



सत्यमेव जयते

GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

Mizoram Social Defence & Rehabilitation Board

For the year 2020

Address: Chaltlang, Aizawl

Website: www.socialwelfare.mizoram.gov.in

Date of Issue _____

CITIZEN'S CHARTER FOR
MIZORAM SOCIAL DEFENCE & REHABILITATION BOARD 2020

VISION AND MISSION

VISION

Drug use is a socio economic, socio-political and human rights issues .As such , holistic and appropriate strategies need to be developed and implemented to achieve prevention, treatment and social re-integration.

MISSION

- Prevention of drug use in the society through early intervention through appropriate information.
- Provide community-based services for the identification, motivation, counselling, deaddiction, rehabilitation and after care for the Whole Person Recovery (WPR) of drug users.
- Promotion of opportunity for social re-integration for those affected and recovering.

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF

Mizoram Social Defence & Rehabilitation Board, Social Welfare & Tribal Affairs (2020)

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.	Integrated Rehabilitation Centre for Addicts (IRCA) Drug treatment services @ -PISGAH Reformatory centre, Thingsulthlia	Lalhluipui Sailo Chief Executive Officer MSD&RB, SW & TA	msdrb.mz@gmail.com 0389-2399321/2396403	-Receipt of application by the centre from families who want to avail of the service. - Seeking approval by the centre staff from competent authority.	-Upon admission, medical certificate along with ART card (if availing services) to be submitted to the centre.	

	h and -Metakhan Reformation centre, Champhai					
2.	Outreach and drop-in centre (ODIC) for drug users in Aizawl and Champhai	Lalhlupuii Sailo Chief Executive Officer MSD&RB, SW & TA, SWD	msdrb.mz@gmail.com 0389- 2399321/2396403	-Receipt of application by the centre from clients who want to enrol in the ODIC programme. - Seeking approval by the centre staff from the competent authority.	If the client is on ART, OST etc, he should get his card along so that the client could be linked to the existing services	NA
3.	State Level Coordinating Agency (SLCA)	Lalhlupuii Sailo Chief Executive Officer MSD&RB, SW & TA, SWD	msdrb.mz@gmail.com 0389- 2399321/2396403	State level capacity building on drug prevention & treatment is conducted at regular intervals. - Communication of the training to the Government Departments including schools & colleges and NGOs running drug treatment centres. -NGOs who have not undergone training on drug treatment		

				and who wish to build up their capacity may contact the competent authority.		
4.	Accreditation of drug treatment cum rehabilitation centres (TRCs) in Mizoram.	Director, SW&TA cum Member Secretary, Accreditation committee.	swtamizoram@gmail.com 0389-2390923/2396403	Provisional Accreditation: -Scrutiny of proposals by Accreditation committee -Inspection and evaluation report of centre by the district level Inspection team submission to Accreditation committee. -Based on the Inspection team report, issuance of Provisional/Operational Accreditation certificate.	Provisional Accreditation: -Application form I to VIII Operational Accreditation: -Application in form I to VII - Functioning centre that has been functioning for at least 6 months with provisional accreditation from SW&TA, SWD. Details may be obtained from MSD&RB, SW&TA	

CITIZEN'S CHARTER FOR OFFICE OF

Mizoram Social Defence & Rehabilitation Board, Social Welfare & Tribal Affairs (2020)

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.	Integrated Rehabilitation Centre for Addicts (IRCA)	Every month	Subject to availability of seats.
2.	Outreach and drop-in centre (ODIC)	Every week	Outreach of drug users is conducted thrice a week
3.	State Level Coordinating Agency (SLCA)	At least twice/thrice in a month	Subject to funds received from the Ministry
4.	Accreditation of drug treatment cum rehabilitation centres (TRCs) in Mizoram.	Within 60 days	Right from submission of the forms to issuance of Accreditation certificate.

CITIZEN'S CHARTER FOR OFFICE OF

Mizoram Social Defence & Rehabilitation Board, Social Welfare & Tribal Affairs(2020)

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.	Ms.LahlupuiiSailo	0389-2399321/2396403	msdrb.mz@gmail.com	Acknowledge grievance and grievance settlement - 60 working days

CITIZEN'S CHARTER FOR OFFICE OF

Mizoram Social Defence & Rehabilitation Board, Social Welfare & Tribal Affairs (2020)

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	Drug Users both oral and injecting drug users including alcohol users.
2.	Children and youth who are vulnerable to drug use
3.	Parents and guardians of those affected and also vulnerable to drug use.
4.	NGOs working in the field of drug prevention, treatment and care.
5.	CBOs like YMA and FBOs like different church denominations in Mizoram.
6.	Line Departments working in the field of supply, demand and harm reduction.

CITIZEN'S CHARTER FOR OFFICE OF

Mizoram Social Defence & Rehabilitation Board, Social Welfare & Tribal Affairs (2020)

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department /office from citizens/service recipients
1.	Submit duly completed proposals in all respects in the Performa prescribed, if any, within the stipulated time line.
2.	The line Departments/NGOs should depute the Officer/members to the Committee/Inspection team.
3.	NGOs and other implementing agencies should carefully go through the guidelines of the schemes and enclose all the requisite documents with their application
4.	As and when requested by the MSD&RB, SW&TA, NGOs and other implementing Departments should participate in the workshops and other capacity building programmes
5.	Citizens/clients are welcome to meet the officers of the Department, however, they should seek appointment from the officer concerned at least prior to two working days of the meeting.

1