



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

**State Social Welfare & Rehabilitation Centre
(formerly known as Reception Centre / Protective Home)
For the year 2020**

Address: Below Zarkawt Cemetery, Chandmari West

Website www.socialwelfare.mizoram.gov.in

Date of Issue _____

**CITIZEN'S CHARTER FOR
STATE SOCIAL WELFARE AND REHABILITATION CENTRE (2020)**

VISION AND MISSION

VISION

Restoring lives.

MISSION

Empowering women broken by addiction and sexual exploitation to overcome their past and be a productive members in the society

**CITIZEN'S CHARTER FOR
STATE SOCIAL WELFARE AND REHABILITATION CENTRE (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
1.	Processing of application for admission to SSW&RC for female substance users(who have already undergone de-toxification treatment elsewhere immediately before their application for admission) and commercial sex workers	Dr.RLalnunmawii Superintendent State Social Welfare & Rehabilitation Centre	ssw&rcraizawl10@gmail.com 9436142793	<ul style="list-style-type: none"> • Subject to availability of seat, application for voluntary admission is open on all working days. • The applicant makes an application in a prescribed form available at SSW&RC along with the undertaking that has to be signed by her and her guardian. • In case of an admission ordered by the court in relation to a criminal case , the person brought to the centre by the authority along with the remand order, subjected to the availability of set. 	Aadhaar Card Voters ID.	NA

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State Social Welfare & Rehabilitation 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.	Processing of application for admission to SSW&RC for female substance users(who have already undergone de-toxification treatment elsewhere immediately before their application for admission) and commercial sex workers	1 hour	

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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
	Dr Dr.RLalnunmawii, Superintendent, State Social Welfare & Rehabilitation Centre	0389/2340721 9436142793	sswrc10@gmail.com/ lnmralte@gmail.com	3 working weeks

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State Social Welfare & Rehabilitation Centre (2020)**

LIST OF STAKEHOLDER / CLIENTS

Sl. No.	Stakeholders/ Clients
	Substance Abusers & Commercially / Sexually Exploited Women who are in need of Psycho-social Rehabilitation

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State Social Welfare & Rehabilitation Centre (2020)**

EXPECTATIONS OF THE DEPARTMENT / OFFICE FROM CITIZENS / SERVICE RECIPIENTS

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