



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

State Institute of Rural Development & Panchayati

Raj: Mizoram

For the year 2022

Address : Durtlang Leitan, Aizawl

Website : www.sirdpr.mizoram.gov.in

Date of issue : 20.05.2022

¹ This format is to be used for formulation of Citizen's Charter for Administrative Departments and subordinate offices at the level of directorates and autonomous bodies as listed in column (2) and (3) of Annexure-IV

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
State Institute of Rural Development & Panchayati Raj: Mizoram (2022)**

MOTTO, VISION, MISSION AND OBJECTIVES:

MOTTO : Let this Institute be the source of Rural Enlightenment.

VISION : The SIRD & PR, Mizoram envisions to make Mizoram a place where most of the people have an access to decent food, clothing, shelter, dignity and a chance to live his or her life to the fullest.

MISSION : The Institute shall develop quality human resources and technologies for people's empowerment, global competitiveness and sustainable development for the rural populace.

OBJECTIVES : The main objectives of the Institute are helping the people to mould their quality, their vision for themselves, and their wills to create and act upon their needs that will finally determine the development of the society. To meet this challenge, the Institute envisions to:

1. Administer training to improve knowledge, skills and attitudes of the officials and non-officials in planning, implementation, monitoring and evaluation of rural development programmes;
2. Conduct field study and research to identify ways and means of rural development;
3. Provide extension services towards technology and information dissemination to the rural poor;
4. Participate in the process of planning, implementation, monitoring and evaluation of rural development programmes;
5. Provide consultancy on issues relating to Rural Development;
6. Organise conferences/consultation meetings for discussions, interchange of ideas and experiences involving officials, experts, scholars and civic leaders; and
7. Establish strong working relationship/linkages with active GO and NGO partners in Rural Development endeavors.

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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 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | (a) Imparting Training: To improve knowledge, skills and attitudes of the officials and non-officials in planning, implementation, monitoring and evaluation of Rural Development and Panchayati Raj programmes. | 1. Associate Professor (VLP) 2. Associate Professor (Agri) 3. Associate Professor (PP) 4. Senior Core Faculty (RD) 5. Senior Core Faculty (AH) 6. Core Faculty (IT) 7. Core Faculty (RE) | Email: kholaetc@gmail.com Mob. 9436143900 Email: msifanai47@gmail.com Mob. 9436143957 Email: ktpakhuangte@gmail.com Mob. 9436143767 Email: maggiesird@gmail.com Mob. 9436372559 Email: mamisailomay@gmail.com Mob. 9856197717 Email: chodee20@gmail.com Mob. 8414006650 Email: sangtea14@gmail.com Mob. 8729953936 | 1. Obtaining approval of Training proposals from funding Ministry, Govt. of India or Departments of State Govt. 2. Arranging and organizing training programmes as per approved norms. 3. Submission of UCs to concerned funding sources. 4. Obtaining approval of Training proposals from | 1. Approval of the Minister i/c RD Dept. 2. Approval of the Director, SIRD & PR: Mizoram. | Free Service |

| | | | | | | |
|---|---|--|--|--|--|--------------|
| | (b) Formulation of training plans, coordination and reports and return | <ol style="list-style-type: none"> 1. Dr. MS Dawngliani, Associate Professor (Agri) 2. Dr. Maragaret Lalbiakthangi, Senior Core Faculty (RD) 3. Dr. Lalhruaitluangi Sailo, Senior Core Faculty (AH) | <p>Email: msifanai47@gmail.com Phone: 9436143957</p> <p>Email: maggiesird@gmail.com Mob. 9436372559</p> <p>Email: mamisailomay@gmail.com Phone: 9856197717</p> | <p>funding Ministry, Govt. of India or Departments of State Govt.</p> <ol style="list-style-type: none"> 5. Arranging and organizing training programmes as per approved norms. 6. Submission of UCs to concerned funding sources. | | |
| 2 | (a) Conducting Research & Field Study: To achieve sustainable development, there is a need for intensive field study and research to identify the needs of the people, and the ways and means whereby scientific and technical advances can be made available to rural people most effectively in terms of what they can comprehend and apply. | <ol style="list-style-type: none"> 1. Associate Professor (VLP) 2. Associate Professor (Agri) 3. Associate Professor (PP) 4. Senior Core Faculty (RD) 5. Senior Core Faculty (AH) 6. Core Faculty (IT) 7. Core Faculty (RE) | <p>Email: kholaeatc@gmail.com Mob. 9436143900</p> <p>Email: msifanai47@gmail.com Mob. 9436143957</p> <p>Email: ktpakhuangte@gmail.com Mob. 9436143767</p> <p>Email: maggiesird@gmail.com Mob. 9436372559</p> <p>Email: mamisailomay@gmail.com Mob. 9856197717</p> <p>Email: chodee20@gmail.com Mob. 8414006650</p> <p>Email: sangtea14@gmail.com Mob. 8729953936</p> | <ol style="list-style-type: none"> 1. Obtaining approval of research & field study proposals from NIRDPR, State Govt. & other agencies. 2. Conducting research and field study. 3. Publication of final report | Approval of the Director, SIRD & PR: Mizoram | As per norms |

| | | | | | | |
|---|---|--|--|--|--|--------------|
| | (b) Coordinating research and field studies conducted | Khawlsiamthanga Khwahlring Associate Professor (VLP) | Email: kholaetc@gmail.com Mob. 9436143900 | | | |
| 3 | (a) Evaluation & Assessment Studies: The SIRD&PR is designated as - Social Impact Assessment Unit - Social Audit Unit of Mid-Day Meal - Concurrent Evaluator of the Implementation of <i>National Food Security Act, 2013</i> for the State of Mizoram - The Final Evaluator of IWDP/Hariyali & MELD under PMKSY-WD | 1. Associate Professor (VLP) 2. Associate Professor (Agri) 3. Associate Professor (PP) 4. Senior Core Faculty (RD) 5. Senior Core Faculty (AH) 6. Core Faculty (IT) 7. Core Faculty (RE) | Email: kholaetc@gmail.com Mob. 9436143900 Email: msifanai47@gmail.com Mob. 9436143957 Email: ktpakhuangte@gmail.com Mob. 9436143767 Email: maggiesird@gmail.com Mob. 9436372559 Email: mamisailomay@gmail.com Mob. 9856197717 Email: chodee20@gmail.com Mob. 8414006650 Email: sangtea14@gmail.com Mob. 8729953936 | 1. Obtaining approval of budget estimate. 2. Conducting Evaluation & Assessment Studies. 3. Publication or submission of final report. | Approval of the Director, SIRD & PR: Mizoram | As per norms |
| | (b) Coordinating Evaluation & Assessment Studies | 1. Mr. Khuangthansanga Pakhuangte Associate Professor (PP) 2. Mr. Lalchhandama Lailung Core Faculty (IT) | Email: ktpakhuangte@gmail.com Phone: 9436143767 Email: chodee20@gmail.com Phone: 8414006650 | | | |

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
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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) ² | Remarks, if any |
|---------|---|--|-----------------|
| 1 | Imparting Training: To improve knowledge, skills and attitudes of the officials and non-officials in planning, implementation, monitoring and evaluation of Rural Development and Panchayati raj programmes. | 1 week to 4 weeks | |
| 2 | Conducting Research & Field Study: To achieve sustainable development, there is a need for intensive field study and research to identify the needs of the people, and the ways and means whereby scientific and technical advances can be made available to rural people most effectively in terms of what they can comprehend and apply. | 6 months to 18 months | |
| 3 | Evaluation & Assessment Studies: The SIRD&PR is designated as <ul style="list-style-type: none"> - Social Impact Assessment Unit - Social Audit Unit of Mid-Day Meal - Concurrent Evaluator of the Implementation of <i>National Food Security Act, 2013</i> for the State of Mizoram - The Final Evaluator of IWDP/Hariyali & MELD under PMKSY-WD | 1 week to 3 months | |
| 4 | Extension Services: Dissemination of information on issues relating to rural development, and transferring technology to the rural people that will enhance their inherent potentials and capabilities in improving their lives. | 1 month | |

² The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends upon the fulfillment of certain conditions beyond the contro¹ of the department/office, then, it may be written like "...days/weeks/months....subject to conditions"

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GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

| SI. No. | Name of the responsible officer to handle public grievance in the department/office | Contact number | Email | Time limit for redress of grievances |
|----------------|--|-----------------------|--|---|
| 1 | Lalmunsanga Hnamte Director | 9436960325 | dirsird@gmail.com | 30 days |
| 2 | Dr. MS Dawngliani Associate Professor (Agri) | 9436143957 | msifanai47@gmail.com | 30 days |
| 3 | Dr. Lalhruaitluangi Sailo Senior Core Faculty (Vety) | 9856197717 | mamisailomay@gmail.com | 30 days |

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LIST OF STAKEHOLDERS/CLIENTS

| Sl. No. | Stakeholders / Clients |
|---------|---|
| 1 | MLAs and MPs: The SIRD&PR, Mizoram conducts workshops or seminars for the MLAs & MPs on some of the new and important programmes of the Ministry of RD, Govt. of India. |
| 2 | MCS Officers: “The Mizoram Civil Services (Cadre Training) Regulations, 2016” requires the Civil Service Officer to undergo Foundation Training, Mid-Career Training and Senior Management Training. <ul style="list-style-type: none"> 1) <i>Foundation Training</i> 2) <i>Mid-Career Training</i> 3) <i>Orientation:</i> |
| 3 | RD Department & LAD Official / Functionaries: <ul style="list-style-type: none"> 1) PDs, DLAOs, BDOs, APOs, etc. 2) Other Officers of line Departments 3) ERs & Officers of ADCs 4) Village Councils 5) Self-Help Groups 6) NGOs & CSOs. |
| 4 | Community Leaders Entrepreneurs Rural Youths Women Farmers Skilled and Unskilled workers |

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EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

| Sl. No. | Expectations of the department/office from citizens/service recipients |
|----------------|---|
| 1 | Improvement in governance and performance in their respective roles |
| 2 | To further disseminate the knowledge and skills attained through the trainings attended |
| 3 | Improvement in knowledge of sphere of work (<i>knowledge of laws/rules/guidelines/procedures/IT skill and awareness of the local norms in the relevant areas</i>) for further improvement in quality and standard of work |
| 4 | To utilise the findings and suggestions of research and evaluation studies in policy formulation and decision making |
| 5 | To provide suggestions and feedback for improvement of future training programmes |