



Government of Mizoram

Citizen's/Client's Charter

for

Planning & Programme Implementation Department
(Research & Development Branch)

[2015-2016]

Citizen's/Client's Charter for Planning & Programme Implementation Department (RDB) [2015-2016]

VISION / MISSION

VISION

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

MISSION

Planning for Optimal allocation & utilization of available resources.

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MAIN SERVICES / TRANSACTION

Sl. No.	Services / Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents required	Fees		
								Category	Mode	Amount
1	Sectoral Allocation of Plan Funds	20	Dy. Adviser, Fr & PF Division	lchrahse@gmail.com	9436195950	Released on the website of Planning Deptt.	Written request to Principal Adviser	free	-	-
2	Preparation of Development Plan	20	Dy. Adviser, Fr & PF Division	lchrahse@gmail.com	9436195950	Released on the website of Planning Deptt.	Written request to Principal Adviser	free	-	-
3	Monitoring and Evaluation of Schemes and projects.	20	Dy. Adviser, Project Monitoring Division	Bs_Pac@yahoo.com	9436154051	Request in writing	Written request to Principal Adviser	free		
4	Publication of Economic Survey	10	Dy. Adviser, Research and Analysis Division	lchrahse@gmail.com	9436195950	Released on the website of Planning Deptt.	Written request to Principal Adviser	As per price policy of Depts.	Cheque /Cash	-
5	Preparation & Publication of yearly Performance Budget	10	Dy. Adviser, Research and Analysis - Division	lchrahse@gmail.com	9436195950	Released on the website of Planning Deptt.	Written request to Principal Adviser	free	-	-
6	Preparation & Publication of yearly Works programme	10	Dy. Adviser, Research and Analysis- Division	lchrahse@gmail.com	9436195950	Released on the website of Planning Deptt.	Written request to Principal Adviser	free	-	-
7	Release of Funds under MLALAD	10	Dy. Adviser, Establishment and Coordination- Division	Bs_Pac@yahoo.com	9436154051	Districts to submit proposal to MLALAD Division of the Dept.	As per format of MLALAD Guidelines	free	-	-

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SERVICES STANDARD

Sl. No.	Services / Transaction	Weight (%)	Success Indicator	Service Standard	Unit	Weight	Data source
1	Sectoral Allocation of Plan fund	20	Convey of Allocation to Line Departments	80	%	20	Departmental records.
2	Preparation of Development Plan	20	Approval of Development Plan by State Government.	80	%	20	Central Ministries and State line Deptt.
3	Monitoring and Evaluation of Schemes and Projects	20	Site inspection, Monitoring and Surveillance Committee at various levels	80	%	20	Departmental records.
4	Preparation & Publication of Economic Survey	10	Publication within 2 months from the end of the relevant Financial year	80	%	10	Inputs from data of Line Deptt.
5	Preparation & Publication of yearly Performance Budget	10	Publication within 2 months from the end of the relevant Financial year	80	%	10	Inputs from data of Line Deptt.
6	Preparation & Publication of yearly Works Programme	10	Publication within 2 months of proceeding year end.	80	%	10	Inputs from data of Line Deptt.
7	Release of Funds under MLALAD	10	Within 30 days receipt of proposal, complete in all respects.	80	%	10	District Authorities.

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GRIEVANCE REDRESS MECHANISM

Website url to lodge Grievance <http://pgportal.gov.in/>

Sl. No.	Name of the Public Grievance redress Officer	Helpline Number	Email	Mobile Number
1	Shri Saihlira, Adviser	0389-2300105/2322452	mizoplan@gmail.com	9436351034

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LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders / Clients
1	Members of Legislative Assembly
2	Central Govt. Ministries/State Govt. Depts./PSUs & other Organisation
3	Research visits./Organisation & NGOs
4	Media, Researchers and Individual Citizens

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RESPONSIBILITY CENTRES AND SUBORDINATE ORGANISATIONS

Sl. No.	Responsibility Centres and Subordinate Organisation	Landline Number	Email	Mobile Number	Address
	NIL				

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INDICATIVE EXPECTATIONS FROM SERVICES RECIPIENTS

Sl. No.	Indicative expectations from services 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
3	Feedback on the Services Provided.