

# CITIZEN CHARTER

## INFORMATION & COMMUNICATION TECHNOLOGY, GOVERNMENT OF MIZORAM

### 1. **Vision :**

e-Development of Mizoram as the engine for transformation of Government and empowerment of Society.

### 2. **Mission Statement :**

e-Development of Mizoram through creation of e-Infrastructure to facilitate and promote e-Governance, promotion of Information & Communication Technology, facilitate and promote Research and Development(R&D) for innovation, capacity building and empowerment of citizen, building knowledge network for Cyber Crime and Security.

### 3. **Objectives :**

- a) e-Governance: Providing e-Infrastructure for delivery of services.
- b) e-Industry: Promotion of Information & Communication Technology.
- c) e-Innovation/R&D: Facilitate and promote Research & Development for innovation in emerging areas of technology.
- d) e-Education: Providing support for Capacity Building and empowerment of citizen.
- e) e-Security: Building knowledge network for Cyber Crime and Security.

### 4. **Functions :**

- a) Policy matters relating to Information and Communication Technology.
- b) Information Technology Acts and Rules.
- c) Matters relating to Information Technology enabled Services (ITES) and Internet.
- d) Information Technology Infrastructure Development like Software Technology Park of India (STPI), State Wide Area
- e) Network (SWAN), Common Service Centre (CSC), State Data Center (SDC), Community Information Centre (CIC).
- f) Promotion and Standardization of Information Technology Education.
- g) Matters relating to e-governance, e-commerce, e-medicine-infrastructure, etc.
- h) Matters relating to e-security and cyber laws.
- i) Coordination of Information Technology related matters with national and international agencies and bodies.
- j) Telecommunication and its related matters.
- k) Matter relating to ZENICS.

5. Main Services / Transactions :

Sl. No.	Services/ Transactions	Weight %	Responsible Person (Designation, Phone, e-mail)	Delivery Time-frame	Mode of Delivery	Fees (Rs.)
1	2	3	4	5	6	7
1.	Application Hosting at State Data Centre (SDC) (Co-Location and shared) by Govt. Departments	10	<b>Vanlalringa,</b> System Analyst, Ph: 9436133792, e-mail: <a href="mailto:Vanlalringa@gmail.com">Vanlalringa@gmail.com</a>	30 days	Manual	NA
2.	Domain Registration for Government Department and Public Sector Undertaking (PSU) owned by Government of Mizoram.	12	<b>Lalengzuala,</b> System Administrator, Ph: 9612170219, e-mail: <a href="mailto:zualtea@gmail.com">zualtea@gmail.com</a>	3 days	Manual	NA
3.	No Objection Certificate(NOC) for procurement of IT products by Govt. Departments	12	<b>Lalengzuala,</b> System Administrator, Ph: 9612170219, e-mail: <a href="mailto:zualtea@gmail.com">zualtea@gmail.com</a>	3 days	Manual	NA
4.	Website Security audit	12	<b>Lalengzuala,</b> System Administrator, Ph: 9612170219, e-mail: <a href="mailto:zualtea@gmail.com">zualtea@gmail.com</a>	15 days	Online	NA
5.	Cyber Café registration	6	<b>Lalengzuala,</b> System Administrator, Ph: 9612170219, e-mail: <a href="mailto:zualtea@gmail.com">zualtea@gmail.com</a>	15 days	Online	NA
6.	<b>SWAN</b> / Video Conference Center engagement	6	<b>Rony Lallianmawia,</b> System Engineer, Ph: 9862322811, e-mail: <a href="mailto:roniez@gmail.com">roniez@gmail.com</a>	2 days	Manual	NA
7.	e-Governance Training Centre engagement	7	<b>Lalengzuala,</b> System Administrator, Ph: 9612170219, e-mail: <a href="mailto:zualtea@gmail.com">zualtea@gmail.com</a>	3 days	Manual	As per requirement
8.	Vetting of proposal for Computerization of Department	12	<b>Vanlalringa,</b> System Analyst, Ph: 9436133792, e-mail: <a href="mailto:Vanlalringa@gmail.com">Vanlalringa@gmail.com</a>	10 days	Manual	NA
9.	Condemnation of obsolete IT Hardware	6	<b>Lalengzuala,</b> System Administrator, Ph: 9612170219, e-mail: <a href="mailto:zualtea@gmail.com">zualtea@gmail.com</a>	30 days	Manual	NA

1	2	3	4	5	6	7
10	Development of Content Management System(CMS) template for Govt. Departments and PSUs	12	<b>Lalengzuala,</b> System Administrator, Ph: 9612170219, e-mail: <a href="mailto:zualtea@gmail.com">zualtea@gmail.com</a>	15 days	Online	NA
11	Information under the Right to Information Act, 2005	5	<b>Lalthlamuana, Departmental</b> Appellate Authority, Phone 9436140113, e-mail <a href="mailto:muana.mizo@gmail.com">muana.mizo@gmail.com</a>	30 days	Manual	NA
			<b>T.C Lalkhuma,</b> State Public Information Officer, Phone 9436141961, e-mail: <a href="mailto:tclalkhuma@gmail.com">tclalkhuma@gmail.com</a>	30 days	Manual	` 10
			<b>Lalzikpuii,</b> State Assistant Public Information Officer, Phone 9862770058 e-mail: <a href="mailto:zpchhakchuak@gmail.com">zpchhakchuak@gmail.com</a>	30 days	Manual	` 10

#### 6. Service Standards

Sl. No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Data Source
1	2	3	4	5	6	7
1.	Application Hosting at SDC (Co-Location and shared) by Govt. Departments	15	Complete hosting of application in the data center	30 days from receipt of the Proposals complete in all respects	Days	Office Record
2.	DNS Registration for Government department and PSU owned by Government of Mizoram.	12	Registration of domain as proposed by the department	3 days from receipt of the Proposals complete in all respects	Days	Office Record
3.	NOC application for IT product procurement by Govt. Departments	12	Disposal of proposal within the prescribed timeframe	3 days from receipt of the Proposals complete in all respects	Days	Office Record
4.	Website Security audit	12	Disposal of proposal within the prescribed timeframe	15 days from receipt of the Proposals complete in all respects	Days	Office Record

1	2	3	4	5	6	7
5.	Cyber Café registration	6	Registration of cyber café within prescribed timeframe	15 days from receipt of the Proposals complete in all respects	Days	Office Record
6.	Video Conference engagement	6	Disposal of proposal within the prescribed timeframe	2 days from receipt of the Proposals complete in all respects	Days	Office Record
7.	e-Governance Training Centre engagement	7	Disposal of proposal within the prescribed timeframe	3 days from receipt of the Proposals complete in all respects	Days	Office Record
8.	Vetting of proposal for Department Computerization	12	Disposal of proposal within the prescribed timeframe	20 days from receipt of the Proposals complete in all respects	Days	Office Record
9.	Condemnation of obsolete IT Hardware	6	Condemnation of old IT equipment within timeframe	30 days from receipt of the Proposals complete in all respects	Days	Office Record
10.	Development of CMS for Govt. Departments and PSUs	12	Development of CMS as required within timeframe	15 days from receipt of the Proposals complete in all respects	Days	Office Record

**7. Grievance Redress Mechanism :**

Sl. No.	Name of the Public Grievance Officer	Helpline	e-mail
1	<b>Pu Lalthlamuana,</b> Chief Informatics Officer, Department of Information & Communication Technology.	0389-2319637(O), 9436140113 (M)	<a href="mailto:muana.mizo@gmail.com">muana.mizo@gmail.com</a>

Complaints can meet the **Public Grievance Officer** on every working days during Office hour

**OR**

By making an emergency request through the online helpline facility provided on the Departments Website [www.dict.mizoram.gov.in](http://www.dict.mizoram.gov.in)

### Expectation from Complainants

- Submission of Complete precise and factual grievances
- Provide identification preferably by giving their telephone no./email ID follow up
- Avoid anonymous grievances

### Grievances Redressal process Timeline for response:

Acknowledgement – within two working days

Redress of grievance (by Public Grievance Officer) – One month from the date of receipt of Grievance / Receipt of clarification, if any.

(Status of Grievance can be tracked through the helpline and e-mail mention above)

### 8. List of Stakeholders/Clients :

Sl. No.	Stakeholders/Clients
1	State Government Departments
2	Public Sector Undertaking (PSU)
3	National Informatics Center (State Unit)
4	Universities/Academic Institutions
5	Industry / Industry Associations relating to IT, ITES & Electronics
6	Common Business Organizations (CBOs)
7	Citizens of India.

### 9. Responsibility Centres and Subordinate Organizations :

Sl. No.	Responsibility Centers and Subordinate Organization	Landline Number	Fax Number	E-Mail
1	2	3	4	5
1	Mizoram State e-Governance Society (MSeGS) <i>(An Autonomous Society under the Govt. of Mizoram)</i> Mizoram Secretariat Building, Annex-I, Treasury Square, Aizawl, Mizoram - 796001	0389-2319632	0389-2319637	<a href="mailto:muana.mizo@gmail.com">muana.mizo@gmail.com</a>
2	Zoram Electronics Development Corporation Ltd (ZENICS)	0389-2324339 0389-2326129	0389-2324338	<a href="mailto:mdzenics@gmail.com">mdzenics@gmail.com</a>

1	2	3	4	5
3	<b>District e-Governance Society :-</b>	-	-	-
	<b>1. Aizawl</b> District, D.C's Office, Aizawl	0389-2329201	0389-2329202	<a href="mailto:ericlpachau@gmail.com">ericlpachau@gmail.com</a>
	<b>2. Lunglei</b> District, D.C's Office, Lunglei	0372-2324121	0372-2324021	<a href="mailto:thlengacc@gmail.com">thlengacc@gmail.com</a>
	<b>3. Saiha</b> District, D.C's Office, Saiha	03835-222024	03835-222038	
	<b>4. Champhai</b> District, D.C's Office, Champhai	03831-234402	03831-234400	<a href="mailto:malsomchhangte@gmail.com">malsomchhangte@gmail.com</a>
	<b>5. Kolasib</b> District, D.C's Office, Kolasib	03837-220001	03837-221063	<a href="mailto:mawizualaralte24@gmail.com">mawizualaralte24@gmail.com</a>
	<b>6. Serchhip</b> District, D.C's Office, Serchhip	03838-222432	03838-222178	<a href="mailto:tetesailo@gmail.com">tetesailo@gmail.com</a>
	<b>7. Lawngtlai</b> District, D.C's Office, Lawngtlai	03835-232805	03835-232656	<a href="mailto:lralte33@gmail.com">lralte33@gmail.com</a>
	<b>8. Mamit</b> District, D.C's Office, Mamit	0389-2566220	0389-2565414	<a href="mailto:emtra01@gmail.com">emtra01@gmail.com</a>

**10. Indicative Expectations from Citizens or Clients :**

SN	Indicative Expectations from Citizens or Clients
1.	To provide proposals complete in all respects with requisite documents containing correct and reliable information
2.	Timely submission of information and clarification as required by the department.
3.	Submission of proposals as per prescribed format and standard as envisaged in the department website.
4.	To provide valuable suggestions / feedbacks for improvement of quality of services.