



**GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER**

For

Directorate of Social Welfare & Tribal Affairs

For the year 2020

Address: Chaltlang, Aizawl

Website: www.socialwelfare.mizoram.gov.in

Date of Issue _____

CITIZEN'S CHARTER FOR
Directorate of Social Welfare & Tribal Affairs (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 Persons with Disabilities.
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, PwDs , senior citizens and substance users in the State.

CITIZEN'S CHARTER FOR
Directorate of Social Welfare & Tribal Affairs (2020)

MAIN SERVICES

Sl. No	Services delivered by 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
	Processing of applications for economic rehabilitation scheme for PwDs, destitute etc (One –time assistance)	Caroline Hmingthanzuali, OSD (D)	hmingthanzuali.1607@mizoram.gov.in 9436140341	<ul style="list-style-type: none"> • Application addressed to Director, SW&TA is made on plain paper . • The applications received are put put up before the Selection Committee which makes the selection. The Director heads the Selection Committee. • The selected applicants are informed via contact details as stated in the application. • The monetary assistance is colleected from the 	<ul style="list-style-type: none"> • Adhar Card/ Family Ration Card • UDID/Disability Certificate in case of applicant being PwD. • Certification of Village Council/ YMA etc of the economic status / marital status (incase of widows) of the applicant 	None

				Directorate by the applicant on production of proof of identity and the approval intimation letter.		
Processing of application for GIA under MSJE for NGOs	Caroline Hmingthanzuali, OSD	hmingthanzuali.1607@mizoram.gov.in	9436140341	<ul style="list-style-type: none"> • The NGOs submit online applications to the Ministries' NGO portal. • Concerned DSWOs submit their Inspection Reports of the applicant NGOs to the Directorate via the online portals. • The Directorate convenes the State Level Screening Committee for the submitted online applications for both Ministries. • The recommended applications of the State Level Screening Committees are forwarded to the Ministries for their consideration. 	<ul style="list-style-type: none"> • Registration Certificate of the NGO • Registration Certificate of NGO under RPwD Act (for those applying for schemes concerning disabled welfare) • Memorandum of Association of the NGO • Annual Report of the previous year (for ongoing schemes) • Balance Sheet • Staff list (for ongoing schemes) • Beneficiaries list (for ongoing schemes) • Utilization of grants for grants received in the previous year (for ongoing schemes) • Budget estimate • Bank details 	None

					<ul style="list-style-type: none"> • Rent agreement 	
Processing of application for admission to State Old Age Home	Caroline Hmingthanzuali, OSD (D)	hmingthanzuali.1607@mizoram.gov.in 9436140341	<ul style="list-style-type: none"> • Application form is available from the Dealing assistant at the Directorate • On verification of the applicant's status by the concerned DSWO, a report is submitted to the Director, SW & TA. • Director, SW & TA issues an order, granting permission for admission. 	<ul style="list-style-type: none"> • Letter from Village Council/ Local Council stating the status of the applicant • Letter from Branch YMA stating the status of the applicant • Medical papers highlighting the applicant's present medical condition as well as history . 	None	
Processing of application for Senior Citizens Identity Card	Caroline Hmingthanzuali, OSD (D)	hmingthanzuali.1607@mizoram.gov.in 9436140341	<ul style="list-style-type: none"> • Applicant may directly approach the Dealing Assistant at the Directorate. 	<ul style="list-style-type: none"> • Adhar Card • One Passport-size photo 	None	
Processing of applications for admission to vocational training courses at the Training Institute for Persons with Special Abilities (Training	C.Vanlalmawia, Assistant Director	vanlalmawia536@gmail.com 9366654530	<ul style="list-style-type: none"> • Application addressed to Director, SW&TA is made on plain paper . • The applications received are put up before the Selection Committee which makes the selection. The Director heads the Selection Committee. 	<ul style="list-style-type: none"> • 	None	

	<p>courses available are:</p> <p>(1) Tailoring for both male & Female trainees.</p> <p>(2) Shoe-making for male trainees.</p>			<ul style="list-style-type: none"> The selected applicants list is put up at the Directorate's Notice Board . 		
	<p>Issuance of Unique Disability Identity Card (UDID)</p>	<p>Caroline Hmingthanzuali, OSD(D)</p>	<p>hmingthanzuali.1607@mizoram.gov.in 9436140341</p>	<ul style="list-style-type: none"> The Data Entry Operator in each of the Medical Superintendent's office make an online application through the UDID portal (www.swavlambancard.gov.in) on behalf of the applicant on by making entry of details as furnished in the Disability Certificate.. The card will be delivered by post to the applicant's address as provided in the application. Advance print outs of the UDID card can also be obtained from the Medical Superintendents' offices for temporary use. 	<ul style="list-style-type: none"> Disability Certificate from an authorised Medical Specialist with countersignature by representative of the District Medical Board. Adhar Card/ Ration Card/Voter's Identity Card/ Residential Certificate (for proof of residence) One passport size photo 	

				<p>NOTE:</p> <ul style="list-style-type: none"> The PwD can make his/her own UDID application through the www.swavlamban card.gov.in portal. It may also be noted that Department of Social Welfare & Tribal Affairs does not issue Disability Certificate but facilitates the issuance of UDID Card only. 		
	Processing of application for State Disability Pension	Caroline Hmingthanzuali, OSD(D)	hmingthanzuali.1607@mizoram.gov.in 9436140341	•	•	
	Processing of application of Proposals to MoTA under: <ul style="list-style-type: none"> Article 275(1) of the Constitution of India Special Central 	C.Zodinpuii, Dy. Director	c.zodinpuii@mizoram.gov.in 9436146167	<ul style="list-style-type: none"> Project proposal in the form of Concept paper or Detailed Project Report, addressed to ther Director is submitted with a forwarding letter. Project proposal is put forward by the DA to the Director, routing through the Nodal Officer after making an entry in the register. 	None	None

	<p>Assistance to Tribal Sub Schemes</p> <ul style="list-style-type: none"> • Support to Tribal Research Institute • Livelihood Support 			<ul style="list-style-type: none"> • State Level Exdecutive Committee (SLEC) is convened to screen the received proposals and make recommendations for onward submission to MoTA • Project Appraisal Committee (PAC) under MoTA makes the final selection of projects and the outcome is conveyed to the Department through the pAC minutes. • The Directorate, through the administrative department seeks allocation from the Finance Dep[artment for the fund sanctioned. • The fund is then transferred to the DSWOs concerned for their release to the concerned individual/firm . • Fund sanctioned for projects submitted by other departments of the State Government are surrendered by SW&TA and transferred directly to them. 		
Processing of application for	of	C. Zodinpuui, Dy. Director		<ul style="list-style-type: none"> • The NGOs submit online applications to the 	<ul style="list-style-type: none"> • Registration Certificate of the 	None

	GIA under MoTA for NGOs		c.zodinpuii@mizoram.gov.in 9436146167	Ministries' NGO portal. <ul style="list-style-type: none"> Concerned DSWOs submit their Inspection Reports of the applicant NGOs to the Directorate via the online portals. The Directorate convenes the State Level Screening Committee for the submitted online applications for both Ministries. The recommended applications of the State Level Screening Committees are forwarded to the Ministries for their consideration. 	NGO <ul style="list-style-type: none"> Memorandum of Association of the NGO Annual Report of the previous year (for ongoing schemes) Balance Sheet Staff list (for ongoing schemes) Beneficiaries list (for ongoing schemes) Utilization of grants for grants received in the previous year (for ongoing schemes) Budget estimate Bank details Rent agreement 	
	Processing of admission application to Eklavya Model Residential Schools (for Classes 4 to 12) under MoTA	C.Zodinpuii, Dy. Director & Chief Executive Officer, State EMRS Society	c.zodinpuii@mizoram.gov.in 9436146167	<ul style="list-style-type: none"> Admission notice for admission to the various EMRS in the state is floated in the month of February through the Department's website, Directorate's notice board, local newspapers, Cable T.V scrolls and Whatsapp. Admission forms are 	<ul style="list-style-type: none"> Marksheet of the previous class School Transfer Certificate Tribal Certificate Adhar Card Residential Certificate Bank Account No. Contact No. 	None

				<p>made available at the Directorate, Department's website, EMRS schools and District Deputy Commissioner' office.</p> <ul style="list-style-type: none">• The filled-up forms have to be submitted to the Directorate / EMRS schools or the Deputy Commissioners' office within February.• Selection Examination will be conducted at venues notified in the advertisement.• The District Level Management Committee will make the final selection of the students for each of the EMRS in their district..• The Selected list of students will be available for viewing at the Directorate's notice board, Department's website, Deputy Commissioners' office and at the EMRS schools.	
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CITIZEN'S CHARTER FOR Directorate of Social Welfare & Tribal Affairs (2020)

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department / office to citizens or other departments/ organisation including non-governmental organisations	Stipulated time limit for delivery of service (days / weeks / months)²	Remarks, if any
	Processing & approval of applications for economic rehabilitation scheme for PwDs, destitutes etc	<ul style="list-style-type: none"> • Applications are received throughout the entire financial year. • At the end of the financial year (March of every year), the Selection Board makes the selection , the number of which depends upon the fund available. 	
	Processing of application for GIA for NGOs from MSJE & MoTA	The State Level Screening Committees are convened within a week after the respective Ministries close their online application submission portals (provided that the Inspection Reports of the DSWOs have all been forwarded to the Directorate via the portals)	The approval of the applications recommended by the State Level Screening Committees by the Ministries is conveyed directly to the applicants as they are intimated of the release of fund. The fund too is transferred directly to their bank accounts by the concerned Ministries.

	Processing & approval of application for admission to State Old Age Home	Within a week (provided the Verification Report of the concerned DSWO is received within that period)	
	Processing & approval of application for Senior Citizens Identity Card	Within thirty minutes	
	Processing of applications for admission to vocational training courses at the Training Institute for Persons with Special Abilities	<ul style="list-style-type: none"> • Admission application can be submitted from the beginning of March. • The Selection Committee make its selection by the end of March and the list is displayed immediately. • Session begins in April. 	
	Processing of application of Proposals to MoTA under: <ul style="list-style-type: none"> • Article 275(1) of the Constitution of India • Special Central Assistance to Tribal Sub Schemes • Support to Tribal Research Institute • Livelihood Support 	<ul style="list-style-type: none"> • Project proposals are received throughout the entire financial year (i.e April- March). • State Level Executive Committee is convened at the end of the financial year (March ending of every year). 	
	Processing of admission application to Eklavya Model Residential Schools under MoTA	<ul style="list-style-type: none"> • Admission notice to the various EMRS in the state is floated in the month of February through the Department's website, Directorate's notice board, local newspapers, Cable T.V scrolls and Whatsapp. • Admission forms are made 	

		<p>available at the Directorate, Department's website, EMRS schools and District Deputy Commissioner' office and can be submitted at the same (with the exception of the Department's website) within the month of February.</p> <ul style="list-style-type: none">• Examination will be conducted in the 1st week of March• The District Level Management Committee will make the selection for each of the EMRS in their district by the end of March.• The Selected list of students will be available for viewing at the Directorate's notice board, Department's website, Deputy Commissioners' office and at the EMRS schools.• Admission will be done soon after selection of students.• Session begins from April.	
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CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
Directorate of Social Welfare & Tribal Affairs (2020)

(2020)

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
	C.Zodinpuii , Deputy Director (on matters related to Tribal welfare)	9436146167	c.zodinpuii@mizoram.gov.in	Three working weeks
	C.Vanlalmawia, Assistant Director (On matters related to NSAP)	9366654530	vanlalmawia536@gmail.com	Three working weeks

	Caroline Hmingthanzuali, Officer on Special Duty (On matters related to Senior Citizens Welfare, Disability Affairs)	9436140341	hmingthanzuali.1607@mizoram.gov.in	Three working weeks

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LIST OF STAKEHOLDER / CLIENTS

Sl. No.	Stakeholders/ Clients
1	Senior citizens, disabled, destituted persons, economically disadvantaged, substance users, tribal communities
2	NGOs working in the field of disability, Senior citizens welfare, de-addiction and rehabilitation of substance users, tribal welfare
3	Other departments of the State Government (for assistance under Article 275 (1))

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
Directorate of Social Welfare & Tribal Affairs (2020)

EXPECTATIONS OF THE DEPARTMENT / OFFICE FROM CITIZENS / SERVICE RECIPIENTS

Sl. No.	Expectations of the department / office from citizens / services Recipients
1	Individuals applying for services as afore-mentioned must be bonafide citizens of India and should have the requisite documents of proof.
2	The status of need as claimed by individuals should be truthful and those vouching for them as well .