



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.

CITIZEN'S CHARTER FOR JORDAN 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	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

<i>Sl. No.</i>	<i>Services delivered by the department / office to citizens or other departments/ organisation including non-governmental organisations</i>	<i>Stipulated time limit for delivery of service (days / weeks / months)²</i>	<i>Remarks, if any</i>
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

CITIZEN'S CHARTER FOR JORDAN CENTRE (2020)

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.