. 	N.A
9	Processing of application for State Disability Pension	Corresponding officer as highlighted in the table for Grievance Redressal Mechanism	As provided for the Corresponding officer highlighted in the table for Grievance Redressal Mechanism	<ul style="list-style-type: none"> • Application on plain paper is submitted to the D.S.W.O. • If there is a vacancy in the quota assigned to the district, the DSWO will conduct a verification and dispense the application accordingly. 	<ul style="list-style-type: none"> • Passport size photo. • UDID/Disability Certificate • Proof of BPL Status (Family Ration Card) • Photocopy of Bank Passbook if having a bank account (First page , highlighting Account holder's name and account number) 	N.A

**CITIZEN'S CHARTER FOR OFFICE OF
DISTRICT SOCIAL WELFARE & TRIBAL AFFAIRS (2020)
AIZAWL WEST & MAMIT DISTRICT**

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.	Receipt of application forms for NSAP and NFBS	12 months	
2.	Induction of new applicants to the NSAP Beneficiary list	Once in 12 months	Subject to resultant vacancies after the Annual Verification is done or through reports received and verified.
3.	Annual Verification of NSAP Beneficiaries	12 months	Need to be done all localities / villages , etc.
4.	Verification / Inspection / Recommendation of application of Grand-in-aid to NGO under MSJE and MOTA.	2 days	From receipt of application online.
5.	Monitoring, Inspection and supervision of Construction works under Tribal Affairs.	Twice a month	Exact time cannot be fixed as it depends on the location of the construction site.
6.	Disbursement of fund under NSAP and Tribal Affairs.	1 week	From receiving fund from Directorate SW&TA.
7	Processing of application for Vocational Training Centre	One Month	From invitation of admission and declaration of selected applicants
8	Processing of application for State Disability Pension	One week	Provided there is vacancy in the district's quota of State Disability Pension

**CITIZEN'S CHARTER FOR OFFICE OF
DISTRICT SOCIAL WELFARE & TRIBAL AFFAIRS (2020)
AIZAWL WEST & MAMIT DISTRICT**

GRIEVANCE 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.	Zodinthangi, DSWO (Aizawl West) (For Aizawl West & Mamit District)	9436154919 / 2390864	zdthangi77@gmail.com	2 working weeks
2.	F. Lalngaihawmi, DSWO (Aizawl East) (For Aizawl East, Champhai District , Khawzawl District and Saitual District)	9862813597	dswoeast@gmail.com	2 working weeks
3	C.Zodinpuii, Centre Director (Jordan Centre, Sethawn) (For Kolasib District)	9439146167	c.zodinpuii@mizoram.gov.in	2 working weeks
4	Gracy Lalchhanzuali, DSWO (Lunglei) (For Lunglei District ,Hnahtial District and Serchhip District)	8974371454	lungleidsw@gmail.com	2 working weeks
5	Ngurthanmawia Sailo, DSWO (Siaha) (For Siaha District and Lawngtlai District)	9774394454	dswosiaha@gmail.com	2 working weeks

**CITIZEN'S CHARTER FOR OFFICE OF
DISTRICT SOCIAL WELFARE & TRIBAL AFFAIRS (2020)
AIZAWL WEST & MAMIT DISTRICT**

LIST OF STAKEHOLDERS / CLIENTS

Sl. No.	Stakeholders / Clients
1.	MUP, Local Council, YMA, MHIP, Village council and individual beneficiaries of NSAP.
2.	MUP, Local Council, YMA, MHIP, Village council and individual beneficiaries of NSAP.
3.	MUP, Local Council, YMA, MHIP, Village council and individual beneficiaries of NSAP.
4.	NGO's concerned , Dy Commissioners.
5.	Supervisors , Contractors , Firms Agencies.
6.	Banks, MUP , V.C , Individual beneficiaries , Supervisors , Contractors , Agencies and Firms.

**CITIZEN'S CHARTER FOR OFFICE OF
DISTRICT SOCIAL WELFARE & TRIBAL AFFAIRS (2020)
AIZAWL WEST & MAMIT DISTRICT**

EXPECTATIONS OF THE DEPARTMENT / OFFICE FROM CITIZENS / SERVICE RECIPIENTS

Sl. No.	Expectation of the department / office from citizens / service recipients
1.	Submission of prescribed formats completed with all documents need to be enclosed.
2.	To co-operate and liason with the verifying audit team.(Regarding NSAP)
3.	To co-operate and liason with the monitoring team. (Regarding NSAP)
4.	To submit online applications within the time limit open by Gov't of India and to follow Gov't of India instruction.(Regarding GIA applicatipons under MSJE and MoTA)
5.	To co-operate with the Monitoring/ Inspecting officer.
6.	<ul style="list-style-type: none"> a) To give correct bank account numbers , and correct phone numbers of beneficiaries , MUP , V.C for NSAP.(Regarding applications for NSAP) b) Not to press officer concerned for payment unless work is satisfactorily completed. Timelines stipulated for completion are to be adhered to(Regarding works under MoTA)