

CITIZEN CHARTER

INFORMATION & COMMUNICATION TECHNOLOGY, GOVERNMENT OF MIZORAM

Citizen's Charter for Information & Communication Technology Department (2017)

VISION AND MISSION STATEMENT

1. VISION :

ICT as a transformational tools for the State of Mizoram.

2. MISSION:

ICT Development through creation of e-Infrastructure for delivery 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.

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3. MAIN SERVICES / TRANSACTIONS :

Sl. No.	Services/ Transactions	Responsible Person (Designation)	eMail	Mobile (Phone No.)	Process	Document Required	Fees		
							Category	Mode	Amount
1.	Application Hosting at State Data Centre (SDC) (Co-Location and shared) by Govt. Departments	Vanlalringa, Informatics Officer	sa.ict@mizoram.gov.in	9436133792	Submission of application for hosting at SDC from Departments	Technical description of the Service	NA	NA	NA
2.	Domain Registration for Government Department and Public Sector Undertaking (PSU) owned by Government of Mizoram.	Lalengzuala, Informatics Officer	sad.ict@mizoram.gov.in	9612170219	Submission of duly filled domain registration Form signed by the Head of Department or Online Submission	Duly filled domain registration Form signed by the Head of Department or Online Submission	NA	NA	NA

					through www.dict.mizoram.gov.in				
3.	Creation of official email of Govt. of Mizoram	Lalengzuala, Informatics Officer	sad.ict@mizoram.gov.in	9612170219	Submission of dully filled registration form for email	Dully filled email application form	NA	NA	NA
4.	No Objection Certificate(NOC) for procurement of IT products by Govt. Departments	Lalengzuala, Informatics Officer	sad.ict@mizoram.gov.in	9612170219	Submission of duly filled NOC Form signed by the Head of Department or Online Submission through www.dict.mizoram.gov.in	NOC Form signed by the Head of Department or Online Submission through www.dict.mizoram.gov.in	NA	NA	NA
5.	Website Security audit	Lalengzuala, Informatics Officer	sad.ict@mizoram.gov.in	9612170219	Submission of duly filled Website Security Audit Form signed by the Head of Department or Online Submission through www.dict.mizoram.gov.in	Website Security Audit Form signed by the Head of Department or Online Submission through www.dict.mizoram.gov.in	NA	NA	NA
6.	Cyber Café registration	Lalengzuala, Informatics Officer	sad.ict@mizoram.gov.in	9612170219	Submission of duly filled Cyber Café Registration Form prescribed by the Guidelines or Online Submission through www.dict.mizoram.gov.in	Photocopy of Shop Registration Documents or Rental Agreement or Lease and License or Shop Ownership Proof of Name/ Address of Directors if it is a company or Name/ Address of	NA	NA	NA

						Partners if it is a partnership firms and also any other documents to support proof of establishment and address.			
7.	SWAN/ Video Conference Center engagement	Rony Lallianmawia Informatics Officer	se.ict@mizoram.gov.in	9862322811	Submission of duly filled Video conferencing centre engagement Form signed by the authority or Online Submission through www.dict.mizoram.gov.in	Duly filled Video conferencing centre engagement Form signed by the authority or Online Submission through www.dict.mizoram.gov.in	NA	NA	NA
8.	e-Governance Training Centre engagement	Lalengzuala, Informatics Officer	sad.ict@mizoram.gov.in	9612170219	Submission of application for engagement of e-Governance Training Centre from Departments	Letter of application for engagement of e-Governance Training Centre from Departments	NA	NA	NA
9.	Vetting of proposal for Computerization of Department	Vanlalringa, Informatics Officer	sa.ict@mizoram.gov.in	9436133792	Submission of proposal for vetting of Computerization from Concerned Departments.	Letter of proposal for vetting of Computerization from Concerned Departments.	NA	NA	NA
10	Condemnation of obsolete IT Hardware	Lalengzuala, Informatics Officer	sad.ict@mizoram.gov.in	9612170219	Submission of proposal for Condemnation of obsolete IT Hardware from Concerned Head of Department.	Technical details of proposed IT Hardware approved by concerned condemnation committee.	NA	NA	NA
11	Development of Content Management System(CMS) template for Govt. Departments and PSUs	Lalengzuala, Informatics Officer	sad.ict@mizoram.gov.in	9612170219	Submission of proposal for development of Content	Proposed technical description of the services.	NA	NA	NA

					Management System(CMS) template from Govt. Departments and PSUs				
12	Development of Software for Govt. Departments and PSUs	Lalengzuala, Informatics Officer	sad.ict@mizoram.gov.in	9612170219	Submission of proposal for development of software from Govt. Departments and PSUs	Proposed description of the software.	NA	NA	NA
13	Publication of Tender/Quotation in Govt. of Mizoram e-Tender Website i.e www.tender.mizoram.gov.in	Lalengzuala, Informatics Officer	sad.ict@mizoram.gov.in	9612170219	Submission of copy of tender/ quotation in hard and soft copy by the concerned Department	Copy of Tender/ Quotation in hard and soft copy	NA	NA	NA
14	e-Samiksha	Rony Lallianmawia Informatics Officer	se.ict@mizoram.gov.in	9862322811	Submission of status at e-Samiksha Portal	Official letter to ICT requesting to update departmental status.	NA	NA	NA
15	Information under the Right to Information Act, 2005	Lalthlamuana Departmental Appellate Authority	cio.ict@mizoram.gov.in	9436140113	Submission of appeal by the complainant	As stated in Rule 7(1) & (2) of Mizoram RTI Rules 2010.		NA	
		T.C Lalkhuma, State Public Information Officer,	dda.ict@mizoram.gov.in	9436141961	Submission of RTI Application in plain paper by Citizen of India after payment of requisite fees.	Document for proof of Indian Citizenship.	IPO Challan / Receipt	Manual	10

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4. SERVICE STANDARDS

Sl. No.	Service/Transaction	Success Indicator	Service Standard	Unit	Data Source
1.	Application Hosting at SDC (Co-Location and shared) by Govt. Departments	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.	Registration of domain as proposed by the department	3 days from receipt of the Proposals complete in all respects	Days	Office Record
3.	Creation of single user official email of Govt. of Mizoram	Registration of official email within timeframe	15 days from receipt of the application	Days	Office Record
4.	NOC application for IT product procurement by Govt. Departments	Disposal of proposal within the prescribed timeframe	3 days from receipt of the Proposals complete in all respects	Days	Office Record
5.	Website Security audit	Disposal of proposal within the prescribed timeframe	15 days from receipt of the Proposals complete in all respects	Days	Office Record
6.	Cyber Café registration	Registration of cyber café within prescribed timeframe	15 days from receipt of the Proposals complete in all respects	Days	Office Record
7.	Video Conference engagement	Disposal of proposal within the prescribed timeframe	2 days from receipt of the Proposals complete in all respects	Days	Office Record
8.	e-Governance Training Centre engagement	Disposal of proposal within the prescribed timeframe	3 days from receipt of the Proposals complete in all respects	Days	Office Record
9.	Vetting of proposal for Department Computerization	Disposal of proposal within the prescribed timeframe	20 days from receipt of the Proposals complete in all respects	Days	Office Record
10.	Condemnation of obsolete IT Hardware	Condemnation of old IT equipment within timeframe	30 days from receipt of the Proposals complete in all respects	Days	Office Record

11.	Development of CMS for Govt. Departments and PSUs	Development of CMS as required within timeframe	15 days from receipt of the Proposals complete in all respects	Days	Office Record
12.	Development of Software for Govt. Departments and PSUs	Development of Software as required within timeframe	30 days from receipt of the Proposals complete in all respects	Days	Office Record
13.	Publication of Tender/Quotation in Govt. of Mizoram e-Tender Website i.e www.tender.mizoram.gov.in	Publication of tenders/ quotation through online within the timeframe	2 days from receipt of Tender/ Quotation	Days	Office Record and Database of Tender Website
14.	e-Samiksha	Updation of various departmental project	3 days from receipt of request complete in all respects	Days	Office Record & Portal

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5. GRIEVANCE REDRESS MECHANISM :

Sl. No.	Name of the Public Grievance Officer	Helpline Number	e-mail	Mobile Number
1	Dr Lalthlamuana, Chief Informatics Officer, Department of Information & Communication Technology.	0389-2319637(O) 0389-2319632(F)	cio.ict@mizoram.gov.in	9436140113

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6. 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	Village Level Entrepreneurs of CSC's and RIK's
7	Common Business Organizations (CBOs)
8	Citizens of India.

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7. **RESPONSIBILITY CENTRES AND SUBORDINATE ORGANIZATIONS :**

Sl. No.	Responsibility Centers and Subordinate Organization	Landline Number	E-Mail	Mobile Number	Address
1	Mizoram State e-Governance Society (MSeGS) <i>(An Autonomous Society under the Govt. of Mizoram)</i>	0389-2319637	cio.ict@mizoram.gov.in	9436140113	Mizoram Secretariat Building, Annex-I, Treasury Square, Aizawl, Mizoram - 796001
2	District e-Governance Society, Aizawl District,	0389-2329201	ericpachua@gmail.com sangliana@outlook.com	8974694085 9615508659	D.C's Office, Aizawl
3	District e-Governance Society, Lunglei District,	0372-2324121	thlengacc@gmail.com Zmsa1386pc@gmail.com	9436193903 9862549008	D.C's Office, Lunglei
4	District e-Governance Society, Saiha District,	03835-222024	zfrokima@gmail.com dampuiafanchun@gmail.com	9862222896 9862549091	D.C's Office, Saiha
5	District e-Governance Society, Champhai District,	03831-234402	msta1919@gmail.com hriata.mb@gmail.com	9856706257 8131960784	D.C's Office, Champhai
6	District e-Governance Society, Kolasib District,	03837-220001	mawizualaralte24@gmail.com zayzazta@gmail.com	8014162628 9612204767	D.C's Office, Kolasib
7	District e-Governance Society, Serchhip District,	03838-222432	lralte33@gmail.com dengatlau@gmail.com	9862746446 9089329857	D.C's Office, Serchhip
8	District e-Governance Society, Lawngtlai District,	03835-232805	nununkim@gmail.com paultzela@gmail.com	9774677560 9612625440	D.C's Office, Lawngtlai
9	District e-Governance Society, Mamit District,	0389-2566220	emtra01@gmail.com	9862751968	D.C's Office, Mamit

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8. 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.