

**URBAN DEVELOPMENT & POVERTY ALLEVIATION DEPARTMENT
GOVERNMENT OF MIZORAM**

CITIZEN'S CHARTER 2015



This Charter is a summary of what the Urban Development & Poverty Alleviation Department, Government of Mizoram offers to the public and the standards of services you can expect from it.

UD&PA – Your partner to create clean, sustainable and liveable urban areas in planned manners.

VISION

To create economically vibrant, inclusive, efficient and sustainable urban habitats within the State.

MISSION

To help promote urban areas as engines of economic growth through improvement in the quality of urban life by facilitating creation of quality urban infrastructure, with assured service levels and efficient governance. To facilitate provision of basic civil amenities, shelter, affordable housing for all, property titling and a decent quality of life to all urban dwellers, poverty reduction by convergence of different programmes and services relating to skill development, creation of livelihoods, social security and social services including health and education, address poverty in all its aspects, and to do so in a transparent, participative and citizen centric manner.

OBJECTIVES

1. Creating enabling policy environment for efficient and inclusive urban governance.
2. Facilitate creation of basic urban infrastructure relating to core municipal services to improve service levels and coverage.
3. Creation of urban infrastructure in Aizawl city through ADB assisted NERCCDIP.
4. Urban renewal using JNNURM with related Urban Sector Reforms.
5. Reduction in shelterlessness through Housing for All, 2022.
6. Reduce urban poverty by facilitating skills training and generation of employment to urban poor through NULM.
7. To facilitate planned development of urban and regional centers.
8. Improving urban sanitation and improving management of municipal solid wastes.
9. Capacity building of key stakeholders including elected representatives for efficient urban management.

FUNCTIONS

1. Urban development and urban renewal and allied matters.
2. Urban poverty alleviation, employment for the urban poor and related matters.
3. Urban Infrastructure Development Scheme (UIDS) / funded under 10% Lumpsum Grants for North Eastern Region on urban development and poverty alleviation.
4. Slum development/ re-development.
5. Urban sanitation and Solid Waste Management.

6. Urban sewerage and septage management under JnNURM, Urban Development Schemes (UDS) under Asian Development Bank/ Mission projects of World Bank/JICA sponsored by Government of India.
7. Town & Country Planning administration which includes:-
 - (a) The Mizoram Regional and Development Act, 1990 and Rules there under.
 - (b) The Urban Development Plan Formulation and Implementation Guidelines, 1996.
 - (c) The National Building Code of India under the Bureau of Indian Standard Act, 1986.
8. City Development Plan for urban regions.
9. Aizawl Solar City Project.
10. Urban Housing, Residential Tenancy, Titling and related matters.
11. Integrated development of small and medium towns.
12. Municipalities.
13. City/ Town and regional development authorities (Aizawl Development Authority etc.).
14. State Election Commission.
15. Safeguarding the weaker sections of society including physically and mentally handicapped persons under the Aizawl Municipal Council areas.
16. Urban Transport.

OUR CLIENTS

Government of Mizoram

Municipal Corporation and Urban Local Bodies under Government of Mizoram

State Public Sector Enterprises

Companies dealing with infrastructure projects

NGOS receiving centrally assisted grants Citizens / Urban poor

Main Services / Transactions

Sl. No	Services / Transaction	Weight %	Responsible Persons (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Creation and Development of Urban Infrastructure	20	Zorammuana Director	dirudpa.mz@gmail.com	9436144121	Preparation of DPR and implementation of projects	DPR prepared by Deptt. /Approved Agencies	NA	NA	NA
2	Collection, transportation and disposal of Solid Wastes	15	James Lalnunmawia Joint Director (A)	dirudpa.mz@gmail.com	9862237720	Collection of household and community wastes by deployment of Deptt. vehicles/hired vehicles	N/A	NA	NA	NA
3	Urban Sanitation and Cleanliness	10	James Lalnunmawia Joint Director (A)	dirudpa.mz@gmail.com	9862237720	Street Sweeping by Sweepers	N/A	NA	NA	NA
4	Issuance of Licences for Workshop/Factories/ Stalls	5	District Offices : 1) Ralthuama Ralte SSO, Aizawl 2) Albert Vanlalliantluanga DUDO, Lunglei 3) V. Lalmuanpuii DUDO, Champhai 4) Lalenglawma Pakhuangte DUDO, Kolasib 5) Victor Lalawmpuia SO, Mamit 6) ST. Lalhmingmawia SO, Serchhip 7) Marilyn Rualzakhumthangi DPO, NULM, Saiha 8) Lallawmawma DPO (NULM), Lawngtlai	ssoamc@gmail.com dudo.lunglei@gmail.com udpacpi@gmail.com udnpa.kolasib@yahoo.com somamit2014@gmail.com udpaserchhip@gmail.com dponulmsaiha@gmail.com dpolti07@gmail.com	9862555743 9612169339 9612694931 9436159455 9436198916 9436140011 9862650133 9862533180	Issue of Permits/Licenses by Sanitation Officer	Filled-in applications to be submitted by applicants	NA	NA	NA

5	Urban Housing	10	Zorammuana Director	dirudpa.mz@gmail.com	9436144121	Construction and preparation of DPRs for Provisions of Housing through Govt. Grants or Bank Loans/ Subsidies	DPR / Bank Loan applications	NA	NA	NA
6	Urban Planning & Preparation of Master Plans	5	Zodualova Zote Joint Director (TP)	tcpaizawl@gmail.com	9436195771	Detailed Survey and Completion of Master Plans	Master Plans for Cities/Towns	NA	NA	NA
7	Release of Funds to ULBs / Agencies	10	Zothanmawia Dy. Director (Accts)	dirudpa.mz@gmail.com	9436154408	Scrutiny of proposals and Administrative Approval of Expenditure Sanction by State Govt.	Action Plans by ULBs / Agencies	NA	NA	NA
8	Construction of Community/Public Toilets	5	Er. Andrew Lalhruaia Dy. Director (P)	dirudpa.mz@gmail.com	9436157267	Preparation of DPR & Expenditure Sanction	DPR and approval of High Level Committee	NA	NA	NA

9	1) Skill Training for Urban Poor	10	HVL. Zarzoenga Project Director (NULM)	mzulmaizawl@gmail.com	9436147756	1) Nomination of BPL Beneficiaries by pre-selection methodology 2) Identification of beneficiaries in different Training Programmes	1) Passport size photographs 2) Birth Certificate 3) BPL Card 4) EPIC	NA	NA	NA
	2) Formation of Self Help Groups and provision of financial assistance	5	HVL. Zarzoenga Project Director (NULM)	mzulmaizawl@gmail.com	9436147756	1) Formation of SHGs by eligible resource organizations 2) Formation of SHGs by Urban Poor 3) Identification of beneficiaries for credit linked Self Employment Programmes through Banks (SEPs)	Formulation of bye-laws by SHGs	NA	NA	NA
	3) Regularization of Street Vending	5	HVL. Zarzoenga Project Director (NULM)	mzulmaizawl@gmail.com	9436147756	Identification of Street Vendors, designation of vending zones, issuance of ID cards	Filling up of prescribed application forms for licenses	NA	NA	NA

Service Standards

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standard/ Time Frame	Unit	Weight	Data Source
1.	Creation and Development of Urban Infrastructure	20	1) No. of projects completed 2) No. of new project sanctioned	2 4	No No	10 10	Directorate/Ministry
2.	Collection, transportation and disposal of Solid Wastes	15	1) Percentage of household coverage 2) Frequency of collection of solid waste	80 2	Percentage No/week	7.5 7.5	AMC/DUDO/Sanitation Wing
3.	Urban Sanitation and Cleanliness	10	1) Percentage of insanitary latrine 2) Percentage of open defecation	5 0	Percentage Percentage	5 5	AMC/DUDO/Sanitation Wing
4.	Issuance of Licenses for Workshop/Factories/ Stalls	5	Issue of license by the Department	30	Days	5	AMC/DUDO/Sanitation Wing

5	Urban Housing	10	Completion of construction of house for individual beneficiaries (EWS/MIG/LIG)	1	Year	10	Directorate
6	Urban Planning & Preparation of Master Plans	5	Finalization of Master Plan and submission to the Government for approval	1 ½	Year	5	Town & Country Planning
7	Release of Funds to ULBs / Agencies	10	1) Release of Fund to ULB 2) Release of Fund to Line Department	15 45	Days Days	5 5	Directorate
8	Construction of Community/Public Toilets	5	No. of Community/Public Toilets completed	10	No.	5	Directorate

9	1) Skill Training for Urban Poor	5	Percentage of trainee provided placement	50	Percentage	5	MzSULM
	2) Formation of Self Help Groups and provision of financial assistance	5	No. of Self Help Groups (Assisted with Revolving Fund)	400	No.	5	MzSULM
	3) Self Employment Programme	5	No. of beneficiaries who have successfully startup micro enterprise (a) Group (b) Individual	100	No	2.5	MzSULM
				200	No	2.5	
4) Regularization of Street Vending	5	1) No. of Licenses issued 2) No. of vendors surveyed	1200 100	No. Percentage	2.5 2.5	MzSULM	

Grievance Redress

Sl. No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Lalrinpuii Hnamte Deputy Director (Admn) Directorate of UD&PA	0389-2311219	dirudpa.mz@gmail.com	9612156934
2	Ethel Rothangpuii Secretary Aizawl Municipal Council	0389-2352089	amcmizoram@gmail.com	9436142676
3	Lalthanzuali Deputy Programme Director SIPMIU	0389-2340337	pdazl07@gmail.com	9436155383

List of Stakeholders / Clients

Sl. No.	Stakeholders / Clients
1.	State Government Departments and Organizations / Agencies
2.	Attached / subordinate Offices
3.	ULBs under UD&PA, Government of Mizoram
4	Citizens

Responsibility Centers and Subordinate Organizations

Sl. No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1.	UD&PA Secretariat	0389-2313174 (Supdt) 0389-2300313 (Dy.Secy)	udpamizoram@gmail.com	9862691563 (Supdt)	Annex II opp. Assembly House Treasury Square, Aizawl
2.	Directorate of UD&PA	0389-2322815	dirudpa.mz@gmail.com	9862364580 (Supdt)	Thakthing Tlâng, Aizawl
3.	SIPMIU	0389-2390337	pdazl07@gmail.com	9436155383 (Dy.PD)	Laiputlang, Aizawl
4	Town & Country Planning Wing	0389-2323664	tcpaizawl@gmail.com	9436195771 (JD)	F. Kapsanga Building, Temple Square, Aizawl
5	Aizawl Municipal Council	0389-2352090	amcmizoram@gmail.com	9862237720 (Secy)	Thuampui, Aizawl
6	Sr. Sanitation Office & District Offices 1) Sr. Sanitation Office, Aizawl 2) DUDO, Lunglei 3) DUDO, Champhai 4) DUDO, Kolasib 5) Sanitation Office, Mamit 6) Sanitation Office, Serchhip 7) DPO, NULM, Saiha 8) DPO, NULM, Lawngtlai	0389-2325728 0372-2324113 03831-235525 03837-222259 2565564 03838-222493 03835-222042 03835-232222	ssoame@gmail.com dudo.lunglei@gmail.com udpacpi@gmail.com udnpa.kolasib@yahoo.com somamit2014@gmail.com udpaserchhip@gmail.com dponulmsaiha@gmail.com dpolti07@gmail.com	9862555743 9612169339 9612694931 9436159455 9436198916 9436140011 9862650133 9862533180	

Indicative Expectations from Service

Sl. No.	Indicative Expectations from Service Recipients
1	Submission of complete proposals / petitions with requisite documents
2	Submission of utilization certificates and physical progress reports on time
3	Visiting of websites regularly for information and latest developments
4	Proper records of letters and communications received