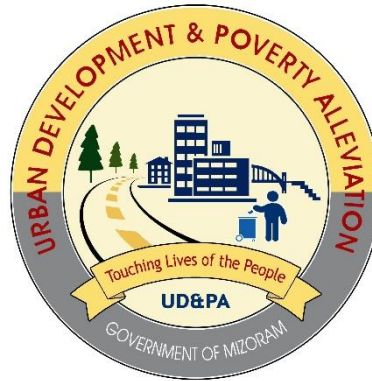




**GOVERNMENT OF MIZORAM**  
**CITIZEN'S CHARTER**  
**for**  
**URBAN DEVELOPMENT & POVERTY ALLEVIATION DEPARTMENT**  
**(2020)**



*“Touching Lives of the People”*

Address : *Urban Development & Poverty  
Alleviation Department,  
Mizoram New Capital Complex (MINECO)*

Website : *udpamizoram.nic.in*

Date of Issue: \_\_\_\_\_

## I. INTRODUCTION

The Urban Development & Poverty Alleviation Department was established in the year 2006. The main function of the Urban Development & Poverty Alleviation Department is administering and implementation of various missions, schemes and projects of both Central and State Government for the development of urban areas and coordination between the Urban Local Bodies of the state in discharging their statutory responsibilities. The following attached/subordinate offices, unit and ULBs comes under the ambit of this department: -

- a) Directorate of Urban Development & Poverty Alleviation Department
- b) Aizawl Municipal Corporation
- c) State Investment Programme Management and Implementation Unit (SIPMIU)
- d) Aizawl Smart City Limited
- e) Town & Country Planning Wing
- f) Sanitation Wing.

According to the Census 2011, a majority of the population of the state i.e., 51.51 per cent resides in urban areas, the other 48.49 per cent in rural areas. This means that a huge 51.51 per cent of the Mizoram population is directly depending on the activities and resources of the urban areas. With more than half of the state's GDP generated in cities, a well-planned urbanization has the ability to transform the social and economic fabric of the state and can contribute to sustainable growth if managed well to create more jobs and offer better livelihood, increase economic growth, improve social inclusion and promote the living standards of the people.

## II. OUR VISION

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

## III. OUR 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, in coordination and cooperation with Urban Local Bodies and Parastatals, in a transparent, participative and citizen centric manner.

## IV. 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 for obtaining the service to be submitted by citizen	Fees, if any, for the service with amount
1.	<p><b><u>DEVELOPMENT OF URBAN INFRASTRUCTURE AND URBAN TRANSPORT</u></b></p> <p>Existing assets and developmental activities have to be monitored and improved from time to time due to the fast pace of urbanization. The Department strives to address this issue through Central &amp; State Schemes.</p>	<p>(i) Mrs. Rita Lalnunmawii Pachuau Joint Director (A)</p> <p>(ii) Mr. Lalrothanga Prog. Director, SIPMIU</p> <p>(iii) Mr. Lalrothanga Prog. CEO, ASCL</p>	<p><i>ritalpachua@gmail.com</i> 0389-2336260</p> <p><a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a> 0389 – 2390338</p> <p>0389 – 2390338 <a href="mailto:smartcityaizawl@gmail.com">smartcityaizawl@gmail.com</a></p>	<p>1. Preparation of DPR approved by the Competent Authority.</p> <p>2. Monitoring and submission of reports</p> <p>3. Conduct of meetings, seminars and capacity building programmes.</p> <p>4. Evaluation of projects.</p> <p>5. Evaluation of projects.</p>	As far as possible, make it available in the Department's website	NA

SI No	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents for obtaining the service to be submitted by citizen	Fees, if any, for the service with amount
2.	<p><b><u>URBAN SANITATION</u></b></p> <p>Maintenance of proper sanitary habit and management of waste in an orderly and scientific manner.</p>	<p>Mrs. Rita Lalnunmawii Pachuau Joint Director (A)</p> <p>(ii) Mr. Lalrothanga Prog. Director, SIPMIU</p> <p>(iii) Mr. Lalrothanga CEO, ASCL</p> <p>(iv) H. Lalmuankima Sr. S.O, Sanitation Wing</p>	<p><i>ritalpachau@gmail.com</i> 0389-2336260</p> <p><a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a> 0389 - 2390338</p> <p>0389 - 2390338 <a href="mailto:smartcityaizawl@gmail.com">smartcityaizawl@gmail.com</a></p> <p>0389-2325728 Hniarthul.lalmuankima@gmail.com</p>	Submission of application for IHHL beneficiaries and verification by field level officers.	NA	NA

SI No	Services delivered by the department/office to citizens or other departments/organizations including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/office	Documents for obtaining the service to be submitted by citizen	Fees, if any, for the service with amount
3.	<p><b>URBAN HOUSING</b></p> <p>Urbanization has taken a rapid trend in Mizoram which is mainly encouraged by education, livelihood, health services etc. This rapid increase in population is coupled with challenges of urban housing. To tackle this, PMAY(U) was launched on 25<sup>th</sup> June 2015 to ensure housing for all in urban areas for implementation during 2015-2022. The Mission provides central assistance to implementing agencies through States/Union Territories (UTs) and Central Nodal Agencies (CNAs) for providing houses to all eligible families/beneficiaries against the validated demand for houses. PMAY(U) focuses on the following trust areas.</p> <p>a. <b>BLC (BENEFICIARY-LED CONSTRUCTION):</b> Assistance to individual eligible families belonging to EWS categories to construct new house. Central assistance up to Rs. 1.5 lakh per house.</p> <p>b. <b>CLSS (CREDIT LINK SUBSIDY SCHEME):</b> To avail CLSS benefits, individuals must fall into any of these income categories:</p> <ul style="list-style-type: none"> <li>Economically Weaker Section or Lower Income Group - Annual income between Rs. 3 Lakh and Rs. 6 Lakh can avail Loan up to Rs. 6 lakhs with interest subsidy of 6.5%</li> <li>Middle Income Group I - Annual income within Rs. 6 Lakh - Rs. 12 Lakh can avail Loan up to Rs. 9 lakhs with interest subsidy of 4%</li> <li>Middle Income Group II - Annual income within Rs. 12 Lakh - Rs. 18 Lakh can avail Loan up to Rs. 12 lakhs with interest subsidy of 3%</li> </ul>	Mr. HVL Zarzoenga, Joint Director (Plan)/Project Director (NULM)	hvlzara@gmail.com 0389-2335185	<p><b>BLC:</b></p> <ol style="list-style-type: none"> <li>Conduct demand survey on 23 census towns</li> <li>Prepared HFAPoA based on demand survey for 23 census towns</li> <li>Entry of Survey data of Eligible beneficiaries to MIS-Portal</li> <li>Preparation of DPR for eligible beneficiaries for 23 census towns</li> <li>Appraisal of DPR by SLAC</li> <li>Approval of DPR by SLSMC</li> <li>Approval of DPR by CSMC</li> <li>Attachment of beneficiaries to DPR</li> </ol>	<p><b>BLC:</b></p> <ol style="list-style-type: none"> <li>Demand survey application</li> <li>Attending sensitization programme for BLC beneficiaries</li> <li>Signing of Undertaking by BLC Beneficiaries</li> <li>Reporting of Geo-tagging stages by BLC beneficiaries through BLC Passbook</li> </ol> <p><b>CLSS:</b></p> <ol style="list-style-type: none"> <li>Demand survey application</li> <li>All other required Documents</li> </ol>	Fee for Demand survey Application Form (Rs. 10/- per Application form)

SI No	Services delivered by the department/office to citizens or other departments/organizations including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/office	Documents for obtaining the service to be submitted by citizen	Fees, if any, for the service with amount
				<b>CLSS:</b> 1. Approval for Allocation of target for 23 census towns by SLSMC & SLBC. 2. Conduct Demand survey for 23 census towns 3. Screening of Demand Survey Application 4. Forwarding of Eligible/ Valid Application to PLIs	are as per Bank's norms.	
4.	<b><u>IMPROVEMENT OF URBAN LIVELIHOOD:</u></b> Deendayal Antyodaya Yojana – National Urban Livelihoods Mission(DAY – NULM) is implemented to reduce poverty and vulnerability of the urban poor households by enabling them to access gainful self-employment and skilled wage employment opportunities, resulting in an appreciable improvement in their livelihoods on a sustainable basis, through building strong grassroots level institutions of the poor. DAY-NULM focuses on the following components.	Mr. HVL Zarzoenga, Joint Director (Plan)/Project Director (NULM)	mizonulm@gmail.com 0389-2335185 hvlzara@gmail.com	1. State mission Management Unit (SMMU) a) Prepare Annual Action Plan for State.	1. SMID-Inventory sheet (Bank account, Aadhaar & voters ID) with members photo.	

Sl No	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/office	Documents for obtaining the service to be submitted by citizen	Fees, if any, for the service with amount
	<ul style="list-style-type: none"> <li>• Social mobilization and Institutional development (SM &amp; ID)</li> <li>• Employment through Skill Training and Placement (ESTP)</li> <li>• Self-Employment Programme (SEP)</li> <li>• Support to Urban Street Vendors (SUSV)</li> <li>• Shelter for Urban Homeless (SUH)</li> </ul>			<p>b) Monitoring &amp; Evaluation of implementation of the Mission at City Level.</p> <p>2. City Mission Management Unit (CMMU)</p> <p>a) Implementation of the Mission based on Annual physical target assigned by SMMU.</p> <p>b) Preparation of proposal based on requirement of shelters and street vendors identified and support by DAY-NULM</p> <p>c) Mobilizing beneficiaries at the time of inviting application and preparation of proposal.</p>	<p>2. ESTP- Application form, Aadhaar, academic certificate and passport size photo.</p> <p>3. SEP- Application form, Aadhaar, BPL card &amp; passport size photo.</p> <p>4. SUSV- Voters ID, Aadhaar for vendors ID and certificate of vending and passport size photo.</p> <p>5. SUH- No Objection Certificate from land owner.</p>	

SI No	Services delivered by the department/office to citizens or other departments/organizations including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/office	Documents for obtaining the service to be submitted by citizen	Fees, if any, for the service with amount
5.	<p><b><u>Parking House Support Scheme (PAHOSS)</u></b></p> <p>In order to solve the traffic problem due to inadequate parking facility, the Government of Mizoram formulated a scheme for providing substantial amount of assistance for construction of parking space at various locations within Aizawl City by providing incentive to private, recognized NGO, Local Council having suitable land and building.</p>	Mr. HVL Zarzoenga, Joint Director (Plan)/Project Director (NULM)	<p><a href="mailto:hvlzara@gmail.com">hvlzara@gmail.com</a></p> <p>0389-2335185</p>	Application in the prescribed format to be submitted and verified by technical team of UD&PA/AMC and duly approved.	<p>1. Certificate of Land /House ownership.</p> <p>2. Valid Building Permit from AMC</p> <p>3. NOC from Local Council concerned.</p> <p>4. Aadhar/EPIC of applicant</p>	NIL
6.	<b><u>Real Estate Regulatory Authority:</u></b>	<p>Mrs. Irene Zohlimpuii Chongthu, Joint Secretary, UD&amp;PA</p> <p>Mrs. Lalthanghli Pautu, Assistant Director (P), UD&amp;PA</p>	<p>0389-2335913</p> <p><a href="mailto:irenezohlimpuii@gmail.com">irenezohlimpuii@gmail.com</a></p> <p>9774034114</p> <p><a href="mailto:mamipt@gmail.com">mamipt@gmail.com</a></p>			



SI No	Services delivered by the department/office to citizens or other departments/organizations including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/office	Documents for obtaining the service to be submitted by citizen	Fees, if any, for the service with amount
7.	<b><u>Town Planning</u></b>	Zoduailova Zote, Jt. Director (Town Planning), UD&PA	Zdzote@gmail.com 0389-2334644	DPR approved by the competent authority	NA	NA
8.	<b><u>Building Regulation/Site Development and Slope Modification Regulation</u></b>	H. Lalhmingt hanga, Jt. Commissioner, AMC	0389-2352089 hmingtea.mcs@gmail.com	DPR approved by the competent authority	NA	NA
9.	<b><u>Property Tax</u></b>	H. Lalhmingt hanga, Jt. Commissioner, AMC	0389-2352089	DPR approved by the competent authority	NA	NA
10 /	<b><u>Street Vending Regulation</u></b>	H. Lalhmingt hanga, Jt. Commissioner, AMC	0389-2352089			

**V. SERVICE DELIVERY STANDARD**

Sl. No.	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/weeks/months) <sup>2</sup>	Remarks, if any
1.	Verification of all proposals/applications of routine nature under the normal state plan fund for various urban development schemes.	1 week within the receipt of application.	Subject to the availability of fund.
2,	Disseminating information on policy, advisories and guidelines of urban development.	NA	
3	Acknowledgement/forwarding of public grievances petition and disposal of grievances.	1 month	
4	Issuance of Completion Certificate will for all technical works after completion of the work at the level of the concerned technical officer.	1 week	Provided the work is executed satisfactorily.

## VI. GRIEVANCE REDRESSAL MECHANISM

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1	Mrs. Irene Zohlimpuii Chongthu, Joint Secretary, UD&PA	0389-2335913	irenezohlimpuii@gmail.com	
2	Mr. Chuauhnuna, Deputy Secretary, UD&PA	0389 - 2336009	chuautea@gmail.com	
3	Mr. HVL Zarzoenga Director, UD&PA (Appellate Authority)	0389-2333815	dirudpa.mz@ gmail.com	
4	Mrs. Rita Lalnunmawii Pachuau Joint Director (Admn) Directorate of UD&PA, Aizawl (SPIO)	0389-2336260	ritalpachuau@ gmail.com	
5	Mr. H. Lalruatlina, Superintendent, AMC	9436196820	ruatlina15@gmail.com	
6	Mr. Lalrothanga, Program Director, SIPMIU	0389 - 2390338	<a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a>	
7	Mr. Lalrothanga, Chief Executive Officer, ASCL	0389 - 2390338	<a href="mailto:smartcityaizawl@gmail.com">smartcityaizawl@gmail.com</a>	
8	Mr. Andrew Lalhruaia, DUDO, Lunglei	9436157267	dudo.lunglei16@gmail.com	
9	Mrs. Vanthangpuii, DUDO, Serchhip	9436370445	udpaserchhip@gmail.com	
10	Mr. Vanlalchhuanliana, DUDO, Champhai	8974591417	udpacpi@gmail.com	
11	Mr. Gaston Vanlalhriatpuia, DUDO, Kolasib	03837 - 222258	udnpa.kolasib@gmail.com	
12	Mr. C. Sawihlira, DUDO, Mamit	8131935414	udpa.mamit@gmail.com	
13	Mr. RL Zidinga, DUDO, Saitual	9615141574	dudosaitual@gmail.com	

## VII. LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	Government of Mizoram
2.	Attached/Subordinate Offices and Urban Local Bodies under UD&PA
3.	Citizens

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

Sl. No.	Expectations of the department/office from citizens/service recipients
1.	Active support and co-operation in our endeavor to achieve our visions and objectives
2.	Suggestions for improving our service deliveries
3.	Respect of official procedures and rules
4.	Timely response to our queries relating to your application/ proposal.

### Responsibility Centers and Subordinate Organizations

Sl. No.	Responsibility Centers and Subordinate Organizations	Phone Number	Email	Address
1.	Secretariat of UD&PA	0389- 2336174	<a href="mailto:udpamizoram@gmail.com">udpamizoram@gmail.com</a>	Mizoram New Capital Complex (MINECO)
2.	Directorate of UD&PA	0389-2333815	Dirudpa.mz@gmail.com	Mizoram New Capital Complex (MINECO)
3.	Town & Country Planning Wing	0389-2334644	Zzote@gmail.com	Mizoram New Capital Complex (MINECO)
4.	Sanitation Office	0389-2325728	Hniarthul.lalmuankima@gmail.com	Sikulpuikawn, Aizawl
5.	Aizawl Municipal Corporation	0389-2350235	amcmizoram@gmail.com	Thuampui, Aizawl
6.	SIPMIU	0389-2335503	Pdazl07@gmail.com	Mizoram New Capital Complex (MINECO)
7.	Aizawl Smart City Limited	0389-2333737	smartcityaizawl@gmail.com	Mizoram New Capital Complex (MINECO).
8.	DUDO,Kolasib	0389-222259	udnpa.kolasib@yahoo.com	Bridg.C.Vankunga Bldg,Diakkawn,Kolasib
9.	DUDO,Khawzawl	9862447706	Jameslalnithanga11@gmail.com	Darngawn Veng, Khawzawl
10.	DUDO, Champhai	8974591417	udpacpi@gmail.com	Vengthlang, Champhai
11.	DPO, Lawngtlai	9862614740	robinhrina@gmail.com	Electrict Veng, Lawngtlai
12.	DUDO, Serchhip	9436370445	udpaserchhip@gmail.com	New Serchhip venglai, Serchhip
13.	DUDO, Mamit	9436351627	Somamit2014@gmail.com	Dinthar Veng, Mamit
14.	DUDO, Lunglei	9436157267	Dudo.lunglei@gmail.com	Convention Centre, Lunglei
15.	DPO, Siaha	7627996733	cmmusiaha@gmail.com	Siaha Vaihipi, Siaha



**GOVERNMENT OF MIZORAM**

**CITIZEN'S CHARTER**

**for**

**State Investment Programme Management and Implementation Unit (SIPMIU)**

**For the year 2020**

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Address: Urban Resource Centre, MINECO

Website: [www.Aizawl.sipmiu.org](http://www.Aizawl.sipmiu.org)

Date of issue: 4<sup>th</sup> July, 2020.

**CHARTER FOR DEPARTMENT/OFFICE OF  
State Investment Programme Management and Implementation Unit (SIPMIU) (2020)**

**VISION AND MISSION**

**VISION**

To bring about planned and sustainable development, economic growth and infrastructure developments in urban town and cities. Improve urban environment, public health and enabling urban residents to have access to better urban services.

To bring about urban institutional and governance reform and providing support for capacity building to municipal local bodies and project management and implementation.

**MISSION**

To improve the wellbeing of the urban residents by providing better quality and quantity of water supply through various water supply projects like installation of chlorinators and water meters, renovation, replacements and construction of new distribution tanks, replacement of existing water distribution pipe with larger distribution network for more flow, extending the water distribution network for reaching more residents and increasing the quantity of water supply and treatment capacity.

To improve the environment and health condition of the urban towns and cities by introducing better waste collection system and scientific solid waste management system, generating employment in the waste management system and sustaining the system through the byproducts. And introducing sustainable common sewage treatment system to reduce public burden of regular cleaning private expenses and to safe guard the environment and the adjoining land from pollution or landslide.

To impart knowledge and awareness to public regarding, cleanliness and hygienic urban environment and the role and responsibilities of the urban residents.

To give a consultative support for ULB reforms for furthering the decentralized urban governance, consultative support for implementing sustainable and accountable utility reforms, consultative support for implementing municipal finance reform and to help and support the municipal local bodies to build capacity.

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF  
State Investment Programme Management and Implementation Unit (SIPMIU) (2020)**

**MAIN SERVICES**

Sl. No.	Services delivered by the department/office to citizens or other departments/organizations 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	<b><u>Water Supply:</u></b> Improvement of water supply system by laying of water distribution and feeding pipes, construction of distribution tank, installation of water meter, flow meter, construction of water treatment plant for harnessing 37 MLD.	Lalrothanga Program Director, SIPMIU	<a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a> , 9436146077	N/A	Nil	Nil
2	<b><u>Sewerage and sanitation:</u></b> Introduction of cesspool and common sewage treatment facility with laying of Sewer pipe for sewage collection including Bio-digester.	Lalrothanga Program Director, SIPMIU	<a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a> , 9436146077	N/A	Nil	Nil
3	<b><u>Solid waste Management:</u></b> Introduction of hygienic collection and scientific treatment of urban solid waste with mechanical and vermin composting facilities and landfill. Imparting awareness to the urban residents.	Lalrothanga Program Director, SIPMIU	<a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a> , 9436146077	N/A	Nil	Nil
4	<b><u>Institutional consultancy</u></b>					



	<b>Development:</b> Rendering consultative support for urban institutional and governance reforms.	Lalrothanga Program Director, SIPMIU	<a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a> , 943614607 7	N/A	Nil	Nil
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**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF  
State Investment Programme Management and Implementation Unit (SIPMIU) (2020)**

**SERVICE DELIVERY STANDARD**

Sl. No.	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months) <sup>2</sup>	Remarks, if any
1	Construction of water Supply system	N/A	The projects will be handed over to PHE Department after completion.
2	Construction of common sewage treatment plant along with sewerage network along with Bio Digester,	N/A	The projects will be handed over to PHE Department after completion.
3	Construction of solid waste management centre and supply of garbage trucks and Operation of the centre.	N/A	Garbage collection is the responsibility of Aizawl Municipal Corporation, waste treatment at the waste management centre is looked after by SIPMIU.
4	Render consultative support for urban governance and institutional development	N/A	

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF  
State Investment Programme Management and Implementation Unit (SIPMIU) (2020)**

**GRIEVANCE REDRESS MECHANISM**

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1.	Lalrothanga Program Director, SIPMIU	0389- 2390338	<a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a>	3 days
2.	Daniel Lalrempuia Dy Program Director, SIPMIU	0389- 2334532	<a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a>	3 days

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF  
State Investment Programme Management and Implementation Unit (SIPMIU) (2020)**

**LIST OF STAKEHOLDERS/CLIENTS**

Sl. No.	Stakeholders/Clients
1.	Public Health Engineering Department
2.	Aizawl Municipal Corporation
3.	Aizawl Traffic Police (Home Department) - During construction activities
4.	Public Works Department - During construction activities

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF  
State Investment Programme Management and Implementation Unit (SIPMIU) (2020)**

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

Sl. No.	Expectations of the department/office from citizens/service recipients
1.	A standard and complete finish product of the projects for urban service delivery.
2.	A standard, safe and smooth operation during construction activities.
3.	A well thought planned operation during construction activities causing less nuisance and inconvenience to the public

**CITIZEN'S CHARTER FOT THE OFFICE OF  
State Investment Programme Management and Implementation Unit (SIPMIU) (2020)**

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation, email and phone number	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks / months) <sup>6</sup>
1	Construction of water Supply system	Lalrothanga Program Director <a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a> , 9436146077	N/A	-	3 days
2	Construction of common sewage treatment plant along with sewerage network along with Bio Digester.	Lalrothanga Program Director <a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a> , 9436146077	N/A	-	3 days
3	Construction of solid waste management centre and supply of garbage trucks and Operation of the centre.	Lalrothanga Program Director <a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a> , 9436146077	N/A	-	3 days
4	Render consultative support for urban governance and institutional development.	Lalrothanga Program Director <a href="mailto:pdazl07@gmail.com">pdazl07@gmail.com</a> , 9436146077	N/A	-	3 days

Name of Public Grievance Redress Officer(s) : **Daniel Lalrempuia**  
Phone number : **0389-2334532**  
Email : [pdazl07@gmail.com](mailto:pdazl07@gmail.com)

## **CITIZEN'S CHARTER FOR OFFICE OF THE AIZAWL SMART CITY LIMITED (2020)**

### **OBJECTIVES:**

Smart Cities Mission is an urban renewal and retrofitting program by the Government of India with the mission to develop 100 smart cities across the country making them citizen friendly and sustainable. It is a five-year program in which all of the Indian states and Union territories are participated by nominating at least one city for the Smart Cities challenge. As per the Guidelines, each city will create a Special Purpose Vehicle (SPV), headed by a full-time Chief Executive Officer (CEO), to implement the Smart City proposals. One of the primary reasons for the creation of Aizawl Smart City Limited as an SPV for the Smart City Mission is to ensure operational independence and autonomy in decision making and mission implementation.

Aizawl city qualified in the 3rd round of Smart Cities Challenge in the month of June, 2017. Right after winning the competition, the State Government initiated incorporation of the Special Purpose Vehicle (SPV) named Aizawl Smart City Limited (ASCL). The Aizawl Smart City Limited has been registered as Public limited company under Companies Act, 2013 (Act No 18 of 2013) on 28 March, 2018. It is also a certified ISO 9001:2015 company. As per the guidelines, M/s WAPCOS Ltd in consortium with M/s Vayam Technologies Ltd is appointed as Project Management Consultant (PMC) through open bidding process. The scopes of PMC are Project Management, Design and Development and supervision.

### **MISSION:**

The vision of Aizawl Smart City proposal is "Aizawl will be an inclusive, sustainable & resilient city by leveraging its human capital through technology and celebrating its culture and nature".

The objective is to promote cities that provide core infrastructure and give a decent quality of life to its citizens, a clean and sustainable environment and application of 'Smart' Solutions. The focus is sustainable and inclusive development and the idea is to look at compact areas, create a replicable model which will act like a light house to other aspiring cities. The Smart city proposal for Aizawl City envisions the city to establish itself as a Regional Hub for the North East India and a World Class Aizawl City by anchoring and re-orienting the city towards its natural assets. And to develop all the basic facility of the state and to improve the connectivity of the state with other part of the North Eastern States and also with the rest of the Country which will further strengthen city's vision of being the economic, education, health and Sports capital of North East region of India.

### **MAIN SERVICES/ACTIVITIES:**

Sl/ No	Services delivered by the office to the citizens or other/offices/organization including non-governmental organisation	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of services within the department/ office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for service with amount
1.	Preparation of detailed project report (DPR) for implementation of smart city proposals.	Lalrothanga, Chief Executive Officer	<a href="mailto:smartcityaizawl@gmail.com">smartcityaizawl@gmail.com</a> 9436146077	1) Feasibility Survey and site analysis 2) Preparation of concept plan and design. 3) Detailed Estimation.	Various primary and secondary data which may be differed from nature of the project.	NA
2.	Preparation and filing of statutory returns, reports and ensure adherence to all secretarial practices specified under Companies Acts.	Lohit Bagaria, Administrative Officer-cum-Company Secretary	<a href="mailto:lohit.bagaria@gmail.com">lohit.bagaria@gmail.com</a> 9706391523	Compilation of various reports.	NA	Nil
3.	Preparation of contract and bid documents.	KC. Lalawmpuia, Executive Engineer (Procurement)	<a href="mailto:kclpuia@gmail.com">kclpuia@gmail.com</a> 9436141746	Compilation of various acts, rules and manuals	NA	
4.	Assessment of socio-economic condition of the city, particular project and community mobilization	Lalrambeiseia, Social Development Officer.	<a href="mailto:lalrambeiseia9@gmail.com">lalrambeiseia9@gmail.com</a> 9436196845	Public consultation and collection of willingness from various stakeholders.	NA	
5	Disposal of grievances submitted through RTI Act	R. Ramdinthara, Deputy CEO and Asst. State Public Information Officer	<a href="mailto:raltethartea@gmail.com">raltethartea@gmail.com</a> 8132844876	1) Submission of Grievance by citizen 2) Forwarding of grievance to concerned Department in both electronic and hardcopy (mail) format 3) Disposing off of	Contact details of Complainant	N.A.

				grievance after receiving redressal from concerned Department. Mail sent to complainant.		
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**SERVICE DELIVERY STANDARD:**

<b>Sl. No</b>	<b>Services delivered by the department/office to citizens or other departments/organizations including non-governmental organizations</b>	<b>Stipulated time limit for delivery of service (days/weeks/months)</b>	<b>Remarks, if any.</b>
1.	Preparation of detailed project report (DPR) for implementation of smart city proposals.	12 months	
2.	Preparation and filing of statutory returns, reports and ensure adherence to all secretarial practices specified under Companies Acts.	\ NA	
3.	Preparation of contract and bid documents.	NA	
4.	Assessment of socio-economic condition of the city, particular project and community mobilization	NA	
5	Disposal of grievances submitted through RTI Act	30 days	

**GRIEVANCE REDRESS MECHANISM:**

<b>Sl. No</b>	<b>Name of responsible officer to handle public grievance in the department/office</b>	<b>Contact Number</b>	<b>Email</b>	<b>Time Limit for redress of grievances</b>
1.	Er. Lalrothanga Chief Executive Officer.	9436146077	<a href="mailto:smartcityaizawl@gmail.com">smartcityaizawl@gmail.com</a>	NA
2..	Er. R. Ramdinthara, Dy. Chief Executive Officer.	8132844876	<a href="mailto:raltethartea@gmail.com">raltethartea@gmail.com</a>	30 days

**LIST OF STAKEHOLDERS/CLIENTS:**

<b>Sl. No</b>	<b>Stakeholders/Clients</b>
1.	Public Work Department, Govt. of Mizoram
2.	Public Health Engineer Department, Govt. of Mizoram
3.	Power & Electricity Department, Govt. of Mizoram

4.	Police/Home Department, Govt. of Mizoram
5.	Education Department
6.	Urban Development & Poverty Alleviation Department, Govt. of Mizoram
7.	Tourism Department, Govt. of Mizoram
8.	Art & Culture Department, Govt. of Mizoram
9.	Sport & Youth Services, Govt. of Mizoram
10.	Health Services Department, Govt. of Mizoram
11.	Commerce & Industries Department, Govt. of Mizoram
12.	Information & Communication Technology (ICT), Govt. of Mizoram
13.	Aizawl Municipal Corporation.
14.	M/s WAPCOS Ltd in consortium with M/s Vayam Technologies Ltd.
15.	Various local authorities and Non-Government Organizations

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

<b>Sl. No</b>	<b><i>Expectations of the department/office from citizens/service recipients</i></b>
1.	With a goal to ensure meaningful and diverse participation of citizens, Citizen's engagement either through on-line or off-line mode, to reach out to maximum number of citizens.
2.	Public support and encouragement.
3.	Active Coordination of the citizen and end users.
4.	Active coordination of local authorities for timely and successful implementation of various projects

**GOVERNMENT OF MIZORAM  
CITIZEN'S CHARTER  
for**

**TOWN & COUNTRY PLANING WING. UD&PA DEPARTMENT  
For the year 2020**

Address : **Jt. Director of Town Planning Office, MINECO**  
Website : .....  
Date of issue : .....



**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF  
TOWN & COUNTRY PLANNING WING, UD&PA (2020)**

**VISION AND MISSION**

**VISION**

Promote Planned Development of Urban and rural areas, districts and regions as envisaged under Mizoram Urban & Regional Development Act 1990. Promote eco-balance and sustainable Development. Introduce Model Town & Country Planning Law 1996 in the State of Mizoram.

**MISSION**

To achieve an orderly and integrated development of villages and town by conducting surveys and studies, preparing comprehensive development plans and implementing them by phased programe.

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF  
TOWN & COUNTRY PLANNING WING, UD&PA (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	Preparation of Master Plan for all Towns/Urban areas and Regions/Districts in Mizoram.	<b>Zoduailova Zote, Jt. Director of TP</b>  <b>&amp;</b>  <b>Albert Vanlalliantluanga, Dy. Director of TP</b>  <b>&amp;</b>  <b>R. Lalmangaihzuai Asst. Director of TP</b>	<a href="mailto:Zdzote@gmail.com">Zdzote@gmail.com</a>  0389-2334644  <a href="mailto:albert_vls@rediffmail.com">albert_vls@rediffmail.com</a>  0389-2334823  <a href="mailto:hmags09@gmail.com">hmags09@gmail.com</a>  0389 - 2335299 9366413014	N/A	Nil	Nil
2	Implementation of Master Plan proposals.			N/A	Nil	Nil
3	Preparation of Layout Plan and Development Schemes.			N/A	Nil	Nil
4	Preparation of DPR for Urban Infrastructure development under 10% lumpsum Grant & UIDSSMT and execution.			N/A	Nil	Nil
5	Enforcement of Mizoram Urban & Regional Development Act 1990 and Rules 1998 within State Government approved Master Plans for planned for Urban Development such as Lunglei, Champhai, Serchhip, Kolasib, Mamit etc.			N/A	Nil	Nil
6	Nodal Agency for implementation of National Urban Information system			N/A	Nil	Nil

7	Nodal Agency for Local Area Plan & Town Planning Scheme for Aizawl city.			N/A	Nil	Nil
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**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF  
TOWN & COUNTRY PLANNING WING, UD&PA (2020)**

**GRIEVANCE REDRESS MECHANISM - Website address to lodge grievance pgportal.gov.in**

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1.	Albert Vanlalliantluanga, Dy. Director of TP	0389-2334823	<a href="mailto:albert_vls@rediffmail.com">albert_vls@rediffmail.com</a>	3 days

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF  
TOWN & COUNTRY PLANNING WING, UD&PA (2020)**

**LIST OF STAKEHOLDERS/CLIENTS**

Sl. No.	Stakeholders/Clients
1.	WRI, Mumbai - During Plan preparation of LAP & TPS activities.

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

Sl. No.	Expectations of the department/office from citizens/service recipients
1.	Formulation of Master Plans for Urban Areas to guide City/Town development.
2.	Preparation of Area-based Plans, Town Planning Schemes and Community Facility Plans.
3.	Preparation of all types of Development Plans on GIS platform.
4.	Enforcement of State Town Planning Act.

Name of Public Grievance Redress Officer(s) : **Albert Vanlalliantluanga**  
 Phone number : **0389-2334823**  
 Email : [albert\\_vls@rediffmail.com](mailto:albert_vls@rediffmail.com)