



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

Directorate of Social Welfare

For the year 2026

Address: Chaltlang, Aizawl

Website: www.socialwelfare.mizoram.gov.in

Date of Issue _____

CITIZEN'S CHARTER FOR
Directorate of Social Welfare (2026)

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
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MAIN SERVICES

Sl. No	Services delivered by department/ office to citizens or other departments/ organizations 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.	Economic Rehabilitation	Gracy Lalchhanzuali, Deputy Director (Administration)	Myofficialemail.swm@gmail.com 8974371454	• Application form is filled up and submitted to the Directorate. • The applications received are put up before the Selection Committee chaired by the Director which makes the selection. • The selected applicants are informed via their contact details as stated in the application. • The financial assistance is collected from the Directorate by the	• UDID Card photo copy. • Aadhaar Card photo copy (hnung leh hma). • BPL/PHH Card photo copy. • - Bank pass Book photo copy. • Sawrkar Doctor lehkha (khumbet leh in chhuahsan theiloh avanga UDID Card nei theilo te tan).	None

				applicants on production of LC/VC letter and the intimation letter.	• LC/VC Hriatpuina lehkha (AMC kaihhruaina hrula veng chhungah ran vulh phal a ni tih lantirna). • No Objection Certificate (NOC) District Social Welfare Office atanga lak chhuah (he department hnuaiah hamthatna lak a neilo ngei a ni tih lantirna).	
2.	Processing of application for GIA under MSJE for NGOs	Ngurthamawia Sailo Deputy Director (General)	ababieysailo@gmail.com 9774394454	• NGOs shall submit their application through online portal at e-anudaan. • Spot verification is done by respective DSWOs at the office of NGOs seeking Recognition Certificate.	• As per Form IV of Mizoram Right to Persons with Disabilities Rules, 2017. • Surrender expired Recognition Certificate to the Directorate.	None

3.	Processing of Application for admission to State Old Age Home	Lalrinhlui Sailo, O.S.D	sailolalrinhlui03@gmail.com 9862377426	• 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. • Director, SW issues an order, granting permission for admission.	• 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
4.	Processing of application for Senior Citizens Identity Card	Lalrinhlui Sailo, O.S.D	sailolalrinhlui03@gmail.com 9862377426	• Applicant may directly approach the Dealing Assistant at the Directorate.	• Adhaar Card • One Passport-size photo	None
5.	Processing of applications for admission to vocational training courses at the Training Institute for Persons with Special Abilities (Training	Lalrinhlui Sailo, O.S.D	sailolalrinhlui03@gmail.com 9862377426	• Application addressed to Director, SW is made on plain paper . • The applications received are put up before the Selection Committee which makes the election. The Director heads the Selection Committee.	•	None

	Courses available are: (1) Tailoring for both male & Female trainees. (2) Shoe-making for male trainees.			The selected applicants list is put up at the Directorate's Notice Board .		
6.	Unique Disability Identification (UDID)	Gracy Lalchhanzuali, Deputy Director (Administration)	Myofficialemail.swm@gmail.com 8974371454	- Based on the Disability Certificate obtained from concerned District Hospitals in Mizoram, UDID is generated via the UDID portal swavlambancard.gov.in by the DEOs in each District Medical Superintendent's Offices. - Order for UDID PVC Card is directly placed after the generation of UDID no. is done through the portal. The UDID Card is then mailed using Speed Post to the concerned PwD which usually takes around a month or two for printing and delivery of the card.	- Disability Certificate from an authorised Medical Specialist with counter signature by representative of the District Medical Board. - Adhar Card/Ration Card/Voter's IdentityCard/ Residential Certificate (for proof of residence) - One passport size photo	

7.	Processing of application for State Disability Pension	Gracy Lalchhanzuali, Deputy Director (Administration)	Myofficialemail.swm@gmail.com 8974371454	• Application form is filled up and submitted to the Directorate. • The applications received are put up before the Selection Committee chaired by the Director which makes the selection. • The selected applicants are informed via their contact details as stated in the application. • The financial assistance is given out through Direct Benefit Transfer (DBT) system.	•UDID Card photo copy. •Aadhaar Card photo copy (hnung leh hma). •BPL/PHH Card photo copy. •Bank pass Book photo copy. •Sawrkhar Doctor lehkha (khumbet leh in chhuahsan theiloh avanga UDID Card nei theilo te tan). •LC/VC Hriatpuina lehkha (chhungkua ah sawrkhar hnathawk pension la an awm lo tih hriatpuina leh veng chung mi ngei ani tih hriatpuina).	
8.	Rehabilitation Home for Persons cured of Mental Illness, Ainawn Veng	Gracy Lalchhanzuali, Deputy Director (Administration)	Myofficialemail.swm@gmail.com 8974371454	• Applicants approach concerned Psychiatrists for screening for admission. • Applicants submit Referral Certificate provided by the Psychiatrist at the Directorate. • Assessment Board then screens applicants for	•Referral Certificate •UDID card (If available) •Aadhaar/ Voters ID (If available) •Parents' or Guardian's Voters/Aadhaar Card (or letter from LC/VC/YMA) if the applicant doesn't have	Rs. 500/- is submitted by applicants as a security deposit at the time of admission.

				admission. • Patient Perfoma is filled up after application is granted. • Authorization Certificate is filled up by the applicant's guardian as well as the witness.	any on his own. •Details of medical history. •Photo Copy of Bank Passbook front page.	
9.	State Braille Press	Gracy Lalchhanzuali, Deputy Director (Administration)	Myofficialemail.swm@gmail.com 8974371454	• Printing Process is carried out as per orders recieved. • Consumers submit their order for printing to the Directorate. • Printing once done, the consumers are notified to collect their order(s) along with Receipt from the Directorate.	•-Schools requesting for provision for free textbooks need to furnish UDID number of students. •In other cases UDID number is to be submitted if available.	- Orders of students with UDID numbers are printed free of cost. - Other orders are printed at the rate of Rs. 5/- per page
10.	Handicapped Students Stipend	Gracy Lalchhanzuali, Deputy Director (Administration)	Myofficialemail.swm@gmail.com 8974371454	• Children with Special Needs (CwSN) list are submitted to the Directorate by each DSWOs. • The list are reviewed thoroughly and 3 beneficiaries in each institutions are selected by the Selection Committee chaired by the Director. • Stipend is disbursed by each DSWOs as per the selected list.	• UDID Card/Disability Certificate. • Aadhaar Card or any other address-proof documents.	

11.	Unemployment Allowance	Gracy Lalchhanzuali, Deputy Director (Administration)	Myofficialemail.swm@gmail.com 8974371454	- List of educated unemployed PwDs registered in the Employment Exchange Offices for atleast a period of 3 years are obtained by each DSWOs and submitted to the Directorate. - The list is reviewed and selected by the Selection Committee chaired by the Director. - Personal Interview is conducted in each DSWO Offices, at the Directorate for Aizawl District. - The selected list are processed for transfer of fund.	- UDID Card - Employment Registration Card	
12.	Ruangphurh	Pu Lalmawizuala Ralte F.A.O	Mawizualaralte24@gmail.com 9612665664	- Application can be submitted through online and manual process. - Ruangphur Apps can be used for online applications, along with website at ruangphur.swta.msegs.in - Manual application is submitted to DSWO Office.	- Death Certificate verified by Medical Officer - Motor hmanna receipt (original copy) - Adhaar or Voter's I.D of the deceased person. - Report form	

				• DSWO will verify the applications after which it is sent to Directorate Office. • Bill is sent to SBI bank through cheque for disbursement to the beneficiaries. • Disbursed list will be uploaded in the department website.		
12.	NSAP	Zomuanpuui Assistant Director	9436360326	• Applications are to be submitted at DSWO Office. • After entering beneficiaries by the DSWO, disbursement of pension through NSAP – PPS from Directorate.	Photo copies 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	

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SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/office to citizens or other departments/organization including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)²	Remarks, if any
1	Unique Disability Identification (UDID)	• AT DISTRICT HOSPITALS on the day itself at each District Hospitals provided that they have the necessary documents. • DURING ASSESSMENT & CERTIFICATION CAMPS a week or two after the submission of collected documents at the District Hospitals. • FOR PVC CARD a month or two after the generation of UDID.	
2	Rehabilitation Home for Persons cured of Mental Illness, Ainawng Veng	Within a week after screening of applicants by Assessment Board.	

3	State Braille Press	Service Delivery depends upon the volume of orders received.	
4	State Disability Pension	At the end of Financial Year (March of every year).	
5	Economic Rehabilitation	At the end of Financial Year (March of every year), the Selection Board makes the selection, the number of which depends upon the fund available.	
6	Handicapped Students Stipend	At the end of Financial Year (March of every year), the Selection Board makes the selection, the number of which depends upon the fund available.	
7	Unemployment Allowance	At the end of Financial Year (March of every year), the Selection Board makes the selection, the number of which depends upon the fund available.	
8	NGO (working in the field of Disability) Recognition Certificate	During a week after receipt of verification report from respective DSWOs.	
9	Ruangphurh	After application is processed, approximately 1-2 months after submission.	

CITIZEN'S CHARTER FOR DEPARTMENT/ OFFICE OF
Directorate of Social Welfare (2026)

(2026)

GRIEVANCEREDRESSMECHANISM

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
	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 STAKE HOLDER/ CLIENTS

Sl.No.	Stakeholders/Clients
1	Senior citizens, disabled, destitute 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 (2026)

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.
3	The services provided must be utilised in line with the guidelines of the scheme/programme/project and keeping in view the consequences laid down under RPwD Act, 2016.