



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Department/Office of Information & Communication

Technology

For the year 2020

Address : Mizoram Secretariat Old Building - I, Aizawl -796001,
Phone: 0389-2319637, Fax: 2319632,
Website : www.dict.mizoram.gov.in
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**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

VISION AND MISSION

VISION:

ICT as a transformational tools for the State of Mizoram

MISSION:

"ICT Development through creation of e-Infrastructure for delivery of e-Services, promote Information Communication Technology, facilitate Research Development, Capacity building and empowerment of Government employees and Citizen, provide awareness on Cyber Crime and Security."

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

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	Application Hosting at State Data Centre (SDC) (Co-Location and shared) by Govt. Departments	Rony Lallianmawia, Informatics Officer		Submission of application for hosting at SDC from Departments	Technical description of the Service	NA
2	Domain Registration for Government Department/Office/Institution and Public Sector Undertaking (PSU) owned by Government of Mizoram.	Zothanzauva, Informatics Officer		Submission of duly filled domain registration Form signed by the Head of Department or Online Submission through www.dict.mizoram.gov.in	Duly filled domain registration Form signed by the Head of Department or Online Submission	NA
3	Creation of official email of Govt. of Mizoram	Lalengzuala, Informatics Officer		Submission of duly filled registration form for email	Dully filled email application form	NA
4	No Objection Certificate (NOC) for procurement of Computer Hardware, Software, networking components and accessories.	Lalengzuala, Informatics Officer		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
5	Software Security audit	Zothanzauva, Informatics Officer		Submission of duly filled Software Security	Website Security Audit Form signed by the Head of	NA

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

				Audit Form signed by the Head of Department or Online Submission through www.dict.mizoram.gov.in	Department or Online Submission through www.dict.mizoram.gov.in	
6	Cyber Café registration	Zothanzauva, Informatics Officer		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 Partners if it is a partnership firms and also any other documents to support proof of establishment and address.	NA
7	ICT Video Conference Center engagement	Rony Lallianmawia Informatics Officer		Submission of duly filled Video conferencing centre engagement Form signed by the authority or Online Submission through	Duly filled Video conferencing centre engagement Form signed by the authority or Online Submission through www.dict.mizoram.gov.in	NA

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

				www.dict.mizoram.gov.in	ram.gov.in	
8	ICT Training Centre allotment	Lalengzuala, Informatics Officer		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
9	Vetting of proposal for Computerization of Department	Zothanzauva, Informatics Officer		Submission of proposal for vetting of Computerization from Concerned Departments.	Letter of proposal for vetting of Computerization from Concerned Departments.	NA
10	Application for Condemnation of obsolete IT Hardware/ e-Waste	Rony Lallianmawia, Informatics Officer		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
11	Deployment and implementation of Govt. of Mizoram - Content Management System (CMS) for Govt. Department/ Office, Institution and PSUs	Zothanzauva, Informatics Officer		Submission of proposal for deployment and implementation of Govt. of Mizoram - Content Management System (CMS) from Govt. Department/ Office/ Institution and PSUs	Proposed technical description of the services.	NA
12	Development of Software for Govt. Departments and PSUs	Zothanzauva, Informatics Officer		Submission of proposal for	Proposed description of the software.	NA

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

				development of software from Govt. Departments and PSUs		
13	Application for registration to e-Tender Website i.e www.tender.mizoram.gov.in	Zothanzauva, Informatics Officer		Submission of Application for registration to e-Tender Website by the concerned Department		NA
14	e-Samiksha	Lalengzuala Informatics Officer		Submission of status at e-Samiksha Portal	Official letter to ICT requesting to update departmental status.	NA
15	PRAGATI	Lalengzuala Informatics Officer		Submission of Govt. of Mizoram replies at PRAGATI Portal	Requisite documents from GAD or concerned Departments	NA
16	Application for provision of Internet Connectivity to Government Offices	Rony Lallianmawia, Informatics Officer		Submission of application for provision of Internet Connectivity to Govt. Offices		NA
17	Application for approval of e-pramaan	Zothanzauva, Informatics Officer		Submission of Application for approval of e-pramaan by the user.		NA
18	Application for ICT related trainings.	Lalengzuala Informatics Officer		Submission of application for ICT related trainings.	Proposed training course from the concerned Departments	NA
19	Information under the Right to Information Act, 2005	Lalthlamuana Departmental Appellate Authority		Submission of appeal by the complainant	As stated in Rule 7(1) & (2) of Mizoram RTI Rules 2010.	

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

		T.C Lalkhuma, State Public Information Officer,		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
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**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

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
1.	Application Hosting at SDC (Co-Location and shared) by Govt. Departments	30 days from after completion of pre-requisite for SDC Hosting.	Complete hosting of application in the data center
2.	Domain Registration for Government Department/ Office/Institution and Public Sector Undertaking (PSU) owned by Government of Mizoram.	3 days from receipt of the prescribed application form complete in all respects	Registration of domain as proposed by the department
3.	Creation of single user official email of Govt. of Mizoram	15 days from receipt of complete application	Registration of official email within timeframe
4.	No Objection Certificate (NOC) for procurement of Computer Hardware, Software, networking components and accessories.	5 days from receipt of the Proposals complete in all respects	Disposal of proposal within the prescribed timeframe
5.	Software Security audit	15 days from receipt of the Proposals complete in all respects	Disposal of proposal within the prescribed timeframe
6.	Cyber Café registration	15 days from receipt of the application complete in all respects	Registration of cyber café within prescribed timeframe
7.	ICT Video Conference center engagement	2 days from receipt of the application complete in all respects	Disposal of allotment within the prescribed timeframe
8.	ICT Training Centre allotment	3 days from receipt of the application complete in all respects	Disposal of allotment within the prescribed timeframe

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

9.	Vetting of proposal for Department Computerization	20 days from receipt of the Proposals complete in all respects	Disposal of proposal within the prescribed timeframe
10.	Application for Condemnation of obsolete IT Hardware/ e-Waste	30 days from receipt of the Application complete in all respects	Condemnation of old IT equipment within timeframe
11.	Deployment and implementation of Govt. of Mizoram - Content Management System (CMS) for Govt. Department/ Office, Institution and PSUs	15 days from receipt of the application complete in all respects	Development of CMS as required within timeframe
12.	Development of Software for Govt. Departments and PSUs	30 days from receipt of application complete in all respects	Development of Software as required within timeframe
13.	Application for registration to e-Tender Website i.e www.tender.mizoram.gov.in	2 days from receipt of application for registration to e-Tender Website i.e www.tender.mizoram.gov.in	Provision of credentials within the timeframe
14.	e-Samiksha	3 days from receipt of request complete in all respects	Updation of various departmental project
15	PRAGATI	3 days after receiving information for Govt. of Mizoram replies to PRAGATI Portal.	Updation of Govt. of Mizoram replies to PRAGATI Portal.
16	Application for provision of Internet Connectivity to Government Offices	20 days after receipt of complete application for provision of Internet Connectivity to Govt. Offices	Provision of Internet Connectivity to Govt. Offices
17	Application for approval of e-pramaan	3 days after submission of Application for approval of e-pramaan by the user.	Approval of e-pramaan user.
18	Application for ICT related trainings.	10 - 60 days after receipt of application for ICT related trainings. Time frame is subjected to proposed course.	Organized ICT related trainings for Departments.

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance: www.mipuiaw.nic.in

Sl No	Name of the responsible officer to handle public grievance in the department/office	Contact Number	e-mail	Time limit for redress of grievances
1	Dr Lalthlamuana, Chief Informatics Officer, Information & Communication Technology.	0389-2319637 0389-2319632	cio.ict@mizoram.gov.in	30 days

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

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.

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
INFORMATION & COMMUNICATION TECHNOLOGY (2020)**

**EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE
RECIPIENTS.**

Sl. No.	Expectations of the department/office from citizens/service recipients
	To provide proposals complete in all respects with requisite documents containing correct and reliable information
	Timely submission of information and clarification as required by the department.
	Submission of proposals as per prescribed format and standard as envisaged in the department website.
	To provide valuable suggestions / feedbacks for improvement of quality of services.