**Citizen’s Charter for Information & Communication Technology Department (Secretariat) 2017**

**VISION AND MISSION STATEMENT**

VISION

ICT as a transformational tools for the State of Mizoram

MISSION

ICT Development through creation of e-infrastructure for delivry of e-Services, promote Information & Communication Technology, facilitate Research & Development (R&D), capacity building and empowerment of Government employees and Citizen, provide awareness on Cyber Crime and Security.

Citizen’s Charter for Administrative Department / District (2017)

MAIN SERVICES/TRANSACTION

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Sl No. | Services/Transaction | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Documents required | Fees |
| Category | Mode | Amount |
| 1 | Appointment to Govt. Service | Secretary, ICT | hmachhuana@gmail.com | 9436151082 | 1.Obtained approval of DP&AR and Finance Deptt. for filling up of post.2.obtained recommendation from MPSC3.obtained approval of concerned authority. | As per the instruction and documentaion uploaded in the website of DP&AR. |  |  |  |
| 2 | Promotion of Officials | Secretary, ICT | hmachhuana@gmail.com | 9436151082 | 1.Obtained approval of DP&AR and Finance Deptt. for filling up of post.2.obtained recommendation from MPSC3.obtained approval of concerned authority. | As per guidelines |  |  |  |
| 3 | Posting and Transfer of officials | Under Secretary, ICT | donniekhenglawt@gmail.com | 9436140964 | Submission of proposal to the Secretary, ICT in file | Inter-se-seniority/particulars of officials |  |  |  |
| 4 | Inter-se-Seniority of Officers | Under Secretary, ICT | donniekhenglawt@gmail.com | 9436140964 | Proposal submitted to Secretary, ICT in file. | Copy of appointment order. |  |  |  |
| 5 | Deputation of Officials | Secretary, ICT | hmachhuana@gmail.com | 9436151082 | As per guidelines | As per guidelines |  |  |  |
| 6 | ACP | Under Secretary, ICT | donniekhenglawt@gmail.com | 9436140964 | Obtained recommendation of Departmental Screening Committee | Service Book, Vigilance Clearance |  |  |  |
| 7 | Engagement of Contract employees | Secretary, ICT | hmachhuana@gmail.com | 9436151082 | 1.Obtained approval of DP&AR and Finance Deptt. for filling up of post.2.obtained recommendation of DPC3.obtained approval of concerned authority. | As per guidelines |  |  |  |
| 8 | Regularisation of contract/MR employees | Secretary, ICT | hmachhuana@gmail.com | 9436151082 | 1.Obtained approval of DP&AR and Finance Deptt. for filling up of post.2.obtained recommendation from MPSC3.obtained approval of concerned authority. | As per  |  |  |  |
| 9 | Application for Leave | Under Secretary, ICT | donniekhenglawt@gmail.com | 9436140964 | Obtained approval of concerned authority | Duly filled in application form |  |  |  |
| 10 | Tour of Officials | Under Secretary, ICT | donniekhenglawt@gmail.com | 9436140964 | Proposal submitted to Secretary, ICT in file | Concerned papers |  |  |  |
| 11 | Creation/Retention of post | Secretary, ICT | hmachhuana@gmail.com | 9436151082 | Obtained approval of DP&AR and Finance Deptt. | As per guidelines |  |  |  |
| 12 | Reply to Parliamentary/Assembly question | Under Secretary, ICT | donniekhenglawt@gmail.com | 9436140964 | Collect information from concerned deptt./offices and get approval from Minister, ICT | Concerned papers |  |  |  |
| 13 | C&AG Report | Under Secretary, ICT | donniekhenglawt@gmail.com | 9436140964 | information to be submitted by establishment | Concerned papers |  |  |  |
| 14 | Appropriation of fund | Under Secretary, ICT | donniekhenglawt@gmail.com | 9436140964 | Approval of Secretary, ICT obtained in file | Dully filled prescribed form |  |  |  |
| 15 | Sanction Expenditure | Secretary, ICT | hmachhuana@gmail.com | 9436151082 | obtained concurrence from Planning (RDB) and Finance Deptt. | As per standing guidelines |  |  |  |
| 16 | Questions under RTI Act | Under Secretary, ICT | donniekhenglawt@gmail.com | 9436140964 | Obtained approval of Secretary, ICT in file | Application in writing |  |  |  |
| 17 | Reports and Returns | Under Secretary, ICT | donniekhenglawt@gmail.com | 9436140964 | Collect information from Directorate. | Concerned papers |  |  |  |

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SERVICE STANDARD

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl No | Services/Transaction | Success Indicator | Service Standard | Unit | Data Source |
| 1 | Appointment to Govt. Service | Appointment order within 6 month | 6 | month | Departmental Record |
| 2 | Promotion of Officials | Promotion order as and when the vacancy arise | 5 | month | Departmental Record |
| 3 | Posting and Transfer of officials | Transfer and posting order within 5 days | 5 | day | Departmental Record |
| 4 | Inter-se-Seniority of Officers | Fixation of final inter-se-seniority within 2 months | 2 | month | Departmental Record |
| 5 | Deputation of Officials | Issue of deputation order within 3 months | 3 | month | Departmental Record |
| 6 | ACP | Issue of order within 2 months | 2 | month | Departmental Record |
| 7 | Engagement of Contract employees | Engagement order within 6 months | 6 | month | Departmental Record |
| 8 | Regularisation of contract/MR employees | Appointment order within 6 months | 6 | month | Departmental Record |
| 9 | Application for Leave | Leave granted in 4 days | 4 | day | Departmental Record |
| 10 | Tour of Officials | Approved within 4 days | 4 | day | Departmental Record |
| 11 | Creation/Retention of post | Approved within 2 months | 2 | month | Departmental Record |
| 12 | Reply to Parliamentary/Assembly question | Submission of reply within 10 days | 10 | day | Departmental Record |
| 13 | C&AG Report | Reply within 1 month | 1 | month | Departmental Record |
| 14 | Appropriation of fund | Finalized within 4 days | 4 | day | Departmental Record |
| 15 | Sanction Expenditure | Sanction within 2 months | 2 | month | Departmental Record |
| 16 | Questions under RTI Act | Reply within 30 days | 30 | day | Departmental Record |
| 17 | Reports and Returns | Completed within 30 days | 30 | day | Departmental Record |

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GRIEVANCE REDRESS MECHANISM

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sl No. | Name of the Public Grievance Redress Officer | Helpline Number | Email | Mobile Number |
| 1 | Rotluanga, Addl. Secretary, ICT |  | Rotluanga55@gmail.com | 9436144004 |
| 2 | Donnie, Under Secretary, ICT |  | donniekhenglawt@gmail.com | 9436140964 |
|  |  |  |  |  |

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LIST OF STAKEHOLDERS/CLIENTS

|  |  |
| --- | --- |
| Sl No | Stakeholders/Clients |
| 1 | Public |
| 2 | Officials under ICT Department |

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RESPONSIBILITY CENTRES AND SUBORDINATE ORGANISATIONS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl No | Responsibility Centres andSubordinate Organisation | Landline Number | Email | Mobile Number | Address |
| 1 | ICT Department (Secretariat) |  | donniekhenglawt@gmail.com | 9436140964 | Opposite Raj Bhavan, Treasury Square, Aizawl, Mizoram. |
| 2 | Directorate of ICT | 0389-2319637 | muanamizo@gmail.com |  | Secretariat Annex-I, Treasury Square, Aizawl, Mizoram. |

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INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

|  |  |
| --- | --- |
| Sl No | Indicative expectations from service recipients |
| 1 | Submission of required information/documents by the applicants |
|  |  |