



सत्यमेव जयते

GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

Jordan Centre

For the year 2020

Address: SETHAWN

Website: www.socialwelfare.mizoram.gov.in

Date of Issue _____

CITIZEN'S CHARTER FOR JORDAN CENTRE (2020)

VISION AND MISSION

VISION

To provide a quality treatment services to substance-abuse dependents to help them overcome addiction and become contributing members of society

MISSION

- 1. To help and guide them to become healthy individuals in the aspect of mind, body and spirit.
- 2. To walk alongside with them on their journey, understanding their past and working together to build a new future.
- 3. Help them to become self sufficient through the rehabilitation programme.

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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
1.	Processing of application for admission	A. Vanlalzawni, Joint Director	av.zawni@mizoram.gov.in 9436151720	<p>1. Application form for admission will be available Online (www.socialwelfare.mizoram.gov.in) and at Jordan Centre, Sethawn and Directorate SW& TA</p> <p>2. Screening/Assessment of applicants will be done and date for screening will be conveyed through phone. Notice will also be put up at Directorate SW& TA and Jordan Centre, Sethawn</p> <p>3. Selected applicants will be finalised by the Selection Board and will be conveyed to them through phone etc</p>	Aadhar / EPIC	

CITIZEN'S CHARTER FOR JORDAN CENTRE (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
1.	Admission.	Application may be submitted within 7 days from the date of announcement of admission notice	
2.	Screening/Assessment.	Screening/Assessment will be conducted within 3 days from the last date of submission of application form.	
3.	Intimation of selection.	Selected applicants will be conveyed through phone and notice will be put at Directorate Social Welfare & Tribal Affairs and Jordan Centre, Sethawn within 2 days after assessment/screening.	

CITIZEN'S CHARTER FOR JORDAN CENTRE (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
	A. Vanlalzawni, Joint Director	9436151720	av.zawni@mizoram.gov.in	30 working days

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LIST OF STAKEHOLDER / CLIENTS

Sl. No.	Stakeholders/ Clients
1	Substance users
2	Families of substance users
3	NGOs/CBOs/ FBOs

CITIZEN'S CHARTER FOR JORDAN CENTRE (2020)**EXPECTATIONS OF THE DEPARTMENT / OFFICE FROM CITIZENS / SERVICE RECIPIENTS**

Sl. No.	Expectations of the department / office from citizens / services recipients
1	To co-operate with the authority
2	To adhere to the rules and conditions of admission as well as of the Centre
3	To honour their agreement in the undertaking signed by them at the time of admission.