

**HEALTH SERVICES
HEALTH & FAMILY WELFARE DEPARTMENT
GOVERNMENT OF MIZORAM**

CITIZEN'S CHARTER FOR THE YEAR 2023

Address : Mizoram New Capital Complex, Khatla, Aiawl
Website : <https://health.mizoram.gov.in>
Date of Issue : 23rd June 2023

CITIZEN'S CHARTER 2023
DIRETOTRATE OF HEALTH SERVICES
HEALTH & FAMILY WELFARE DEPARTMENT
GOVERNMENT OF MIZORAM

VISION & MISSION

VISION :

Increase life expectancy and improve physical quality of life of the people of Mizoram so that they attain highest level of physical, mental, spiritual health and contribute towards the development of the state.

MISSION :

- Provide quality healthcare services.
- Provide preventive and curative health services
- Improving maternal, child health & child health ratio.
- Developing human resource for health.
- Population stabilization.
- Revamping of local health traditions including AYUSH and usage of common medicinal plants.

MAIN SERVICES:

Sl. No	Services delivered by the department/ office	Responsible official with designation	Email & Mobile No.	Process for delivery of service within the department/ office	Documents, if required for obtaining the service to be submitted by citizen/client	Fee, if any
1	Grant-in-aid for TB Patient	Dr. Lalthanpui Dy. Director (G), DHS	dhsmizoram@gmail.com 9436155823	Issue of application form/cross checking/examination	1) Chairman, Local Council/Village Council recommendation (Residency & Non-Govt. servant) 2) BDO Certificate-Khua/Veng, natna hming, BPL No. 3) MO Certificate-enkawltu Doctor hnen atangin.	Nil

2	Grant of Drugs Licence	Lalsawma, Jt. Director (Food & Drugs)	mizoramfda2@gmail.com 9436152192	Issue & receive application form/examination and spot verification	<ol style="list-style-type: none"> 1) Educational qualification certificate(Xerox) 2) Passport size photo- 6 nos. 3) Pharmacist Registration Certificate(Xerox) 4) Adhaar/Voter ID (Xerox) 5) Plan layout of the premises 6) Recommendation of Chairman/ President, Local/ Village Council 7) Recommendation of President, NGO 8) Treasury Challan of fee payment – 2(two) copies 	3,000/- for 5 (five) years.
3	Grant of Drugs Manufacturing Licence	Lalsawma, Jt. Director (Food & Drugs)	mizoramfda2@gmail.com 9436152192	Issue of application form/Spot verification with central team.	<ol style="list-style-type: none"> 1) Plan layout of the premises 2) List of the competent technical staffs 3) Educational qualification certificate of Technical staffs 4) Experience Certificate of the Technical Staffs 5) List of equipments 6) Treasury Challan of fee payment – 2(two)copies 	7,500/- for 5(five) years.
4	Registration of Petty Food Business Operation	<ol style="list-style-type: none"> 1. Lalrinkimi Pachuau, Food Safety Officer for Aizawl East Urban & Rural Aizawl District 2. John Laldingliana, Food Safety Officer for Aizawl West Urban & Rural 3. K.Lalngilneia, Food Safety Officer, Lunglei Urban & Rural and 	<ol style="list-style-type: none"> lrkpachuu@gmail.com 9436375019 Laldinglianajohn97@gmail.com 986258905 mangilakhawlhiring@gmail.com 	Issue of application Form- A/examination and spot verification	<ol style="list-style-type: none"> 1) Adhaar Card/Electoral ID(Xerox) 2) Passport size photo – 1(one)copy 	100/- per year

		Lawngtlai Urban & Rural	9436149156			
		4. C.Ramdinmawii, Food Safety Officer for Champhai Urban & Rural	Ramdin14@yahoo.com 9612178319			
		5. R.Vanlalsiama, Food Safety Officer for Siaha Urban & Rural	Siama_r@yahoo.co.in 9436959040			
		6. R.Vanlalruata, Food Safety Officer for Kolasib Urban & Rural	Vanlalruata90@gmail.com 9862725384			
		7. Sarah Laldintluangi, Food Safety Officer for Serchhip Urban & Rural	Sarahvangchhia7@gmail.com 8413936387			
		8. Timothy Thanchungnunga, Food Safety Officer for Mamit Urban & Rural	timothychung_a@yahoo.com 9436147360			
5	License of Petty Food Business Operation	1. F.Lalliantluanga, Designated Officer for Aizawl 'W', Champhai & Serchhip Districts.	lalliantluanga@gmail.com 7005084957	Issue of application form- B/Examination and Spot verification	For retailer. Wholesaler, Distributor 1) Food Safety Management Paln 2) List of directors 3) Adhaar Card/Electoral ID(Xerox) For Manufacturer and Processor. 1) Food Safety Management Paln 2) List of directors 3) Adhaar Card/Electoral ID(Xerox) 4) Blue print of manufacturing unit 5) List of equipments 6) List of Food to be manufactured 7) Photograph of manufacturing unit.	Rs.2000 /- Retailer /Wholeseller/Distributor or per year. Rs.3000 /- and above for Manufacturer and Processor
	2. H.Vanlalnghaka, Designated Officer for Lunglei, Lawngtlai & Siaha District.	Valahnialum5@gmail.com 9612351804				
	3. Lalchhandama, Designated Officer for Aizawl 'E', Kolasib & Mamit Districts.	lalsandamadco@gmail.com 8731915123				

SERVICE DELIVERY STANDARD

Sl.No.	Services delivered by the department/office	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	Grand-in-aid for TB Patient	Within 30 days (if fund is available)	
2	Grant of Drugs Licence	Within 30 days of receipt of an application, if the condition are satisfied by Licensing Authority	
3	Grant of Drugs Manufacturing Licence	Within 60 days of receipt of an application, if the condition are satisfied by Licensing Authority	
4	Registration of Petty Food Business Operator	Within 30 days of receipt of an application, if register authority satisfied with safety, hygiene and sanitary conditions of the premises.	
5	License of Petty Food Business Operation	Within 60 days of receipt of an application, if the condition are satisfied by Licensing Authority	

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 grievance
1	Dr.Vanlalsawma Director of Health Services, MINECO, Khatla, Aizawl	9612163120	dhs Mizoram@gmail.com	3 days
2-3	Lalsawma, Joint Director (F & D), Diretorate of Health Services, Dinthar, Aizawl	0389- 2313694 (Fax) 9436152192	Mizoramfda2@gmail.com	20 days
4-5	Lalsawma, Dy. Food Safety Commissioner,	0389- 2313694 (Fax)	mizoramfoodsafetycommissioner@mail.com	20 days

	Office of the Commissioner of Food Safety, Health & Family Welfare, Dinthar, Aizawl	9436152192	mizoramfda2@gmail.com	
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LIST OF STAKEHOLDERS/CLIENTS

Sl.No.	Stakeholders/Clients
1	Citizen
2	Medical Staff
3	Registered Pharmacist
4	NGOs
5	Village Council/Local Council
6	BDOs

EXPECTATION OF THE DEPARTMENT/OFFICE FROM THE CITIZENS/SERVICE RECIPIENTS

Sl.No.	Expectations of the department/office from citizens/service recipient
1	Submission of application and all required documents, cross checking, time line stipulated.
2	Submission of application and all required documents, cross checking, time line stipulated.
3	Submission of application and all required documents, paid/updated fee/accept and act in accordance with rules & regulations (if any)

**DISTRICT CHIEF MEDICAL OFFICES UNDER HEALTH SERVICES
CITIZEN'S CHARTER 2023**

MAIN SERVICES

SI No	Services delivered by the department/ office to citizens or other departments / organisation 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, require for obtaining the service to be submitted by citizen/client	Fees, if any, for the services with amount
1	Processing of drug licence	Asst. Director, FDA.	<p>cmokulikawn@gmail.com (9862363454)</p> <p>cmoazawleat@gmail.com (9612183470)</p> <p>Lunglei.cmo@gmail.com (9436152102)</p> <p>cmo.champhai@gmail.com (9436376607)</p> <p>cmoserchhip@gmail.com 9436146398)</p> <p>cmolti@gmail.com (9436370550)</p> <p>cmomamit@gmail.com</p>	<p>Application form sent to the Director, Food and drug Administration, Aizawl @ Rs 800 Drugs @ Rs 300 Lab @ Rs 200 Blood @ Rs 300</p>	<p>Application form to be submitted along with</p> <ol style="list-style-type: none"> 1. Education Certificate 2. Aadhar/Voter's Id 3. Pharmacist registration Certificate 4. Passport size photo (7copies) 5. Acknowledgment by VC/YMA 	Rs. 300

			(9436144061) cmokolasib@gmail.com (9436154624) cmosiaha@gmail.com (9436149663)			
2	Processing of Food licencing	Asst. Director, FDA.	-do-	Application form sent to the Director, Food and drug Administration, Aizawl.	Application form to be submitted along with 1. Photocopy of Aadhar or Voters Id 2. One Passport size photo	Bussiness involving below Rs.12 lakhs= Rs100 for one year. Bussiness involving above Rs.12 lakh= Rs 2000 for one year
3	Issue of Food Registration	Asst. Director, FDA.	-do-	Application form submitted to Asst. Director, FDA.		Rs. 100
4	Implementing JSY Programme	DPM/Acctt. Manager, NHM	-do-	Provision of incentive given mother who deliver at Government institution it was provided @ Rs 700 for rural areas and @ Rs 600 for urban area	Discharge certificate ANC check up certificate	Nil
5	Implementing JSSK Programme for Pregnant	DPM/Acctt. Manager, NHM	-do-	Pregnant women who approached Institution for delivery given	Vehicle ticket	Nil

	women			incentive in term of Transportation @ Rs 800 Drugs @ Rs 350 Lab @ Rs 200 Blood @ Rs 300 Diet @ Rs 300		
6	Implementing JSSK Programme for sick infant	DPM/Acctt. Manager, NHM	-do-	Provision of incentive given to Sick infant who approached Institution in term of Transportation	2019-20 Transportation -631 Drugs -584 Lab - 104	Nil
7	Free medical check up for Pregnant women under PMSMA programme	DPM/Acctt. Manager, NHM	-do-	Provision of free medical check up and free laboratory test (Hb, Urine RE, HIV, Syphilis, Heb B, ultrasound) for Pregnant women	1232(42%)pregnant women undergone ANC check up through PMSMA	Nil
8	Programme for Performance based incentive for pregnant women	DPM/Acctt. Manager, NHM	-do-	Provision of special referral transportation incentive @ Rs 3000 per patient of villagers from interior villages where pregnant women has to be carried to institution for delivery	Witness by Medical Officer	Nil
9	Programme for IUCD		-do-	Provision of incentive @ Rs		Nil

	insertion	DPM/Acctt. Manager, NHM		20 to the mother who had done insertion of Copper T		
10	Programme for Female Sterilization (Tubectomy)	DPM/Acctt. Manager, NHM	-do-	Provision of incentive @Rs 745 per head to the mother who had done sterilization	Medical certificate	Nil
11	Programme for Male Sterilization (Vasectomy)	DPM/Acctt. Manager, NHM	-do-	There is a provision for male sterilization but till date no one provided	nil	Nil
11	Medical Mobile Unit	DPM/Acctt. Manager, NHM	-do-	Provision of free Medical check up in many villages		Nil
12	RBSK programme	DEIC Manager	-do-	Provision of free health check up to school children (0-18years) and Weekly Iron Folic Acid (WIFS) supplementation		Nil
13	DEIC	DEIC Manager	-do-	Provision of free health check up for 0-18 years and early detection and treatment of children disability		Nil

SERVICE DELIVERY STANDARD

SI No	Services delivered by the department/ office to citizens or other departments/ organisation including non-governmental organisations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
1	Processing of drug licence	8 months	
2	Processing of Food licencing	5 months	
3	Issue of Food Registration	3 days	
4	JSY	After discharge within 1 months	
5-6	JSSK	While giving treatment	
7	PMSMA	While attending ANC at Hospital	
8	Programme for Performance based incentive for pregnant women	After discharge within 1 month	
9	Programme for IUCD insertion	Within one month	
10	Programme for Female Sterilization (Tubectomy)	Within one month	
11	Programme for Male Sterilization (Vasectomy)	Within one month	
12	MMU	Daily or Selected days, if fund available.	
13	RBSK	Selected Days	
14	DEIC	Selected Days	

GRIEVANCE REDRESS MECHANISM

SI No	Name of the responsible officer to handle public grievance in the department/ office	Contact number	Email	Time limit for redress of grievances
1	Dr. L.C.Liana Chief Medical Office for Lunglei	9436147956	cmo.lunglei@gmail.com	1 week
2	Dr.Thani Pachuau Chief Medical Office for Aizawk W	9436152102	cmokulikawn@gmail.com	1 week
3	Dr. Lalparliani Chief Medical Office for Aizawl East	9862257999	cmoaizawleast@gmail.com	1 week
4	Dr.Lalnunziri Chief Medical Office for Siaha	9436149127	cmosiaha@gmail.com	1 week
5	Dr. P.C.Lalhmingliana Chief Medical Office for Champhai	9436144622	cmochamphai@gmail.com	1 week
6	Dr.Lalawmpuia Chhangte Chief Medical Office for Kolasib	9436150122	cmokolasib@gmail.com	1 week
7	Dr.Lalzawmi Chief Medical Office for Serchhip	9436142186	cmoserchhip@gmail.com	1 week
8	Dr.LPMalsawma Chief Medical Office for Lawngtlai	9612820165	cmolti@gmail.com	1 week
9	Dr.Zothankhuma Chhakchhuak Chief Medical Office for Mamit	9436141312	cmomamit@gmail.com	1 week

LIST OF STAKEHOLDERS/CLIENTS

SI No	Stakeholders/Clients
1	Citizen
1	Non-Government Organisations
2	Local/Villages Councils
3	Church Leaders
4	Rogi Kalyan Samity (RKS)
5	Medical Staff/ASHA
6	Village Health & Sanitation Committee

EXPECTATIONS OF THE DEPARTMENT/ OFFICE FROM CITIZENS/ SERVICES RECIPIENTS

SI No	Expectations of the department/office from citizen/service recipients
1	Time lines stipulated, if any, for completion of formalities for the service delivery are to be adhered to.
2	To cooperate by producing particular details viz. ID Proof, Contact Number, etc. if demanded
3	Registered to health centres longwith required documents.
4	Regular medical checkup may be followed as per health expert's prescription.
5	To lodge a complaint within fixed date & time of the transaction/availing a service relating to any deficiency in service.
6	Keeping all required document to produce as and when needed.

COMMUNITY HEALTH CENTRE, PRIMARY HEALTH CENTRE and SUB CENTRE, etc.

CITIZEN'S CHARTER FOR 2023

MAIN SERVICES

SI No	Services delivered by the department/ office to citizens or other departments/ organisation 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, require for obtaining the service to be submitted by citizen/client	Fees, if any, for the services with amount
1	Out Patient Department (OPD)	Medical Officer	Concerned CMO Office	9:00 am – 3:00 pm (during office hours)	Registration at OPD Counter	Rs. 10/-
2	Emergency Service	Medical Officer	Concerned CMO Office	24 Hrs.	Registration at OPD Counter	Rs. 10/-
3	Visiting Hours	Medical Officer & Duty Nurse	Concerned CMO Office	6:00 – 8:00 am & 3:00-5:00 pm	Visiting Card issued by Hospital	Nil
4	Indoor Patient Services	Medical Officer	Concerned CMO Office	Free diet, Lab. X-ray, Nursing Services	Doctor's prescription	Nil
6	Issue of Medical Certificate/Fitness Certificate	Medical Officer	Concerned CMO Office	Those who taking treatment from the Centre on working day.	Doctor's prescription	User charge
7	X-Ray & Laboratory	Technician	Concerned CMO Office	On working day excluding Sunday & Holiday	Doctor's prescription	User charge
8	Janani Suraksha Yojana (JSY)	Block Account Manager	Concerned CMO Office	Provision of incentive given mother who delivered at Govt. Institution @ Rs. 700 for rural areas and Rs. 600 for urban areas.	1.Registration Card of Sub-Centre 2. ANC checkup certificate 3. Discharge certificate	Nil
9	Janani Shishu Suraksha Karyakram (JSSK)	Block Account Manager	Concerned CMO Office	Free transportation for pregnant	1. Medical Certificate 2. Vehicle ticket	Nil

	for pregnant women			women @ Rs. 800/-, drugs @ Rs. 350/- Lab @ Rs. 200/- Blood @ Rs. 300/- and Diet @ Rs. 300/-		
10	Janani Shishu Suraksha Karyakram (JSSK) for sick infant	Block Account Manager	Concerned CMO Office	Free transportation for pregnant women @ Rs. 631/-, drugs @ Rs. 584/- Lab @ Rs. 104/- -	3. Medical Certificate 4. Vehicle ticket	Nil
11	Pregnant Women under PMSMA	Block Account Manager	Concerned CMO Office	Free Medical checkup and free lab test (Hb, Urine RE, HIV, Syphilis, Heb B and Ultrasound)	1. Registration card at Sub-centre	Nil
12	Programme for Performance based incentive for pregnant women	Block Account Manager	Concerned CMO Office	Provision of special referral transportation incentive @ Rs 3000 per patient of villagers from interior villages where pregnant women has to be carried to institution for delivery	Medical Officer certificate	Nil
13	Programme for IUCD insertion	Block Account Manager	Concerned CMO Office	Provision of incentive @ Rs 20 to the mother who had done insertion of Copper T		Nil
14	Programme for Female Sterilization (Tubectomy)	Block Account Manager	Concerned CMO Office	Provision of incentive @Rs 745 per head to the mother who had done	Medical certificate	Nil

				sterilization		
15	Programme for Male Sterilization (Vasectomy)	Block Account Manager	Concerned CMO Office	There is a provision for male sterilization but till date no one provided	nil	Nil
16	RKSK programme	DEIC Manager	Concerned CMO Office	Provision of free health check up to school children (0-18yrs) and Weekly Iron Folic Acid (WIFS) supplementation		Nil
17	DEIC	DEIC Manager	Concerned CMO Office	Provision of free health check up a for 0-18 years and early detected and treatment of children disability		Nil
18	National Ambulance Service (NAS)	Supervisor	Concerned CMO Office	Help line 102 (Toll Free)	Mobile Phone	

SERVICE DELIVERY STANDARD

SI No	Services delivered by the department/ office to citizens or other departments/ organisation including non-governmental organisations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
1	OPD	Monday to Saturday excluding Sunday & Holiday (9:00 to 3:00 pm)	The CHC & PHC provides quality minimum assured services set by Indian Public Health Standard
2	Emergency Service	24 x 7 hrs	
3	Visiting Hours	6:00 - 8:00 AM & 3:00 - 5:00 P.M.	
4	Indoor Patient Service	24 X 7 hrs.	
6	Medical Certificate	1 Hour (if document approved)	
7	X-Ray & Laboratory	Same day	
8	JSY	Same day (if fund is available Or After discharge within 1 month	
9-10	JSSK	While taking treatment in the hospital	
11	PMSMA	While attending in the hospital	
12	Performance for based incentive	After discharge within one & half month	
13	IUCD Insertion	Within one month of delivery	
14	Tubectomy	-do-	
15	Vasectomy	-do-	
16	RKSK	Every Monday	

17	DEIC		
18	NAS	After dial Call Centre and within 1 hrs.	

Sub Center & Health Clinics

MAIN SERVICES

1	Ante Natal Care – ANC Registration, TT Injection, Distribution of Iron Folic Acid, Mosquito Bednet, etc.	Health Workers		Office Hours	Maternal & Child Protection Card
2	Post Natal Care – Home visit for mother & child health, Health Education, etc.	Health Worker		Working days 12:00 Noon Onward	Maternal & Child Protection Card
3	Full Immunization	Health Worker		Office Hours	Maternal & Child Protection Card
4	Family Planning & Contraception – Provision of condoms, oral pills and emergency contraceptives.	Health Worker		Office Hours	OP Registration
5	Curative Service – Minor ailment including fever, diarrhoea, worm infestation, ORS & first aid etc.	Health Worker		Office Hours	Registration Book/Referral Card

SERVICE DELIVERY STANDARD			
1	ANC	On a given checkup day Or Office hours	
2	PNC	Daily on office hours	
3	Full Immunization	On a given Immuzation day	
4	Family Planning	Daily during Office Hours	
5	Curative Service	Daily during Office Hours	

GRIEVANCE REDRESS MECHANISM

SI No	Name of the responsible officer to handle public grievance in the department/ office	Contact number	Email	Time limit for redress of grievances
1	Concerned Chief Medical Officer	Concerned CMO Contact No	Concerned CMO email address	1 week
	Please see CMOs Citizens Carter	Please see CMOs Citizens Carter	Please see CMOs Citizens Carter	

LIST OF STAKEHOLDERS/CLIENTS

SI No	Stakeholders/Clients
1	Citizen,
2	Non Government Organisation (NGOs)
3	Local/Village Council
4	Village Health & Sanitation Committee

EXPECTATIONS OF THE DEPARTMENT/ OFFICE FROM CITIZENS/ SERVICES RECIPIENTS

SI No	Expectations of the department/office from citizen/service recipients
1	Keeping the Centre & its surroundings neat and clean.
2	The Centre is No Smoking Zone and Smoking is punishable.
3	Providing permanent building for the health centre