

K11011/9/2011-DC(S)
OFFICE OF THE DEPUTY COMMISSIONER
SAIHA DISTRICT::SAIHA

Dated 14th Sep, 2011, Saiha

INSTRUCTIONS ON DISTRICT INFORMATION & GRIEVANCE REDRESSAL MECHANISM

Hon'ble Chief Minister, Mizoram has instructed all the Deputy Commissioners in his meeting dated 30th August, 2011, to put in a place an effective District Information and Grievance Redressal Mechanism for all the branches of governance in order to achieve goal of a truly transparent, accountable and responsive system. Already, Champhai district has put in a place such a system, which was circulated to all the participants in the meeting. Taking a cue from the instruction of Hon'ble Chief Minister and working upon the system of Champhai district, following guidelines are issued to all the departments to be followed in true letter and spirit in a time bound manner to dedicate the mechanism to the Citizens on the occasion of birthday of Father of the Nation Mahatma Gandhi, i.e. on 2nd October.

PURPOSE

- To educate citizens who are our customers about services offered by deptts in local vernacular language in a simple way
- To put in place an effective grievance redressal system

DUTIES OF DEPARTMENT

- Publishing of Citizen Charter which should include:-
 - Schemes implemented or services offered by departments
 - Necessary documents/formalities/mechanism of the schemes
 - Time-line for taking the decisions on schemes/providing services
 - Nodal staff/officer and their link staff/officer for every service/scheme alongwith their phone nos
- The citizen charter will be presented to DC for approval and once approved shall be printed on a computer flex board or painted on office wall in a prominent place for everyone to see, preferably on the entrance of the office and it shall also be posted on internet through NIC and shall be published in the District Information and Grievance Redressal Booklet which will be compiled and published by DC Saiha.
- Properly displaying information related to RTI Act, 2005 i.e. SPIO, SPIO, AA and address of Mizoram Information Commission
- Properly displaying information related to address of Vigilance Deptt, Govt of Mizoram and Anti-Corruption Bureau, Govt of Mizoram
- Submitting list of officers/staff, their contact no and responsibilities in soft copy to DC which will be complied

GRIEVANCE REDRESSAL MECHANISM

- All the HoDs will be departmental Grievance Redressal Officer, they shall put a board indicating meeting hours, phone nos for grievance related purposes.
- DC Saiha will be District Grievance Redressal Officer. Anyone who is not satisfied with the grievance redressal by the departments, may approach DC either in person or through writing. DC Helpline 1077/222609 shall also act as a complaint receiving channel.

- All complaints received before the DC will be given a unique ID and the departments would be asked to respond within 15 days. If necessary hearing will take place to redress the grievance of the citizen
- If the situation requires, a Monthly DC Grievance Day will also be put in place for meeting citizens with grievances.

TIME LINE FOR ABOVE-MENTIONED ACTIVITIES

Activity	Time Line	Implementing Authority
Preparation of Citizen Charter and its approval from DC	7 days (15-23 Sep)	HoDs/ Deptt in-charge
Printing of necessary flex boards	7 days (23-30 Sep 2011)	HoDs/ Deptt in-charge
Compilation of citizen charters, employees details	7 days (23-30 Sep, 2011)	DC Saiha
Printing of Citizen Charters etc	1 month (1-31 October, 2011)	DC Saiha
Launch of District Information & Grievance Redressal Mechanism	2/3 rd October, 2011 on the occasion of Mahatma Gandhi Birthday	DC Saiha

Separate letter will be issued for launch of District Information & Grievance Redressal Mechanism.

All Deptts whether belonging to Central Govt or State Govt shall put in place the required mechanism and adhere to the time line.

The Executive Secretary, MADC will create similar mechanism with respect to MADC subjects and shall try to put in place by adhering to the timeline and shall give the soft-copy to the DC Saiha for compilation purposes.

**KUNAL, IAS
DC SAIHA**

To,

All HoDs, Central/State Govt Deptts/PSUs/Bodies, Saiha District,

Memo no K11011/9/2011-DC(S) dated 14th Sep, 2011, Saiha

Copy for information to:-

1. Sr PPS to the Chief Secretary, Govt of Mizoram, Aizawl
2. Principal Secretary to the Hon'ble Chief Minister, Mizoram, Aizawl
3. Secretary/Commissioner, GAD, Govt of Mizoram, Aizawl
4. Executive Secretary, MADC, Saiha
5. SDO(S), Saiha for compilation
6. DIO-NIC for posting on the website


**KUNAL, IAS
DC SAIHA**

Handed not pending
S. S. S.
15/9/2011

A. G. S.