



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

Residential Institute and Training Centre for Tribal Youth

For the year 2020

Address: Durtlang

Website : www.socialwelfare.mizoram.gov.in

Date of Issue _____

CITIZEN'S CHARTER FOR

Residential Institute and Training Centre for Tribal Youth (2020)

VISION AND MISSION

VISION

Socio-economic emancipation of tribal women in difficult circumstances

MISSION

- To capacitate tribal women in difficult circumstances with skills for independent livelihood.
- To capacitate tribal women in difficult circumstances with skills to compete in the job market.

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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
	Processing of application for admission to various vocational courses at RITC			<ul style="list-style-type: none"> • Application for admission may be submitted on plain paper at the Directorate or at RITC along with the required documents. • On a date set by the Directorate, the Selection Committee conducts an interview of the applicants. • The selected list of 	<ul style="list-style-type: none"> • Adhaar/EPIC • Passport-size photograph • Bank Account No. • Recommendation of NGOs/CBOs 	None

				applicants is put up at the Department's website and at the Directorate's Notice Board.		
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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	Processing of application for admission to various vocational courses at RITC	<ul style="list-style-type: none"> • Advertisement is floated at the end of the financial year. • Admission application can be submitted at the Directorate or at RITC from end of February till the 3rd week of March. • Interview is conducted for selection of trainees at the end of the financial year. • List of selected applicants is put up at... 	

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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	Ruth Vanlalsawmi Superintendent RITCTY	9436158282	ritcswd123@gmail.com	15 working days

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LIST OF STAKEHOLDER / CLIENTS

Sl. No.	Stakeholders/ Clients
	Tribal women above the age of 18 years who come from under-privileged families or have been in circumstances of distress such as domestic violence, victim of crime etc.

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EXPECTATIONS OF THE DEPARTMENT / OFFICE FROM CITIZENS / SERVICE RECIPIENTS

Sl. No.	Expectations of the department / office from citizens / services recipients
	Individuals applying for services as afore-mentioned must be bonafide citizens of India and should have the requisite documents of proof.