



सत्यमेव जयते

GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

Office of the Block Development Officer,

W.Phaileng R.D Block

For the Year 2025

Address : W.Phaileng,Mamit District

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

Date of Issue : 1st April,2025

CITIZENS CHARTER

OFFICE OF THE BLOCK DEVELOPMENT OFFICER **W.PHAILENG RD BLOCK**

I. VISION

The vision of Mahatma Gandhi NREGA is to enhance the livelihood security of rural households across the country by providing at least 100 days of guaranteed wage employment in a financial year to every rural household whose adult members volunteer to do unskilled manual work. Mahatma Gandhi NREGA recognizes the importance of strengthening the livelihood resource base of the poor by reaching the most vulnerable sections of rural areas, including Scheduled Castes, Scheduled Tribes, women-headed households, and other marginalized groups.

II. MISSION

- Providing wage employment for atleast 100 days in a financial year.
- To enhance the livelihood security of rural households by promoting sustainable rural development.
- To promote the active participation of women in the workforce.
- To create permanent assets for strengthening the rural infrastructure
- Strengthening the livelihood resource base of the poor by reaching the most vulnerable sections of rural areas, including Scheduled Castes, Scheduled Tribes, women-headed households, and other marginalized groups.

III. MAIN SERVICES

Services delivered by the department/ office to citizens or other offices/ organisations including NGOs.	Responsible official with designation	Email and Mobile 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
Application for Job card under MGNREGS	Moses Ramdinthara,BDO	wphailen@gmgnregs@gmail.com	Application format to be used.	*Photocopy of Ration card, *EPIC, *Aadhar with NPCI mapping, *2 Passport size photos, *VC/YMA pem lehkha – pem tan,	Nil
Supervision of employment under MGNREGS	Veronica Ngurthanpari,APO	wphailen@gmgnregs@gmail.com	All works under MGNREGS are scrutinized by the APO and further submitted to the PO.	-	Nil
Aadhar Enrollment	H.Rosiamkima, Aadhar Supervisor	wphailen@gmgnregs@gmail.com	Application format to be used.	<u>Adult Application-</u> EPIC,S.T Certf. <u>Minor Application-</u> Birth Certf, Nu/Pa Aadhar	

Monitoring and Supervision of Disaster related issues	Moses Ramdinthara,BDO	wphailen@gmgngnregs@gmail.com	<p>* Information on disaster related issues are received from VC or affected person.</p> <p>*Application is processed through file</p> <p>*Zonal officers/VLAA verified damaged site on the spot</p> <p>*Assistance issued as per norms</p>	VLMC recommendation letter	
Supervision of works under Mizorm State Rural Livelihood Mission	Lalduhawma,BMM	wphailen@gmgngnregs@gmail.com	Release of assistance subject to the condition that the same has been approved and sanctioned by higher authority	Vouchers and receipts.	
Information under RTI (Right to Information Act, 2005)	Josephine Laldintluangi,UDC	wphailen@gmgngnregs@gmail.com	Citizens may request for any information as allowed under RTI Act, 2005 by submitting a written application or through online application.	As per RTI Act, 2005	

IV.SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/ organizations including non governmental organisations	Stipulated Time Limit for delivery of service days/ weeks/months	Remarks, if any
1.	Overall block administration and supervision	It is subject to the decision of the BDO and as per government instruction in the matter under request.	Nil
2.	Application for job card under MGNREGS	30 days	
3.	Employment under MGNREGA (Mahatma Gandhi National Employment Guarantee Scheme)	15 days subject to the condition that fund is available.	
4.	Housing Assistance under PMAY-G	No time bound	
5.	Supervision of works under Mizoram State Rural Livelihood Mission (MzSRLM)	No time bound	
6.	Enrolment/Deletion/Correction in Electoral Roll.	During Summary Roll Revision, within the period of 'claim and objection' specified by Election Commission. However, during continuous updation it is subject to the decision of the AERO/AMERO	
7.	Information under RTI (Right to Information Act, 2005)	30 days. 48 hours if it concerns life and liberty of a person	

V. GREIVANCE REDRESS MECHANISM

- Website address to lodge grievance <https://pgportal.gov.in/>
- Website address to lodge grievance <https://mipuiaw.mizoram.gov.in/>

Name of the responsible officer to handle public grievance in the office	Contact No	Email
Moses Ramdinthara,BDO	0389-2908070/ 8794521266	wphailengmgnregs@gmail.com

VI. LIST OF STAKE HOLDERS

S1 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 MGNREGA Job Card Holders.
3	All beneficiaries under PMAY-G
4	All Self Help Groups under MzSRLM
5	All citizens and the general public with regard to Roll Entry/Deletion/Correction, Disaster Management, Magisterial approval, RTI etc.

VII. EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl No.	Expectations of the department/office from citizens/service recipients
1	Applications as per prescribed format and completed in all respects along with all necessary documents and attested as required are to be submitted.
2	Provide clear statement of grievances along with document if any.
3	Clients seeking redressal of their grievances can contact officers and staffs on all working hours.
4	Expected to obey prohibition, orders and notifications issued in the interest of public services.
5	100 days guaranteed employment for MGNREGA job card holders.
6	Creation of public assets and development works under MGNREGS.