



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Department/ Planning & Programme Implementation Department

For the year 2025

Address : MINECO Building -2, Khatla, Aizawl -796001,
Phone: 0389-2322123/0389-2328739
Website : <https://planning.mizoram.gov.in>
Date of issue : 21.01/2025

CITIZEN'S CHARTER FOR DEPARTMENT/PLANNING & PROGRAMME IMPLEMENTATION (2025)

VISION AND MISSION

VISION:

To attain a robust, inclusive and self sustained economy and cohesive society.

MISSION:

To provide quality, comprehensive information for decision making and policy creation, analysis and interpretation regarding Planning for and allocation of financial and analytical resources.

CITIZEN'S CHARTER FOR DEPARTMENT/PLANNING & PROGRAMME IMPLEMENTATION (2025)

MAIN SERVICES

Sl No	Services delivered by the department 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	Appointment to Govt. Service	Secretary, Planning	secy.planning@mizoram.gov.in 8433998154	1. Obtained approval of DP&AR and Finance Deptt. for filling up of post. 2. Obtained recommendation from MPSC 3. Obtained approval of concerned authority.	As per the instructions and documentation uploaded in the website Of DP&AR,GOM	NA
2	Promotion of Officials	Secretary, Planning	secy.planning@mizoram.gov.in 8433998154	1. Obtained approval of DP&AR and Finance Deptt. for filling up of post. 2. Obtained recommendation from MPSC 3. Obtained approval of concerned authority.	As per the instructions and documentation uploaded in the website Of DP&AR,GOM	NA
3	Posting and Transfer of officials	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Submission of recommendation by placement committee to concerned authority	Inter-se-seniority/ particulars of officials	NA
4	Inter-se-Seniority of Officers	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Proposal submitted to Secretary, Planning in file	Copy of appointment order	NA

CITIZEN'S CHARTER FOR DEPARTMENT/PLANNING & PROGRAMME IMPLEMENTATION (2025)

5	Deputation of Officials	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	As per guidelines	As per guidelines	NA
6	ACP	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Obtained recommendation of Departmental Screening Committee	Service Book, Vigilance Clearance	NA
7	Application for Leave	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Obtained approval of concerned authority	Duly filled in application form	NA
8	Tour of Officials	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Proposal submitted to Secretary, Planning in file	Concerned papers	NA
9	Creation/ Retention of post	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Obtained approval of DP&AR and Finance Deptt.	As per guidelines	NA
10	Reply to Parliamentary/ Assembly question	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Collect information from concerned Deptt.s/ Offices and get approval from Minister, Planning Deptt.	Concerned papers	NA
11	C & AG Report	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Collect information from concerned establishment	Concerned papers	NA
12	Appropriation of fund	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Obtained approval of Secretary, Planning in file	Dully filled prescribed form	NA

CITIZEN'S CHARTER FOR DEPARTMENT/PLANNING & PROGRAMME IMPLEMENTATION (2025)

13	Sanction Expenditure	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	1. Proposal submitted by concerned office. 2. Obtained concurrence from Finance Deptt.	As per standing guidelines	NA
14	Questions under RTI Act	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Obtained approval of Secretary, Planning in file	Application in writing	NA
15	Reports and Returns	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	1. Collect information from Directorate/Branch 2. Obtain approval of Secretary, Planning.	Concerned papers	NA
16	Release of MLA Fund	Under Secretary, Planning	vanlalauva.1967@mizoram.gov.in 9436155098	Obtained concurrence Finance Deptt.	As per standing guidelines	NA
17	MPLADS	Secretary, Planning	secy.planning@mizoram.gov.in 8433998154	1. Works recommended by Hon'ble MP 2. Process in the e-Sakshi portal 3. Central Nodal Agency released fund 4. Implementing District Authority and Implementing Agency takes further action for execution of works	As per standing guidelines	NA

CITIZEN'S CHARTER FOR DEPARTMENT/PLANNING & PROGRAMME IMPLEMENTATION (2025)

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department to citizens or other departments/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)²	Remarks, if an
1.	Appointment to Govt. Service	6 months	
2.	Promotion of Officials	5 months	
3.	Posting and Transfer of officials	5 days	
4.	Inter-se-Seniority of Officers	2 months	
5.	Deputation of Officials	3 months	
6.	ACP	2 months	
7.	Application for Leave	4 days	
8.	Tour of Officials	4 days	
9.	Creation/Retention of post	2 months	
10.	Reply to Parliamentary/Assembly question	10 days	
11.	C&AG Report	1 month	
12.	Appropriation of fund	4 days	
13.	Sanction Expenditure	2 months	
14.	Questions under RTI Act	30 days	

CITIZEN'S CHARTER FOR DEPARTMENT/PLANNING & PROGRAMME IMPLEMENTATION (2025)

15.	Reports and Returns	30 days	
16.	Release of MLA Fund	14 days	
17.	MPLADS	45 days	

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	Contact Number	e-mail	Time limit for redress of grievances
1	Pi R. Laltanpuii, Superintendent, Planning & Programme Implementation Department	9862811377	laltanpuii.mss@mizoram.gov.in	30 days

CITIZEN'S CHARTER FOR DEPARTMENT/PLANNING & PROGRAMME IMPLEMENTATION (2025)

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Public
2	State Government Departments
3	Officials under Planning Department

CITIZEN'S CHARTER FOR DEPARTMENT/PLANNING & PROGRAMME IMPLEMENTATION (2025)

EXPECTATIONS OF THE DEPARTMENT FROM CITIZENS/ SERVICE RECIPIENTS.

Sl. No.	Expectations of the department from citizens/service recipients
1	Submission of required information /documents by the applicants