



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
FOR
OFFICE OF THE BLOCK DEVELOPMENT OFFICER
THINGDAWL RD BLOCK
FOR THE YEAR 2024

Address : Office of the Block Development Officer, Thingdawl RD Block,
Vengthar, Thingdawl

Website : thingdawlbdo.mizoram.gov.in

Date of issue : 20th May, 2024

VISION AND MISSION

VISION :

To provide and ensure that various government flagship schemes are reaching the rustic rural population thereby providing an efficient, accountable and transparent government.

MISSION :

1. To provide information relating to the various schemes implemented by the Office at the doorstep of the citizen.
2. To facilitate and implement all the flagships schemes of Rural Development Department.
3. To enhance the livelihood of the rural population by providing loans through SHGs and by creating various rural assets for enhancement of livelihood of the rural poor.
4. To equip the citizens regarding their right for employment, eligibility under various schemes, etc.

CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER, THINGDAWL RD BLOCK (2024)
MAIN SERVICES

SL.No	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile {Phone No.}	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	Overall Block Administration	F Lalnisai Block Development Officer	lalnisaif@gmail.com 7048922407	All matters relating to overall Block administration like establishment matters, account matters, service/ pension matters, funds relating to MLA/MP LADS, etc are taken up on a need basis.	As required by the office from time to time.	NA
2	Issuance of Job Card under MGNREGA	F Lalnisai Programme Officer MGNREGA	lalnisaif@gmail.com 7048922407	Request for issuance of Job Cards are being forwarded to BDO through the VLAA. After spot verification by VLAA, Job cards are issued to applicants within 7 days.	Photocopy of Ration Card, Aadhar Card and Acknowledgement from Village Council	NA
3	All other matters relating to MGNREGA	Pi Mina Lalhmingthangi APO	Mina20th@gmail.com 9436190444	All proposals, requests and applications are taken up as per guidelines of MGNREGA.	Application and supporting photographs.	NA
4	Election Related Matters (Addition/Deletion/Correction/Shifting)	F Lalnisai Assistant Electoral Returning Officer 4-Tuiri ST AC	lalnisaif@gmail.com 7048922407	Applications for Addition/Deletion/Correction/Shifting are disposed of during Continuous Summary Revision or Special Summary Revision fixed by ECI	Form 6,7 &8 along with photocopies of Birth Certificate, Aadhar Card, or any other document accepted by ECI for proof of identity and proof of birth	NA

5	PMAY -G	Pi Mina Lalhmingthangi APO	Mina20th@gmail.com 9436190444	All proposals, requests and applications are taken up as per guidelines of PMAY-G.	Minutes of Gram Sabha, Aadhar Card and details of bank account.	NA
6	MzSRLM	Pi ZD Ramdintluangi BMM, MzSRLM	tenovizadeng23@gmail.com 9862889579	All proposals, requests and applications are taken up as per guidelines of MzSRLM.	As required depending on the situation.	NA
7	PMKSY	Pi Lalmuankimi WDT Pu Lalnunmawia WDT	rlalmuankimi026@gmail.com 9862050904 nmapachuu560@gmail.com 8729825073	All proposals, requests and applications are taken up as per guidelines of PMKSY.	As required depending on the situation.	NA
8	Disaster Related Matters	F Lalnisai Block Development Officer/ Zonal Officer	lalnisaif@gmail.com 7048922407	Disasters caused by natural calamities which are reported to BDO are being verified on the spot and verification report form is being forwarded to Deputy Commissioner, Kolasib District	Photographs of damage caused by natural calamities and photocopy of first page of bank passbook of the victim.	NA
9	RTI	Pi J Lalvulluiai Assistant	avulijongte1969@gmail.com 9862249648	Applications for RTI may be lodged at rti.mizoram.gov.in by paying required fees.	30 days	Rs. 10

**CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER
THINGDAWL RD BLOCK (2024)
SERVICE DELIVERY STANDARD**

Sl. No.	Services delivered by the 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	Block Administration	7 days	NA
2	Issuance of Job Card under MGNREGA	7 days	NA
3	Matters relating to MGNREGA	30 Days subject to availability of funds	NA
4	PMAY -G	30 Days subject to availability of funds	NA
5	MzSRLM	7 days	NA
6	Election Related Matters	7 days	NA
7	Disaster Related Matters	7 days subject to orders for verification received from Deputy Commissioner, Kolasib District.	NA
8	RTI	30 days	NA

**CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER
THINGDAWL RD BLOCK (2024)**

GRIEVANCE REDRESS MECHANISM

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievance
1	F LALNISAI Block Development Officer	7048922407	lalnisaif@gmail.com	30 days

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	All Govt. Departments under Government of Mizoram
2.	All Village Councils and Village Employment Committees within Thingdawl RD Block
3.	All Vigilance & Monitoring Committee, MGNREGA, Thingdawl RD Block
4.	All MGNREGA Job Card Holders
5.	All Self Help Groups, Village Organizations, Cluster Level Federations under MzSRLM
6.	All beneficiaries and members of Water Shed Committee under PMKSY 2.0
7.	All beneficiaries under PMAY-G
8.	General public
9.	Media persons

EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the Office from citizens/service recipients
1.	Applications and proposals submitted by the citizens to this office should be complete in all respect with supporting documents.
2.	The citizens/beneficiaries are expected to implement all schemes allotted to them in good faith and to the best maximum level.
3.	Timeline, if stipulated, for completion of formalities should be adhered to by the citizens.
4.	Immediate compliance to orders/guidelines issued in matters relating to various schemes implemented by this office.