

**CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER
LUNGSEN RD BLOCK**



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

**Office of the Block Development Officer
Rural Development Block, Lungsen
For the year 2024**

Address : Lungsen, Lunglei District, Mizoram

Website : <https://bdolungsen.mizoram.gov.in>

Date of issue : 21st October, 2024

CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER LUNGEN RD BLOCK

VISION AND MISSION

VISION

To foster sustainable rural development in Lungsen, ensuring equitable access to basic amenities, welfare schemes, infrastructure, and economic opportunities. We envision an empowered, self-reliant community that thrives through participatory governance, environmental stewardship, and socio-economic growth, enhancing the quality of life for all residents while preserving local heritage and culture.

MISSION

To implement inclusive rural development programs in Lungsen block with transparency and efficiency. We aim to enhance rural livelihoods, promote education, health, and infrastructure, and strengthen local governance through participatory planning and by constant monitoring of all sectors as a part of the Aspirational Blocks Programme. By coordinating with local bodies and stakeholders, we strive to create resilient communities with sustainable development practices.

**CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER
LUNGSEN RD BLOCK**

MAIN SERVICES

| Sl. No | Services delivered by the department/ office to citizens or other offices/ organisations including non-governmental organisations | Responsible official with designation | Email and Mobile (PhoneNo.) | Process for delivery of service within the office | Documents if any, required for obtaining the service to be submitted by citizen/client | Fees, if any, for the service with amount |
|---------------|--|---|--|--|--|--|
| 1. | Application for job card under MGNREGS | Lalhruailiana Zote, Programme Officer (PO)/BDO | bdolungsen1969@gmail.com | Application format to be used. | <ul style="list-style-type: none"> i. Photocopy of Ration card, ii. EPIC, iii. Aadhar with NPCI mapping, iv. 2 Passport size photos, v. VC/YMA pem lehkha – pem tan, vi. Job car hlui – transfer tan, vii. VEC recommendation | Nil |
| 2. | Disaster Management & Rehabilitation | Lalhruailiana Zote, Zonal Officer/BDO | bdolungsen1969@gmail.com | Photographs of incident received through dak or emergency report via phone call | Photographs of incident to be submitted by VCs. | Nil |
| 3. | Supervision of employment under MGNREGS (Mahatma Gandhi National Employment Guarantee Scheme) | Rinnghinglova Khiantge, Addl. Programme Officer (APO) | bdolungsen1969@gmail.com | All works under MGNREGS are scrutinized by the APO and further submitted to the PO | - | Nil |

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|----|--|---|--|--|-------------------------------------|----------------------|
| 4. | Supervision of works under Mizoram State Rural Livelihood Mission (MzSRLM) | Zothanpuui Hmar, Block Mission Manager | bdolungsen1969@gmail.com | All files under MzSRLM are scrutinized by the BMM and further submitted to the BMM/BDO | - | Nil |
| 5. | PMAY(G) Pradhan Mantri Awaas Yojana (Gramin) | Rinnghinglova Khiangte, Addl. Programme Officer (APO) | bdolungsen1969@gmail.com | Site verification is done for geo-tagging and release of installments | i. Photographs ii. VC hriatpuina | Nil |
| 6. | Information under RTI (Right to Information Act, 2005) | Lalhruailiana Zote, BDO | bdolungsen1969@gmail.com | 30 days | As per RTI Act, 2005 | As per RTI Act, 2005 |

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SERVICE DELIVERY STANDARD

| Sl. No. | Services delivered by the department/office to citizens or other offices/ organisations including non-governmental organisations | Stipulated time limit for delivery of service (days/weeks/months) | Remarks, if any |
|----------------|---|---|------------------------|
| 1. | Application for job card under MGNREGS | 30 days | |
| 2. | Disaster Management & Rehabilitation | Immediate relief, up to 7 days subject to certain conditions | |
| 3. | Supervision of employment under MGNREGS (Mahatma Gandhi National Employment Guarantee Scheme) | No time limit | |
| 4. | Supervision of works under Mizoram State Rural Livelihood Mission (MzSRLM) | No time limit | |
| 5. | PMAY(G) Pradhan Mantri Awaas Yojana (Gramin) | Release of fund upon meeting conditions set by guidelines | |
| 6. | Information under RTI (Right to Information Act, 2005) | 30 days; if the information concerns the life or liberty of a person, within 48 hours | |

**CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER
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GRIEVANCE REDRESS MECHANISM

Website address to lodge grievances: -

- i. <https://pgportal.gov.in/>
- ii. <https://mipuiaw.mizoram.gov.in>

| Sl. No. | Name of the responsible officer to handle public grievance in the office | Contact number | Email | Time limit for redress of grievances |
|--------------------|---|---------------------------|--|---|
| 1. | Lalhruailiana Zote, BDO | 8974196381 | bdolungsen1969@gmail.com | Subject to certain conditions |

**CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER
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LIST OF STAKEHOLDERS/CLIENTS

| Sl. No. | Stakeholders/Clients |
|--------------------|--|
| 1. | All government departments and Village Councils at the block level with regard to overall block administration |
| 2. | All Village Employment Committees and MGNREGS Job Card Holders |
| 3. | All beneficiaries under PMAY-G |
| 4. | All Self-Help Groups, Village Organizations, Cluster Level Federation under MzSRLM |
| 5. | All citizens and the general public with regard to Roll entry/deletion/correction, disaster management, RTI etc. |

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

| Sl. No. | Expectations of the office from Citizens / Service recipients |
|--------------------|--|
| 1. | Submission of application for Job Card complete in all respects. |
| 2. | Immediate intimation of disaster to the Zonal Officer. |
| 3. | Following of PMAY-G guidelines by beneficiaries. |
| 4. | Timely attendance of trainings conducted by MzSRLM for SHGs/VOs/CLFs by its members. |