



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

State Investment Programme Management and Implementation Unit
(SIPMIU)

For the year 2020

Address : Urban Resource Centre, MINECO

Website : www.Aizawl.sipmiu.org

Date of issue : 4th July, 2020.

¹This format is to be used for formulation of Citizen's Charter for Administrative Departments and subordinate offices at the level of directorates and autonomous bodies as listed in column (2) and (3) of Annexure –IV

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF

State Investment Programme Management and Implementation Unit(SIPMIU) (2020)

VISION AND MISSION

VISION

To bring about planned and sustainable development, economic growth and infrastructure developments in urban town and cities. Improve urban environment, public health and enabling urban residents to have access to better urban services.

To bring about urban institutional and governance reform and providing support for capacity building to municipal local bodies and project management and implementation.

MISSION

To improve the well being of the urban residents by providing better quality and quantity of water supply through various water supply projects like installation of chlorinators and water meters, renovation, replacements and construction of new distribution tanks, replacement of existing water distribution pipe with larger distribution network for more flow, extending the water distribution network for reaching more residents and increasing the quantity of water supply and treatment capacity.

To improve the environment and health condition of the urban towns and cities by introducing better waste collection system and scientific solid waste management system, generating employment in the waste management system and sustaining the system through the byproducts. And introducing sustainable common sewage treatment system to reduce public burden of regular cleaning private expenses and to safe guard the environment and the adjoining land from pollution or landslide.

To impart knowledge and awareness to public regarding, cleanliness and hygienic urban environment and the role and responsibilities of the urban residents.

To give a consultative support for ULB reforms for furthering the decentralized urban governance, consultative support for implementing sustainable and accountable utility reforms, consultative support for implementing municipal finance reform and to help and support the municipal local bodies to build capacity.

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF

State Investment Programme Management and Implementation Unit(SIPMIU) (2020)

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations 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, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	<u>Water Supply:</u> Improvement of water supply system by laying of water distribution and feeding pipes, construction of distribution tank, installation of water meter, flow meter, construction of water treatment plant for harnessing 37 MLD.	Lalrothanga Program Director, SIPMIU	pdazl07@gmail.com , 9436146077	N/A	Nil	Nil
2	<u>Sewerage and sanitation:</u> Introduction of cesspool and common sewage treatment facility with laying of Sewer pipe for sewage collection including Biodigester.	Lalrothanga Program Director, SIPMIU	pdazl07@gmail.com , 9436146077	N/A	Nil	Nil
3	<u>Solid waste Management:</u> Introduction of hygienic collection and scientific treatment of urban solid waste with mechanical and vermin composting facilities and landfill. Imparting awareness to the urban residents.	Lalrothanga Program Director, SIPMIU	pdazl07@gmail.com , 9436146077	N/A	Nil	Nil

4	<p><u>Institutional consultancy Development:</u> Rendering consultative support for urban institutional and governance reforms.</p>	<p>Lalrothanga Program Director, SIPMIU</p>	<p>pdazl07@gmail.com, 9436146077</p>	<p>N/A</p>	<p>Nil</p>	<p>Nil</p>
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CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF

State Investment Programme Management and Implementation Unit(SIPMIU) (2020)

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months) ²	Remarks, if any
1	Construction of water Supply system	N/A	The projects will be handed over to PHE Department after completion.
2	Construction of common sewage treatment plant along with sewerage network along with Bio Digester,	N/A	The projects will be handed over to PHE Department after completion.
3	Construction of solid waste management centre and supply of garbage trucks and Operation of the centre.	N/A	Garbage collection is the responsibility of Aizawl Municipal Corporation, waste treatment at the waste management centre is looked after by SIPMIU.
4	Render consultative support for urban governance and institutional development	N/A	

²The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends upon the fulfillment of certain conditions beyond the control of the department/office, then, it may be written like "....days/weeks/months....subject to.... conditions"

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
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GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.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.	Lalrothanga Program Director, SIPMIU	0389-2390338	pdazl07@gmail.com	3 days
2.	Daniel Lalrempuia Dy Program Director, SIPMIU	0389-2334532	pdazl07@gmail.com	3 days

CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF
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LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	Public Health Engineering Department
2.	Aizawl Municipal Corporation
3.	Aizawl Traffic Police(Home Department) – During construction activities
4.	Public Works Department – During construction activities.

CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF
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EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients
1.	A standard and complete finish product of the projects for urban service delivery.
2.	A standard, safe and smooth operation during construction activities.
3.	A well thought planned operation during construction activities causing less nuisance and inconvenience to the public

CITIZEN'S CHARTER FOT THE OFFICE OF
State Investment Programme Management and Implementation Unit(SIPMIU) (2020)

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation, email and phone number	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks/ months) ⁶
1	Construction of water Supply system	Lalrothanga Program Director pdazl07@gmail.com , 9436146077	N/A	-	3 days
2	Construction of common sewage treatment plant along with sewerage network along with Bio Digester.	Lalrothanga Program Director pdazl07@gmail.com , 9436146077	N/A	-	3 days
3	Construction of solid waste management centre and supply of garbage trucks and Operation of the centre.	Lalrothanga Program Director pdazl07@gmail.com , 9436146077	N/A	-	3 days
4	Render consultative support for urban governance and institutional development.	Lalrothanga Program Director pdazl07@gmail.com , 9436146077	N/A	-	3 days

Name of Public Grievance Redress Officer(s) : Daniel Lalrempuia
Phone number : 0389-2334532
Email : pdazl07@gmail.com