



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

**Office of the Sub-Divisional Officer (Civil),
Vairengte Sub-Division, Vairengte**

For the year 2022

Address : Bangla Veng, Vairengte, Kolasib District, Mizoram
Website : <https://vairengte.mizoram.gov.in>
Date of issue : 01.04.2022

CITIZEN'S CHARTER FOR OFFICE OF THE SUB-DIVISIONAL OFFICER (CIVIL), VAIRENGTE SUB-DIVISION

MAIN SERVICES

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental	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	JUDICIAL: Certificates viz., Order of delayed Registration of Birth & Death, Tribal, Residential, Income, Unmarried, Character, Unemployed, etc., Exemption of Postmortem, Prohibitory Order, etc.	Neng Thianlala, Sub-Divisional Magistrate	Ph.: 7630081304 Email: sdocvairengte@gmail.com	Obtain relevant application form(s) from SDO(C) Office or download from the Official website and submit at the reception counter along with prescribed fees and supporting documents. Certificates issued can be collected from DA or Reception counter. Issues application forms for Delayed Registration of Birth & Death during office hour.	Residential : Residential proof from VC, Voter ID Xerox, Passport size photograph. Tribal : Tribes proof from Area VC and YMA, Birth Certificate, Voter ID Xerox, Passport size photo of the applicant. Income : Annual Income proof from VC, Passport size photo and voter ID Xerox of applicant Unmarried : Appoved certificate from Churches. Character/Unemployed : Police verification certificate.	Application forms for Delayed Registration of Birth & Deat: Rs.30/- each Residential/Tribal/Income: Rs. 10/- each Unmarried/Character/Unemployed: Free of cost

2	ELECTION: Registration of voters, correction of entries in electoral roll, etc.	Neng Thianlala, Electoral Registration Officer for 6-Serlui (ST) A/C.	Ph.: 7630081304 Email: sdocvairengte@gmail.com	Offline: Obtain relevant form from BLO/ERO and submit to the ERO along with supporting documents and verification report of the concerned BLO. Online: Either through the https://www.nvsp.in/ or Voter Helpline mobile App	ID Proof, Date of Birth proof, residential proof, Passport size photo of applicant.	Free of cost.
3	I.L.P.: Temporary Inner Line Permit with 7 days validity.	Neng Thianlala, Sub-Divisional Officer (Civil)	Ph.: 7630081304 Email: sdocvairengte@gmail.com	Submit application form for Temporary I.L.P. to the designated Counter along with fees and ID proof of the applicant and the sponsor.	Passport size photo of the applicant and ID Proof (EPIC, Panchayat Certificate Aadhar, PAN, Driving License, etc.) of the applicant and the sponsor.	Rs. 350/-
4	AADHAAR: New enrolment, corrections and biometric updates, etc.	Thomas Lallunghnema Supervisor/ Operator	Ph : 9863364430 Email : tetea_11@yahoo.com	Submit prescribed application form to the Supervisor/ Operator at AADHAAR counter	ID Proof, Date of Birth proof, residential proof, presence of the Aadhaar card holder, etc	New Enrolment : Free Compulsory Update (attaining 5 yrs old) : Free Correction : Rs 50/- Biometric/ Demographic update : Rs 100/-
4	DM&R: prevent, relief, rehabilitate, mitigate, etc.	Neng Thianlala, Sub-Divisional Officer (Civil)	Ph.: 7630081304 Email: sdocvairengte@gmail.com	Submit application/intimation/ complaint in plain paper with supporting documents/photos to the .	Recommendation/acknowledg ement of the concerned VC, Photo proof, photo copy of bank passbook in case of relief and rehabilitation	Free of cost

5	LAND REVENUE: Recommend applications for House Pass, LSC, P. Pata, Lease, etc.	Neng Thianlala, Chairman, Land Committee for Vairengte Town	Ph.: 7630081304 Email: sdocvairengte@gmail.com	Submit application form to the S.O., Kolasib District who surveyed the land and obtained recommendation of the Land Committee concerned.	Refer to the Citizen Charter of the S.O. Kolasib District.	Refer to the Citizen Charter of the S.O. Kolasib District.
7	URBAN DEVELOPMENT: Housing, Cleanliness/Sanitation	Neng Thianlala, Nodal Officer	Ph.: 7630081304 Email: sdocvairengte@gmail.com	Implement PMAY(U) and SBM (U) within Vairengte town area	N.A.	N.A.

**CITIZEN'S CHARTER FOR OFFICE OF THE SDO(C), VAIRENGTE
(2022)**

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) ⁴	Remarks, if any
1	Certificates : Tribal, Income, Residential, Character, Unmarried, Religious, etc.	1 (One) Working day	Subject to the availability of the SDO(C)/SDM at station.
2	Order of Delayed Registration of Birth and Death	1 (One) Working day	-do-
3	Temporary ILP	Issues temporary ILP to the applicant instantly.	-
4	Aadhaar	Processed application form instantly in the presence of the applicant on Monday/Wednesday/ Friday.	-
5	EPIC	Atleast 7 (seven) days required as per rules.	

**CITIZEN'S CHARTER FOR OFFICE OF THE SDO(C), VAIRENGTE
(2022)**

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance <https://pgportal.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	NENG THIANLALA	7630081304	sdocvairngte@gmail.com	

**CITIZEN'S CHARTER FOR OFFICE OF THE SDO(C), VAIRENGTE
(2022)**

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Public
2	Tourists visiting Mizoram
3	PSUs
4	Corporations/Company
5	Government departments

**CITIZEN'S CHARTER FOR OFFICE OF THE SDO(C), VAIRENGTE
(2022)**

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

Sl. No.	Expectations of the office from citizens/service recipients
1	Application forms reng reng submit hmain uluk taka chhiar tur leh document thil tel ngaite a nih ang taka kim taka thil tel thin turin.
2	ID, certificates leh documents hrang hrangte uluk taka vawng tur leh mahni thua thai ran, siam danglamte ti lo turin.
3	Hming, nu leh pa hming, pianni leh thlate dik leh in ang tlang vekia ziaak zel turin
4	Hun tiam nei chite chu a hun tawp nghak kher lova in hmakhua thin turin.
5	ILP Sponsor-tute chu an sponsor-te dinhmun hre chiang tur leh Mizoram an chhuah san thleng vil zui turte, a hun taka Permit renew tur te in beisei an ni.
6	Office thuchhuah leh hriattirnate zah taka zawm turin.
7	Office leh a chhehvel vawn fai kawnga Office staff-te thawhpui turin.
8	Officials te a tul huna thurawn leh rawtna tha zawk pe zel turin.

CITIZEN'S CHARTER FOR THE OFFICE OF THE SUB-DIVISIONAL OFFICER (CIVIL), VAIRENGTE SUB-DIVISION

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)
1	Certificates : Tribal, Income, Residential, Character, Unmarried, Religious	Name: Neng Thianlala, Designation: SDM/SDO(C) Email: sdocvairengte@gmail.com Ph.: 7630081304	Residential : Residential proof from VC, Voter ID Xerox, Passport size photograph. Tribal : Tribes proof from Area VC and YMA, Birth Certificate, Voter ID Xerox, Passport size photo of the applicant. Income : Annual Income proof from VC, Passport size photo and voter ID Xerox of applicant Unmarried : certificate from Churches, etc. Character/Unemployed : Police verification certificate.	Residential/Tribal/Income : Rs. 10/- each Others : Free of costs	1 (One) working day
2	Order of Delayed Registration of Birth/Death	-do-	NAC from ADR, Proof of – residence, citizenship, date of birth/dead, etc., as submitted to the ADR for NAC.	Rs. 30/- each	1 (One) working day
3	Temporary ILP	-do-	Passport size photo of the applicant and ID Proof (EPIC, Panchayat Certificate Aadhar, PAN, Driving License, etc.) of the applicant and the sponsor.	Rs. 350/-	Issued instantly
4	EPIC	-do-	ID Proof, Date of Birth proof, residential proof, Passport size photo of applicant.	Free	7 (seven) days
5	Aadhaar	Name: Thomas Lallunghnema Designation: Supervisor/ Operator Ph : 9863364430 Email : tetea_11@yahoo.com	ID Proof, Date of Birth proof, residential proof, presence of the Aadhaar card holder, etc	New Enrolment : Free Compulsory Update (attaining 5 yrs old) : Free Correction : Rs 50/- Biometric/Demographic update : Rs 100/-	Processed instantly on Monday/ Wednesday/ Friday

Name of Public Grievance Redress Officer(s) : NENG THIANLALA
Phone number : 7630081304
Email : sdocvairengte@gmail.com