

**GOVERNMENT OF MIZORAM**

**CITIZEN'S CHARTER**

**For**

**Department: Health & Family Welfare Department**

**For the year 2020**

**Address : Health & Family Welfare Department,  
3<sup>rd</sup> Floor, Mizoram Secretariat,  
MINECO, Khatla, Aizawl, Mizoram.**

**Website : [www.health.mizoram.gov.in](http://www.health.mizoram.gov.in)**

**Date of issue : 29.10.2020**

## CITIZEN'S CHARTER FOR DEPARTMENT OF HEALTH&FAMILY WELFARE DEPARTMENT (2020)

### VISION AND MISSION

**VISION:**

To provide comprehensive quality health care which is affordable, accessible and attainable with minimal out of pocket expenditure to the people and to excel in the field of medical education & research

**MISSION:**

1. To provide, administer and monitor various health care systems implemented by the State through various Schemes and Programmes.
2. To provide efficient, quality decision making for the successful implementation of Government Policies related to Health Care.
3. Provide quality health care services.
4. Provide preventive and curative health services.
5. Developing human resource for health.

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**MAIN SERVICES**

Sl. No	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organizations	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/promotion of Group 'A' and Group B Officials	Secretary, H&FW	<a href="mailto:comsecymiz@gmail.com">comsecymiz@gmail.com</a> 9436154355	1. Obtain approval of DP&AR and Finance Department 2. Obtain vigilance clearance in respect of promotion 3. Obtain Recommendation of MPSC and MSSSB 4. Obtain approval of the concerned Minister. 5. Issue Order/Notification	NIL	NIL
2.	All Matters relating to ZMC, except HR	<i>Joint Secretary,</i>	<a href="mailto:h.vanlalchuan@gmail.com">h.vanlalchuan@gmail.com</a> 9612513638	Examination of all proposals requiring Govt. approval for development and strengthening of the Institutes.	NIL	NIL

3.	All Matters relating to Nursing Institutes	Joint Secretary,	<a href="mailto:h.vanlalchuanji@yahoo.in">h.vanlalchuanji@yahoo.in</a> 9612513638	Examination of all proposals requiring Govt. approval for development and strengthening of the Institutes.	NIL	NIL
4.	All Matters relating to human resource under ZMC	Deputy Secretary(E)	<a href="mailto:mamuani1966@gmail.com">mamuani1966@gmail.com</a> 9436360819	Examination of all proposals requiring Govt. approval for recruitment of Faculty & Staff	NIL	NIL
5.	Inter-se Seniority Group 'A' Officials	Deputy Secretary(E)	<a href="mailto:mamuani1966@gmail.com">mamuani1966@gmail.com</a> 9436360819	1. Issue provisional Inter-Se Seniority 2. After settlement of representation ( if any), issue Final Inter-se Seniority list	NIL	NIL
6.	Creation & retention of posts	Under Secretary(E)	<a href="mailto:hmingteihmarvarte@gmail.com">hmingteihmarvarte@gmail.com</a> 9366737464	1. Obtain approval of DP&AR and Finance Department 2. Issue Notification/ convey approval to the concerned Directorates	NIL	NIL
7.	Parliamentary /Assembly Questions	Deputy Secretary(E)	<a href="mailto:mamuani1966@gmail.com">mamuani1966@gmail.com</a> 9436360819	1. On receipt of reply from concerned Directorates approval of concerned Minister is obtained 2. Send a reply to assembly questions to Assembly Secretariat	NIL	NIL

8.	Matters relating to allocation/release/appropriation etc of fund	Under Secretary(G)	<a href="mailto:maveni2009@gmail.com">maveni2009@gmail.com</a> 9862286368	1. Obtained approval of Finance Department 2. Convey administrative approval to the concerned Directorates	NIL	NIL
9.	<i>RTI application</i>	Deputy Secretary(G)	<a href="mailto:Ngura.tlau@gmail.com">Ngura.tlau@gmail.com</a> 9436155638	1. Information required is collected as early as possible. 2. Information collected are furnished to the applicant by SPIO within a stipulated time	Duly filled in RTI application Form alongwith application Fee	NIL
10.	<i>Court Cases</i>	Under Secretary(E)	<a href="mailto:hmingteihma rvarte@gmail.com">hmingteihma rvarte@gmail.com</a> 9366737464	1. Prepare parawise comments. 2. Obtain vetting of Law & Judicial Department. 3. Send duly vetted parawise comments to Govt. Advocate	NIL	NIL
11.	<i>Grant of Leave of Group A Officers/Study Leave</i>	Under Secretary(E)	<a href="mailto:hmingteihma rvarte@gmail.com">hmingteihma rvarte@gmail.com</a> 9366737464	1. Leave- Obtain approval of concerned Secretary. 2. Study Leave- Obtain approval of DP&AR(TRG) 3. Convey administrative approval to the concerned Directorates	NIL	NIL

12.	Various training of Officers	Under Secretary(E)	<a href="mailto:hmingteihmarvarte@gmail.com">hmingteihmarvarte@gmail.com</a> 9366737464	1. Obtain approval of DP&AR(TRG) 2. Convey administrative approval to the concerned Directorates	NIL	NIL
13.	Sanction of GPF	Under Secretary(E)	<a href="mailto:hmingteihmarvarte@gmail.com">hmingteihmarvarte@gmail.com</a> 9366737464	1. Obtain approval of Finance (APF) 2. Convey sanction order to concerned Directorates	NIL	NIL
14.	Empanelment of Private Hospitals inside and outside Mizoram	Under Secretary(G)	<a href="mailto:maveni2009@gmail.com">maveni2009@gmail.com</a> 9862286368	Application received from desiring hospitals are examined whether they are fit for empanelment as per Govt. guidelines. 2. If they are found suitable for empanelment, Notification is issued.	Duly filled-in application form complete in all respect.	NIL
15	Matters relating Nursing Institutes)	<i>Under Secretary(E)</i>	<a href="mailto:hmingteihmarvarte@gmail.com">hmingteihmarvarte@gmail.com</a> 9366737464	Examination of all proposals requiring Govt. approval for development and strengthening of the Institutes.	NIL	NIL

14	Matters relating to NHM	Under Secretary(G)	<a href="mailto:maveni2009@gmail.com">maveni2009@gmail.com</a> 9862286368	Examination of all proposals requiring Govt. approval for implementation of various health care schemes & Programmes	NIL	NIL
15	Matters relating to AYUSH	Under Secretary(G)	<a href="mailto:maveni2009@gmail.com">maveni2009@gmail.com</a> 9862286368	Examination of all proposals requiring Govt. approval for implementation of various health care schemes & Programmes	NIL	

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### SERVICE DELIVERY STANDARD

Sl. No	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	Appointment/promotion of Group 'A' and Group B Officials	1 week from receipt of recommendation of MPSC/MSSSB	
2	Transfer & posting of Group 'A' Officers	1 week from the date of approval	
3	Inter-se Seniority Group 'A' Officials	2 weeks from the date of approval	
4	Creation & retention of posts	1 week from receipt of approval	
5	Matters relating to allocation/release/appropriation etc of fund	1 week from receipt of approval	
6	RTI application	1 month	
7	Court Cases	1 month depending on receipt of vetting from Law & Judicial Department	

8	Grant of Leave of Group A Officers/Study Leave	1 week for leave 1 week from receipt of approval from DP&AR(TRG).	
9	Various training of Officers	1 week from receipt of approval from DP&AR(TRG).	
10	Sanction of GPF	1 week from receipt of approval	
11	Empanelment of Private Hospitals inside and outside Mizoram	1 week from the date of recommendation of Inspection Team	
12	Matters relating to Medical Education ( ZMC, Nursing Institutes)	2 weeks depending on the issue	
13	Matters relating to NHM	2 weeks depending on the issue	
14	Matters relating to AYUSH	2 weeks depending on the issue	

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**GRIEVANCE REDRESS MECHANISM**

Website address to lodge grievance portal.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.	Dr Lalingura Tlau Deputy Secretary(G), H&FW	9436155638	<a href="mailto:ngura.tlau@gmail.com">ngura.tlau@gmail.com</a>	2 weeks
2.	Lianhmingthangi Hmar, Under Secretary, H&FW	9366737464	<a href="mailto:hmingteihmarvarte@gmail.com">hmingteihmarvarte@gmail.com</a>	2 weeks

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**LIST OF STAKEHOLDERS/CLIENTS**

<b>Sl. No</b>	<b>Stakeholders/Clients</b>
1	Public
2	Various service associations under H&FW
3	Non Government Hospital Association of Mizoram(NGHAM)
4	NHM Contractual Association of Mizoram(NCAM)

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**EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS**

<b>Sl. No</b>	<b>Expectations of the department/office from citizens/service recipients</b>
1	Submission of proposals complete in all respects /Petitions with requisite Documents
2	Visiting websites regularly for information and latest developments