

CITIZEN'S CHARTER 2017



Hospital & Medical Education
Government of Mizoram

1. **VISION** : To provide comprehensive quality of 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 and research.

2. **MISSION :**

1) To provide quality care and service through the various branches of medical speciality and super-speciality.

2) To provide leadership and managerial services in terms of hospital healthcare delivery.

3) Continuing medical education and research.

4) Development of inter-sectoral co-ordinator and partnership with various stakeholder of the department.

5) Upgradation and strengthening of district hospitals and tertiary care facilities.

3. **DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION** : We deliver the following (*Enumeration of services delivered by the department*)

1) Provisional and Final Permission for treatment of patient outside the state.

2) Tertiary or Secondary Medical Services at the level of District and State.

3) Training and Capacity building to Hospital and Allied Staff.

4) Implementation of National Programmes.

5) Enforcement of Acts & Rules relating to the Department.

4. **DETAILS OF STAKEHOLDER / CLIENTS :**

A : WITHIN THE GOVERNMENT

1) Social Welfare Department

2) School Education Department

3) Higher & Technical Education Department.

B. OUTSIDE THE GOVERNMENT

- 1) Private Hospitals
- 2) NGOs and Charitable Hospitals
- 3) Nursing Homes

5. **SERVICE STANDARDS** : Our aims is to achieve the following service delivery / quality parameters .

Sl. No.	Nature of Service	Service Delivery Standard (Time limit day/hour/minutes)	Remarks
1.	Preventive / Promotive / Curative Health Care Delivery	on going (Not applicable)	
2.	Emergency Services	24/7 not applicable	
3.	Disaster response	24/7 Disaster Management / Response Cell under DHME is being established	
4.	Training service	Periodic	

6. **Availability of Information** : Information on the following subjects can be obtained from our officers listed below :

Sl. No.	Information	Name of the officer	Designation	Located at	Telephone / Fax / E-mail
1.	Planning	Dr. P.C. Lalramliana	Joint Director (P)	Dam Veng	9436142154
2.	Establishment	Dr. K.K. Chhetri	Joint Director (E)	Dawrpui	9436141568
3.	Procurement & Vehicle	Dr. P.C. Lalramliana	Joint Director (P)	Dam Veng	9436142154
4.	RTI	Dr. P.C. Lalramliana	Joint Director (P)	Dam Veng	9436142154
5.	Programme	Dr. Eric Zomawia	Deputy Director	Mission Vengthlang	9436140807

7. For information outside Office hour, please contact : **1) Dr. T. Lalhmangaihi,**
Director
Mobile : 9436140528
Office : 2323069

2) Ramchullovi
Superintendent
Mobile : 9774403739
Office : 0389-3242289

8. Availability of prescribed forms :

Sl. No.	Title of the form	Fees to be paid	Whom to contact
1.	Enrolment Form	Rs. 500/- for 1 lakh benefit per family per annum	Dr. Biakthansangi
		Rs. 750/- for 1 lakh benefit per family per annum	
		Rs. 1000/- for 1 lakh benefit per family per annum	
2.	Application information under Section 6(1) of RTI Act, 2005	Rs. 10/-	Dr. P.C. Lalramliana

Forms are also available on the worldwide web at www.health.mizoram.gov.in (where applicable) and can be download at

Complaint Redressel Systems : Cautious and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers.

Name and Designation of the Officer	Address for Correspondence	Telephone / Fax / e-mail
Dr. T. Lalhmangaihi, Director	Director, Hospital & Medical Education, Mizoram, Aizawl	Office : 2323069 Fax : 2315211 Mobile : 9436140528 Email : drthmai@rediffmail.com

We have also created a website for registering complaints at www..... and you are welcome to use this facility.

All complaints will be acknowledged by us within 15 days and final reply on the action taken will be communicated within 30 days.

9. Consultation with our users / stakeholders.

- We welcome suggestions from our users.
- We conduct polls
- We hold periodical meetings with users / user representatives and if you wish to be associated with this please contact at
- Please also enter your details at our website www..... indicating your willingness to be available for consultation, survey on the points enlisted in the Charter.

10. We seek your co-operation on the following.

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way (give details relevant to the departments concerned)

- a)
- b)

11. Guide Book / Hand Book / Consumer Helpline.

We have published a Handbook for the guidance of our customers. Please contact Officer for more details.

Our helpline number is **0389-2312288**

Our customer information centre is located at **Directorate Building, Dintar**
Phone No. **0389-2312288**

LIST OF STAFF

Sl. No.	Name	Designation	Place of Posting	Contact No.
1.	Dr. T. Lalmangaihi	Director	Directorate	9436140528
2.	Dr. K.K. Chhetri	Jt. Director	Directorate	9436141568
3.	Dr. P.C. Lalramliana	Jt. Director	Directorate	9436142154
4.	Dr. Eric Zomawia	Dy. Director	Directorate	9436140807
5.	Dr. Lalhlengliani	Dy. Director	Directorate	8787585473
6.	Dr. Vanlalhuma	SNO(Oral)	Directorate	9436140716
7.	Dr. Biakthansangi	CEO, MSHCS	Directorate	9436152356
8.	Dr. C. Lalthanpara	OSD, MSHCS	Directorate	8575674133
9.	Dr. Zonunsiana	SNO(NPCD)	Directorate	9436151930
10.	Dr. Robert L Khawlhing	SNO(Mental)	Directorate	9436151430
11.	Lalbiaksangi	Jt.Director(N)	Directorate	9436141987
12.	Lalremmawii	Dy. Dtr (N)	Directorate	9856283976
13.	Rosangzuali	Asst. Dtr.(N)	Directorate	8258949837
14.	H.L. Thasawta	FAO	Directorate	8414048789
15.	Ramchullovi	Supdt	Directorate	9774403739
16.	H.P. Lalrohluia	Asstt.	Directorate	9612624403
17.	B. Thangrikhumi	Asstt.	Directorate	7005348686
18.	Lalhruaia Sailo	Asstt.	Directorate	9436150245
19.	Lalrindiki	Asstt.	Directorate	9862569301
20.	Ellen Malsawmzuali Sailo	Asstt.	Directorate	9862304041
21.	H. Laltanpuia	UDC	Directorate	9436350444
22.	K. Zokungi	UDC	Directorate	9862377434
23.	C. Thankimi	UDC	Directorate	9612318364
24.	C. Laldinpuui	UDC	Directorate	9436150012
25.	Kawlthanhlira	UDC	Directorate	9612440352
26.	Zosangliana	UDC	Directorate	9774735866
27.	R. Rodingliana	Head Pharm	Directorate	

Sl. No.	Name	Designation	Place of Posting	Contact No.
28.	Lalbiakthanga	Pharmacist	Directorate	8794723828
29.	Sangzingi	Steno-II	Directorate	9436353072
30.	PC. Lalsangzuala	LDC	Directorate	9436360904
31.	C. Vanlalawmpuia	LDC	Directorate	9862388010
32.	V. Vanlalruati	LDC	Directorate	9612163465
33.	C. Lalthlamuani	LDC	Directorate	9436195162
34.	PC. Lalrinmawii	LDC	Directorate	9089382079
35.	Laldinpuii Hrahse	LDC	Directorate	9862505537
36.	H. Vanlalmangaihi	LDC	Directorate	9436159586
37.	Lalngaihawmi Ralte	LDC	Directorate	8974737611
38.	R. Rosangpuii	LDC	Directorate	9436143419
39.	R. Lalnunhlimi	LDC	Directorate	9436776879
40.	C. Zothansangi	LDC	Directorate	9612598107
41.	C. Lalsangkima	LDC	Directorate	9436194751
42.	Lalkhumtiri	IS	Directorate	9436197991
43.	Zohmingliani	IS	Directorate	9436143703
44.	K. Zohmingthanga	IS	Directorate	9774143364
45.	Zoremsanga	BEE	Directorate	9436963421
46.	F. Laldingheta	Electrician	Directorate	9826879090
47.	Lallawmsanga	Accupuncturist	Directorate	8730098843
48.	Rohmingliana	Driver	Directorate	9862305239
49.	Lalremruata	Driver	Directorate	9862614686
50.	Laldawla	Driver	Directorate	9612563411
51.	Zohmangaiha	Driver	Directorate	9436362239
52.	C. Lalsiama	Driver	Directorate	9856893903
53.	Tlangkhuma	Driver	Directorate	9862590202
54.	Lalramdina	Driver	Directorate	8974962699
55.	Lalramthlenga	Driver	Directorate	8575954193
56.	R. Lalngaihdama	Driver	Directorate	9612588761

Sl. No.	Name	Designation	Place of Posting	Contact No.
57.	Zammawia	Driver	Directorate	9862968480
58.	Lalruatkima	Driver	Directorate	9774914575
59.	P.C. Lalthanliana	IV Grade	Directorate	8794588157
60.	Thantluanga	IV Grade	Directorate	9862300110
61.	Hranghmingliani	IV Grade	Directorate	7628001960
62.	Laldawngliana	IV Grade	Directorate	9612715362
63.	Lalherliana	IV Grade	Directorate	8413898199
64.	Lalhrilthangi	IV Grade	Directorate	8794783948
65.	Lalrinthari Sailo	IV Grade	Directorate	9862980162
66.	Laldinpuii	IV Grade	Directorate	8575838847
67.	Vanlalnghaka	IV Grade	Directorate	9862364929
68.	Lalthatluanga	IV Grade	Directorate	8575080412
69.	F. Lalthanpari	IV Grade	Directorate	9862384360
70.	H. Lalfakzuala	IV Grade	Directorate	9862305146
71.	Robbie L, Khiangte	IV Grade	Directorate	9862361705
72.	Angela Lalmuangpuii	IV Grade	Directorate	9862914142
73.	Lalrotawmpuii	IV Grade	Directorate	9774636996
74.	Lalhmingmawii	IV Grade	Directorate	9774111426
75.	Chawnglianpari	IV Grade	Directorate	9862787099
76.	Lalhriatpuia	IV Grade	Directorate	9862367343
77.	Vanlalhruaia	IV Grade	Directorate	9774629104
78.	R. Lalthlanpuia	IV Grade	Directorate	9612320104
79.	H. Lalchawimawii	IV Grade	Directorate	9862368197
80.	F. Lalthlamuana	IV Grade	Directorate	9862648169
81.	H. Lalkanglova	IV Grade	Directorate	8794107521
82.	Lalngaihawma	IV Grade	Directorate	8413897084
83.	Lalawmpuii	IV Grade	Directorate	8974360727
84.	Zaithangi	IV Grade	Directorate	9862335616
85.	Niangzamawii	IV Grade	Directorate	9856909192

Sl. No.	Name	Designation	Place of Posting	Contact No.
86.	Malsawmtluanga	IV Grade	Directorate	8256938229
87.	Zohmangaiha	IV Grade	Directorate	9856574754
88.	C. Lalhriatpuia	IV Grade	Directorate	9862358533
89.	Rochungnunga	IV Grade	Directorate	
90.	Rohlupuii	IV Grade	Directorate	
91.	Kanamawia	IV Grade	Directorate	9862754953
92.	Hmingliana	IV Grade	Directorate	
93.	Lalhruaitluanga	IV Grade	Directorate	8014394313
94.	Rampanmawii	IV Grade	Directorate	9612938081
95.	Lalneihhlui	IV Grade	Directorate	9862343432
96.	K. Zosangliana	IV Grade	Directorate	9077227072
97.	Lalnunsanga	IV Grade	Directorate	
	CONTRACT			
98.	R. Laltleipuia	A.E	Directorate	9862359685
99.	C. Lalnunchama	I.S.	Directorate	8730972712
100.	Sainghinglova	J.E.	Directorate	9612726461
101.	Ramthianghlima	S.I.S	Directorate	9862041519
102.	Lalnunsiami	Comp. Optr.	Directorate	9862706374
103.	Lalruatkima	Comp. Optr.	Directorate	9436150085
104.	T. Lalrintluanga	Comp. Optr.	Directorate	9856444711
	MUSTER ROLL			
105.	Liansangkimi	LDC	Directorate	9612880013
106.	H. Lalmuankimi	LDC	Directorate	9774411591
107.	Babie R. Vanlalhlamuanpuii	LDC	Directorate	9774158203
108.	Lallawmpuii Sailo	LDC	Directorate	8974243810
109.	V.L. Rinpuii	Comp. Optr.	Directorate	9436197966
110.	Mary Lalneihmawii	Comp. Optr.	Directorate	9862356312
111.	Lalramluahfela	Driver	Directorate	8730927435
112.	Lalduhawma	Driver	Directorate	9615560299

Sl. No.	Name	Designation	Place of Posting	Contact No.
113.	R. Lalngilneia	Driver	Directorate	8732077246
114.	Sangthangliana	Driver	Directorate	9862537921
115.	Lalhuzama	Driver	Directorate	9856737706
116.	C. Lalthlengliana	Driver	Directorate	8258970900
117.	Malsawmi	IV Grade	Directorate	
118.	Hualrotluangi	IV Grade	Directorate	8014005884
119.	Zothanpuii	IV Grade	Directorate	9615232711
120.	Lalmachhuana	IV Grade	Directorate	9612717174
121.	Lalruatsanga	IV Grade	Directorate	8729819072
122.	Lalremruati	IV Grade	Directorate	9615355894
123.	Zonunmawia	IV Grade	Directorate	9612460911
124.	Zoramchhana	IV Grade	Directorate	9612666672