



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER

For

Parliamentary Affairs Department

Address : Room No. 323, 3rd Floor, Mizoram Secretariat, MINECO
Website : pad.mizoram.gov.in
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CITIZEN'S CHARTER FOR PARLIAMENTARY AFFAIRS DEPARTMENT

VISION AND MISSION

VISION

To provide an efficient, effective, accountable, responsive and transparent administration on Parliamentary Affairs.

MISSION

1. Summoning and prorogation of the Legislative Assembly including dissolution of the Assembly.
2. Preparing guidelines for State Consultative Committee.
3. Disbursing monthly pension to ex-MDC/MRC along with family pension.
4. Looking after the overall Office Establishment of the Deputy Government Chief Whip, Mizoram.
5. Keeping vigil on the adherence of the submission Legislative proposals to the Mizoram Legislative Assembly.

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MAIN SERVICES

Sl. No.	Services delivered by the Department	Responsible official with designation	E-mail and Mobile phone no.	Process for delivery of service within the Department	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	Overall coordination in respect of matters concerning the Consultative Committees of various Departments	Marli Vankung, Secretary	Mob. No. – 9436155461 E-mail : marliivank@gmail.com	Minimum of two meetings to be held in a year.	Nil	Nil
2	Welfare of the Ex-Legislators, viz., Ex-MDC/Ex-MRC and their families	Lalnunpuii Ralte, Under Secretary	Mob. No. – 8014444676 E-mail : manuniralte@gmail.com	Application is submitted to the Department in plain paper by the legitimate beneficiary.	1) EPIC (Xerox copy) 2) Bank Account Pass book (Xerox copy) 3) Confirmation letter from MDC /MRC (not required for family pension) 4) Confirmation letter from Local/ Village Council. 5) Confirmation from Religious Body. 6) Proof that indicates he/she is not a Govt. servant or a retired Govt. Servant (for family pension)	Nil

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SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the Department	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	Permission for grant of Pension for ex-MDC and ex-MRC along with family pension as per Section 2 of 'The Mizoram (Pension for the Members of the Defunct Mizo District Council and of the Defunct Pawi-Lakher Regional Council) Amendment Act, 2013.	One (1) week after submission of the application.	Subject to the submission of all the requisite documents.

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GRIEVANCE REDRESS MECHANISM

Sl. No.	Name of the responsible officer to handle public grievance in the Department	Contact No.	E-mail	Time limit for redress of grievance
1	Lalnunpuii Ralte, Under Secretary	8014444676	manuniralte@gmail.com	Three (3) Days

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LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders / Clients
1	Deputy Government Chief Whip, Mizoram
2	Officers & Staff of the Office of the Deputy Government Chief Whip
3	Members of ex-MDC/ex-MRC
4	Families of members of deceased ex-MDC/ex-MRC

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EXPECTATIONS OF THE DEPARTMENT FROM CITIZENS

Sl. No.	Expectations of the Department from Citizens/Service Recipients
1	To grant pensionary benefits to all ex-MDC/ex-MRC members at the desired or stipulated time without leaving anyone behind.
2.	To manage the fund requirement of the Office of the Deputy Govt. Chief Whip in a well-mannered and vigilant manner.
3.	Submission of various Legislative Proposals from various Departments to the Mizoram Legislative Assembly Secretariat at least one week before the commencement of the Assembly Session and to ensure that the proposals as per the Government guidelines.