



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Department/Office of

Planning & Programme Implementation Department
(Research & Development Branch)

For the year 2020

Address : Khatla, Opp. Raj Bhawan, Aizawl, Mizoram

Website : <https://planning.mizoram.gov.in/>

Date of Issue : 01.12.2020

¹ This format is to be used for formulation of Citizen's Charter for Administrative Departments and subordinate offices at the level of directorates and autonomous bodies are listed in column (2) and (3) of Annexure-IV

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VISION AND MISSION

VISION

Participative planning & efficient implementation of plans & programmes for sustainable growth.

MISSION

Planning for optimal allocation & utilization of available resources.

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
Planning & Programme Implementation Department (Research & Development Branch)
(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 for service within the department/ office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the services with amount
1	Formulation of Development Policy and Plan and Allocation of Development Fund (SEDP)	Deputy Adviser, Financial Resources & Plan Formulation Division	ppi-dept@mizoram.gov.in (9612165119)	Examination of line Departments' proposals and conveying approval, regret or revision as per decision taken.	Project proposal/ DPR submitted through official channel.	Nil
2	Coordination, Monitoring and Evaluation of Plan & other Developmental Schemes and Projects including Centrally Sponsored Schemes, Central Sector Schemes, NABARD, EAP etc. and allocation of SMS	Deputy Adviser, Project Monitoring Division	ppi-dept@mizoram.gov.in (9436353075)	Examination of line Departments' project/scheme related documents, reports, QPR, UCs etc.	Submission of project/scheme related documents, reports, QPR, UCs etc. submitted through official channel.	Nil
3	Mizoram State Planning Board and other Development/ Advisory Committees, and Matters relating to Development Coordination and Decentralized Planning	Deputy Adviser, Financial Resources & Plan Formulation Division	ppi-dept@mizoram.gov.in (9612165119)	Providing secretarial service to MSPB and taking necessary action as per decision taken.	Written submissions from citizens/ organisations/ client depts. through official channel.	Nil
4	Plan Publicity/ Publications (Economic Survey etc.)	Deputy Adviser, Research & Analysis Division	ppi-dept@mizoram.gov.in (9612165119)	Collation and analysis of data & information from development depts. For publication.	Submission of information sought from line Departments.	Nil
5	Matters relating to MLALADS	Deputy Adviser, Establishment & Coordination Division	ppi-dept@mizoram.gov.in (9436353075)	Preparation of Bill based on Government Sanction and submission to Treasury.	Sanction copy from Planning Secretariat.	Nil

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 for service within the department/ office	Documents, if any required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the services with amount
6	Matters relating to Ministry of DoNER, North Eastern Council (NEC), Gross Budgetary Support, and CSS of Central Ministries	Deputy Adviser, Project Monitoring Division	ppi-dept@mizoram.gov.in (9436353075)	Examination of line Departments' proposals and conveying approval, rejection or revision as per decision taken.	Project proposal/ DPR submitted through official channel.	Nil
7	20-Point Programme	Deputy Adviser, Project Monitoring Division	ppi-dept@mizoram.gov.in (9436353075)	Compilation of progress made by line Departments and endorsing the same to Central Government.	Proper execution of 20-Point Programme by line Departments and timely submission of progress report.	Nil
8	Infrastructure development, public investment & Public Private Partnership	Deputy Adviser, Project Monitoring Division	ppi-dept@mizoram.gov.in (9436353075)	Examination of proposals for further consideration of appropriate authority.	Project proposal/ DPR submitted through proper channel.	Nil
9	Research and Analysis of the State's Economy, Welfare Parameters, Sectoral Surveillance and Identification of Plan Priorities including Evaluation and Applied Research for Pilot Projects and Policy Intervention	Deputy Adviser, Research & Analysis Division	ppi-dept@mizoram.gov.in (9612165119)	Examination & analysis of related data and processing for policy decision.	Relevant information/ data from line Departments.	Nil
10	All matters relating to Central Planning Machinery (Planning Commission, NITI Aayog etc.) and National / global development goals (Act East Policy, Sustainable Development Goals etc.).	Deputy Adviser, Financial Resources & Plan Formulation Division	ppi-dept@mizoram.gov.in (9612165119)	Examination of correspondences from Central Government Agencies and formulating appropriate response and taking necessary action.	Compliance to directives of Central Agencies and Ministries.	Nil

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
Planning & Programme Implementation Department (Research & Development Branch)
(2020)

SERVICES 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/week/months)²	Remarks, if any
1	Formulation of Development Policy and Plan and Allocation of Development Fund (SEDP)	6 working days subject to submission of required data by line Departments.	
2	Coordination, Monitoring and Evaluation of Plan & other Developmental Schemes and Projects including Centrally Sponsored Schemes, Central Sector Schemes, NABARD, EAP etc. and allocation of State Matching Share	6 working days subject to submission of required data by line Departments.	
3	Mizoram State Planning Board and other Development/ Advisory Committees, and Matters relating to Development Coordination and Decentralized Planning	6 working days subject to submission of required data by line Departments.	
4	Plan Publicity/ Publications (Economic Survey etc.)	3 months subject to submission of required data by line Departments.	
5	Matters relating to MLALADS	6 working days subject to submission of required data by line Departments.	
6	Matters relating to Ministry of DoNER, North Eastern Council (NEC), and Gross Budgetary Deficit.	6 working days subject to submission of required data by line Departments.	
7	20-Point Programme	1 working day subject to submission of required data by line Departments.	
8	Infrastructure development, public investment & Public Private Partnership	Will depend on the nature of the proposal.	
9	Research and Analysis of the State's Economy, Welfare Parameters, Sectoral Surveillance and Identification of Plan Priorities including Evaluation and Applied Research for Pilot Projects and Policy Intervention	Will depend on the scope of the research & analysis.	
10	All matters relating to Central Planning Machinery (Planning Commission, NITI Aayog etc.) and National / global development goals (Act East Policy, Sustainable Development Goals etc.).	Will depend on the timely submission of required data by line Departments.	

² The time limit may be entered in the Citizen's Charter as far as possible. If the limit cannot be written specially or it depends upon the fulfillment of certain conditions beyond the control of the department/office, then, it may be written like ".....days/weeks/months.....subject toconditions"

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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	Principal Adviser-cum-Additional Secretary	9436140323	ppi-dept@mizoram.gov.in	1 week

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(2020)

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	Members of Legislative Assembly.
2.	Central Government Ministries/ State Government Departments/ PSUs and other Government Organizations/Agencies.
3.	Research visits/ Educational Institutions & NGOs/CSOs/VOs.
4.	Media, Researchers and individual Citizens.

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EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from the citizens/service recipients
1.	Specific written request with full documentation including relevant details with address, phone number and email ID.
2.	District Authorities should see that they satisfy MLALAD guidelines for release before applying for release of fund.
3.	Efficient implementation of developmental schemes and projects.
4.	Timely submission of required information in the prescribed format.
5.	Feedback on the Services provided.