

CITIZENS' CHARTER OF LOCAL ADMINISTRATION DEPARTMENT (2013-2014)

Vision

To strengthen participatory local self-government through village councils.

Mission Statement of the Organization

Ensure effective functioning of the village councils through empowerment and providing of professional support system.

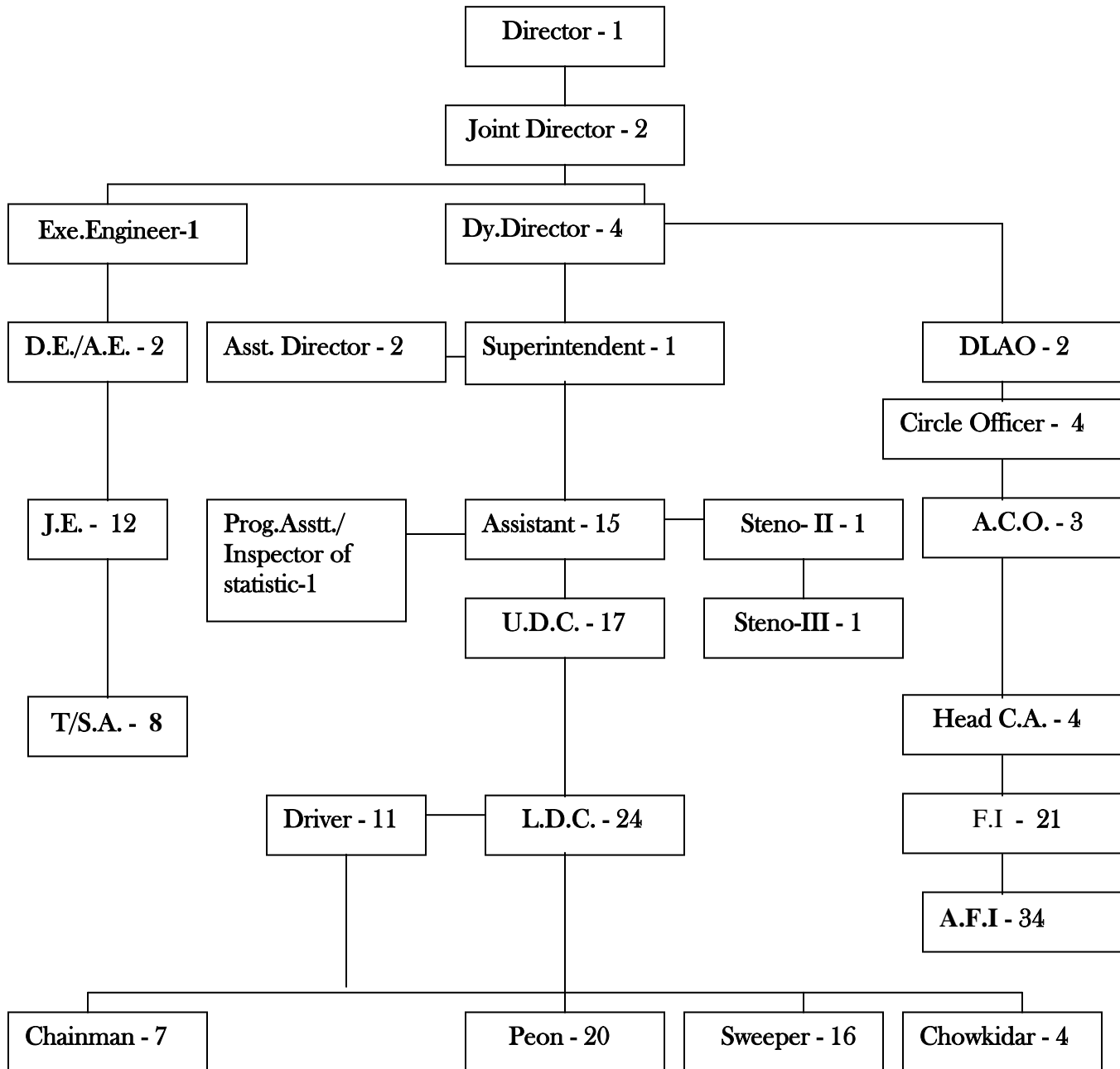
Details of Business transacted by the Organization

1. Village Council matters and Village Administration
2. Naming of Streets
3. Animal Control and Taxation
4. Local Development works funded under State Plan Fund including Housing Assistance
5. Parks and Recreation
6. Aizawl Building Centre
7. Housing Loans and Advances
8. Implementation of e.Panchayat (Communication for Internet System under Rural Areas)

In addition to the business outlined above, the following Acts and Rules are being implemented and enforced by this Department.

1. The Lushai Hills District (Village Councils) Act, 1953 as amended
2. The Mizoram (Election to Village Councils) Rules 1974 as amended.
3. The Lushai Hills Autonomous District (Administration of Justice) Rules, 1953 as amended.
4. The Lushai Hills District (House Site Act) 1953
5. The Mizoram (Forest) Act, 1953
6. The Lushai Hills District (Jhuming) Regulation, 1954
7. The Mizoram District (Administration Town Committees) Act, 1955
8. The Mizoram Animal (Control and Taxation) Act, 1980
9. The Mizoram (Prevention and Control of Fire in the Village Ram) Rules, 2001
10. Recruitment Rules for all posts within the Department.
11. The Mizoram (Establishment of Independent Local Body) Ombudsman Act 2011.
12. The Mizoram State (Grant of Loan for housing) Rules 1989.

**ORGANISATION CHART UNDER LOCAL ADMINISTRATION
DEPARTMENT**



		No. of post filled up
1) No. of Regular Employees	=	169
2) Contract Employees	=	4
3) Muster Roll Employees	=	48
Total	=	221

Note : Departmental Officers – such as Deputy Director, Assistant Director and Circle Officer when posted in the District Headquarters are designated as District Local Administration Officer.

Details of 'Citizens' or 'Clients'

The main clients of the Local Administration Department are the populace living in the rural areas of the State of Mizoram with the exception of the autonomous district council areas. Through enactment and enforcement of various Acts and Rules delineated under Details of Business transacted by the Department, it is the intention of the Department to maintain peace and tranquility, to ensure undisturbed law and order in the villages and to diminish any possible dispute between the villages. Besides, other clients of Local Administration Department are listed out below:

1. The State Government: Local Administration Department derives its original business from Allocation of Business Rules issued by the State Government. As such, the Department is responsible and accountable in fulfilling its responsibilities and duties enshrined in this allocated business. Moreover, achieving the desired outcomes and meeting the satisfaction of the local people in the effective implementation of the planned schemes is also one of the priorities of the Department while carrying out its responsibilities.

These planned schemes consist of construction of retaining walls, drains, steps, water point, public urinal etc... in the village for the good of the community.

2. Village Council: Local Administration Department (LAD) is entrusted to look after the welfare and well being of the Village Council throughout the State barring those councils falling within the area of Autonomous District Council. The Department provides honorarium to each members of the Village Council depending upon their designation. It also holds an election for the Village Council under the guidance and superintendence of State Election Commission. Moreover, stationeries and office equipments are also provided to the Village Council through this Department.

Disciplinary action on delinquent Village council is also taken and enforced by this Department if it is necessary. Various Acts, Laws and Rules relating to the Village Council matters and Village Administration are also being amended and updated depending upon the situation.

3. Public:

In a nutshell, “Local Administration Department is dealing and is relating with each and every citizen of the State living in the rural areas excepting the autonomous district council areas”

In other words, “Each and every people living in the rural areas of the State (except autonomous district council areas) have a direct or indirect correlation and association with Local Administration Department.

Detailed Address of the Office of Director, Local Administration Department

A. Biaklawma
Director
Local Administration Department
Thakthingtlang, Aizawl
Pin - 796005
Telephone No-2322446(O)
Fax - 23227343
Website Address: LAD.Mizoram.Gov.in

Address and Contact No. of District Offices

- | | |
|--|-------------------------|
| 1. District Local Administration Officer, Aizawl | 2343066 |
| 2. District Local Administration Officer, Lunglei | 0372-2324775 |
| 3. District Local Administration Officer, Champhai | 03831-234202 |
| 4. District Local Administration Officer, Kolasib | 03837-220315/
220158 |
| 5. District Local Administration Officer, Mamit | 2565564 |
| 6. District Local Administration Officer, Serchhip | 03838-222493 |

Whom to Contact for Booking of the Park

- | | | |
|---------------------------------|---|---------------|
| 1. Lal Thanhawla Park, Hmuifang | - | 9612859969 |
| 2. Brig. T. Sailo Park, Lengpui | - | 8731993560 |
| 3. Laldenga Park, Lunglei | - | 0372-2324775 |
| 4. Muthi Park, Muthi | - | 9436352757 |
| 5. Thenzawl Park | - | 8415886955 |
| 6. Kolasib District Park | - | 220315/220158 |
| 7. Champhai District Park | - | 234202 |

Statement of services including standards, quality, time frame, etc. provided to each Citizen/Client group separately and how/where to get the services

Local Administration Department is not only dealing with administration of villages but also focuses on the comfort and happiness of the citizens. Recreational Park has been constructed in all District capitals which can be used for family picnic and for just roaming around. Besides, it also tries to ensure existence of street light in every village with active co-operation of Power & Electricity Department. Moreover, taxes like *Zoram chhiah* and *Ran chhiah* are also collected for empowerment of the Village councils through themselves. Animal Control Act is also enforced for the safety and security of the public from possible outbreak of health hazard. Housing Loans are being disbursed to help construct the public a residential building of their own.

Statements of Services provided to the Citizens are:

A. Service for the Public

1. LOAN :

Housing Loans, the amount of which is fixed by the Government from time to time can be applied for by the Public.

A Board for the same is constituted in every District and the board scrutinizes the list of applicants for granting of loan. The list recommended by the Board is submitted to the Govt. for finalization and approval.

Application forms for Loans can be obtained from the District Local Administration Officers of the District. The applications are received directly by the Directorate in respect of Aizawl District.

*Contact : H.Rochungnungi
Deputy Director(Loan)
2325458(0)*

2. RECREATION CENTRES/PARKS, ETC. UNDER L.A.D.

Recreation Centre and Parks are also looked after by LAD, at the following locations:

- i) Lunglei District Park at Zobawk
- ii) Kolasib District Park at Kolasib
- iii) Serchhip District Park at Dawngzawl
- iv) Brig. T. Sailo Park at Lengpui
- v) Children Park at Chanmari, Lunglei
- vi) Lal Thanhawla Park at Hmuifang
- vii) Thenzawl Park at Thenzawl
- viii) Laldenga Park at Lunglei Kawmzawl
- ix) Muthi Park at Muthi near Aizawl
- x) Champhai Park at Champhai

These Parks in the District are looked after by the concerned District Local Administration Officers and in Aizawl by the Directorate of LAD, Thakthing Veng Aizawl.

Reservations can be done upon payment of nominal fee. Rates of hiring charges are as follows:-

Brig. T. Sailo Park at Lengpui :

- 1) Security Deposit Rs. 300 /- (Spot hman zawhah chowkidar report kengin Office-ah ngaihven leh tur a ni ang.
- 2) Picnic Booking : Rs. 2000/- per day.

Lal Thanhawla Park at Hmuifang :

- 1) Luh man : Puitling Rs.10/- per day
Naupang Rs. 5/- per day
- 2) Video Shooting : Rs. 500/- per day
- 3) Outdoor Camping : Rs. 500/- per day

Thenzawl Park :

- 1) Luh man : Puitling Rs.10/- per day
Naupang Rs. 5/- per day
- 2) Video Shooting : Rs. 500/- per day
- 3) Outdoor Camping : Rs. 500/- per day

Muthi Park :

- | | | |
|--------------|----------|----------------|
| 1) Luh man : | Puitling | Rs.10/-Per day |
| | Naupang | Rs.5/- Per day |

Laldenga Park at Lunglei :

- 1) Rs. 300/- Group a hmang duh mi 20 chin tan.
- 2) Rs. 500/- Group a hmang duh mi 21 atanga 50 aia tamlo tan.
- 3) Rs. 700/- Group a hmang duh mi 50 aia tam tan.

A hman man pek tawh hnuah hman leh duhloin refund theih a ni lo.

Champhai Park :

- 1) Hman man : Rs. 1000/- per day.
- 2) Swimming Pool a chen man : Kum 12 hnuailam tan Rs. 5/-, Kum 12 chunglam tan Rs. 10/-

Serchhip Park :

1. Swimming pool a chen man : Puitling Rs. 10/-, Naupang Rs. 5/-

3. VILLAGE DATA:

With the grant received from Finance Commission, Govt of India, a Comprehensive Village data has been prepared to cover all the villages. This will be an useful material for providing information to the public in respect of Villages. The Village data has been ready.

4. IMPLEMENTATION OF e-PANCHAYAT IN MIZORAM

The Govt. of India, Ministry of Panchayati Raj has sanctioned fund for setting up of this Scheme to the States during financial year 2011-2012. As per informed by the Govt. of India and ex-post-facto approval of Govt. of Mizoram vide No.B.13015/48/2010-LAD/VC(Pt) : Dt.15.11.2012 State Project Management Unit(SPMU) at the Directorate of LAD and District Project Management Unit (DPMU) in all the District Headquarters of Mizoram was set up for roll out e-Panchayat Mission Mode(MMP) with effect from 25.11.2012.

5. AIZAWL BUILDING CENTRE (ABC), Muanna Veng Zuangtui, Aizawl:

This Centre is being looked after by grant-in-aid from the Department. It produces Checker Tiles, Baluster (Railing Posts) etc. which can be used on buildings, pavements, etc.

*Contact : 1) Zosangliana
Executive Engineer & Member Secretary,
ABC Governing Board, LAD
2310442(0) &*

*2) Lalkhawngaiha
Project Co-Ordinator
Aizawl Building Centre
Muanna Veng, Zuangtui, Aizawl*

Brig. T. SAILO PARK, LENGPUI HMANDAN TLANGPUI

1. **Hawn hun** : *SUMMER* March - September
(9:00AM - 6:30PM)
- WINTER* October - February
(9:30AM - 5:00PM)

Park hi karkhatah ni sarih(7) hawn a ni.

2. *Luh man* : *Puitling* Rs.10/- per day
Naupang Rs. 5/- per day
- Video Shooting* : Rs. 500/- per day
Outdoor Camping : Rs. 500/- per night

3. ***REST HOUSE HMANDAN :***

Rest House hi function chi hrang hrang neih nan leh Picnic nan a hman theih a ni ang.

- HMAN HUN** *SUMMER* March - September
(9:00AM - 6:30PM)
- WINTER* October - February
(9:30AM - 5:00PM)

- HMAN MAN** 1)Darkar bi hman man Rs. 200/-hrs
2)Nileng hman man Rs. 2500/- per day

4. **CABIN :**

Cabin hi member 10 aia tam lo tan Picnic leh function chi hrang hrang neih nan hman theih a ni a, zan riah nan pawh a hman theih a ni.

- HMAN HUN** - 24 hrs. all year

- HMAN MAN** Darkar bi hman man Rs.100/-hrs. Day&Night time
Nileng hman man Rs.600/-per day
Zan riah man Rs.500 per night
(Checkout time 8:00AM)

Brig. T. Sailo Park, Lengpui



Brig T. Sailo Park, Lengpui





Muthi Park



Lal Thanhawla Park, Hmuifang



Lal Thanhawla Park, Hmuifang

LAL THANHAWLA PARK, HMUIFANG HMANDAN TLANGPUI

1. **Hawn hun :** *SUMMER* March - September
(9:00AM - 6:30PM)
- WINTER* October - February
(9:30AM - 5:00PM)

Park hi karkhatah ni sarih(7) hawn a ni.

2. *Luh man : Puitling* Rs.10/- per day
Naupang Rs. 5/- per day
Vehicle Rs.50/- per vehicle per day
Video Shooting : Rs. 500/- per day
Outdoor Camping : Rs. 500/- per day

3. ***Cafeteria :*** Rest House Building Ground floor hi Cafeteria atan a hman tur ani a. Thingpui leh Chaw dawr atan a hman tur a ni a, heng bakah hian eitur nepnawi leh in tur chi te pawh zawrh nan hman theih a ni ang.

4. ***REST HOUSE HMANDAN :***

Rest House hi function chi hrang hrang neih nan leh Picnic nan a hman theih a ni ang.

HMAN HUN *SUMMER* March - September
(9:00AM - 6:30PM)

WINTER October - February
(9:30AM - 5:00PM)

HMAN MAN Darkar bi hman man Rs. 200/-hrs
Nileng hman man Rs. 1500/- per day

4. **REST HOUSE ROOM :**

Rest House Room te hi member 10 aia tam lo tan luah theih a ni a, Zan riah nan pawh a hman theih a ni.

HMAN HUN - 24 hrs. all year

HMAN MAN Darkar bi hman man Rs.100/-hrs. Day&Night time
Nileng hman man Rs.600/-per day(9:00AM-6:00PM)
Zan riah man Rs.500 per night
(Checkout time 8:00AM)

THENZAWL PARK HMANDAN TLANGPUI

1. **Hawn hun** : *SUMMER* March - September
(9:00AM - 6:30PM)

WINTER October - February
(9:30AM - 5:00PM)

Park hi karkhatah ni sarih(7) hawn a ni.

2. *Luh man* : *Puitling* Rs.10/- per day
Naupang Rs. 5/- per day
Video Shooting : Rs. 500/- per day
Outdoor Camping : Rs. 500/- per day

3. **Rest House** : Rest House hi Function chi hrang hrang neih nan leh Picnic nan hman theih ani ang.

HMAN HUN *SUMMER* March - September
(9:00AM - 6:30PM)

WINTER October - February
(9:30AM - 5:00PM)

HMAN MAN 1) Darkar bi Booking Rs. 200/- per hrs
2) Nileng hman man Rs. 1500/- per day

4. **CABIN** : Cabin hi member 10 aia tam lo tan Picnic leh Function chi hrang hrang neih nan hman theih a ni a, Zan riah nan pawh a hman theih a ni.

HMAN HUN : 24 hrs. all year

HMAN MAN Darkar bi hman man Rs. 100/- hrs. Day time.
Nileng hman man Rs. 600/- per day
Zanriah man Rs. 500/- per night
(checkout time 8:00AM)



Thenzawl Park



Champhai Park



Champhai Park

CHAMPHAI SWIMMING POOL HMAN DAN CHUNGCHANG

1. LAD Swimming Pool a cheng /hire turte tan zinglam dar 9:00 A.M. atanga tlai lam dar 4:00 P.M. hun hawn a ni.
2. Swimming Pool a chen man chu naupang kum 12 hnuai lam tan Rs 5/- leh puitling kum 12 chunglam tan Rs 10/- zel a ni ang. Tin, chhungkua/pawl tan mal hire man Rs 1,000/- a ni ang. Tui an chen duh chuan a chung rate ang in an chawibelh a ngai ang.
3. Swimming Pool Area chhungah Zu leh ruihtheih thil khap tlat a ni. Hemi avanga buaina siam leh harsatna siam reng reng chu hunkal leh zel turah swimming pool area ah luh tir leh phal a ni lo ang. An chungah action lak a ni ang.
4. Swimming Pool chhungah sahbawn hman phal a ni lo. Thawmhaw huh Pool chhungah sawr phal a ni lo.
5. Swimming Pool chhunga chen lain zun, hnap hnit chil/khak leh ek phal a ni lo.
6. Mi pakhat in darker 2 aia rei (a luh atanga chhiarin) a cheng tur a ni lo.
7. Swimming Pool a kal te reng reng in a enkawl tu (Watchmen/Chawkider) thu a zawm ngei ngei tur a ni.
8. Swimming Pool chen/hire man hi chawkider/watchmen in Receipt/Register Book a enkawl ang.
9. Sunday (Pathian Ni) ah tui chen phal a ni lo. He thupek zawm lova cheng lui chu dan anga hrem leh chawitir an ni ang. He dan bawhchhe chungah tuia a chetsual chungchangah Department in mawh a phur lo ang.

Kolasib District Park



DISTRICT PARK LUNGLEI HMANDAN LEH KAIHHRUAINA

1. Picnic nan a hmang duhte chuan a hma thei angin DLAO (L) ah phalna an la tur a ni a. Picnic hi a thla a zirin darker 7-8 a ni tur a ni a, a hman man chu office ah pek lawk tur a ni.
2. Park chhunga thing leh maute kih, lak leh tihchhiat phal a ni lova. Nungcha awmte pawh tihhlum, tihhlam, tihnat leh tihthaih phal a ni lo.
3. District Park chhunga thil reng reng engmah tihchhiat leh tih hmelhem phal ani lova, tih chhiat/tihmelhem a awm a nih chuan a ti chhetu/tihmelhemtu in a hu tawk a chawi ang.
4. Eirawngbawl duhte chuan Department bungrua (Dekchi, thleng, Bowl, Gas, Stove, No etc,) an hmang duh a nih chuan Park Chawkider hnenah hriattirin an hmang thei ang. Bungrua hman zawh anih hnuin Chawkider in a enfel vek ang a, bungrua chhia leh bo a awm chuan a hmang tu ten an chawi ang.
5. District Park chhungah zu leh ruihtheihthil, ruih leh lakluh phal ani lo.
6. Park chhungah insuk khap tlat a ni, ti lui an awm a nih chuan hnawhchhuah an ni ang.
7. Chhanthatawk vanga Department in District Park chhunga luhtir phalloh an neih chuan sawibuai thei a ni loving.
8. District Park chhunga vanduaina (tuitla, accident etc,) tawkte chungah Department in mawhphurna a nei lo.
9. Department dang Picnic Cabin hmangtute chuan LAD bungbel an hmang duh a nih chuan Dekchi pakhat Rs. 5/- chair 1 Rs. 2/- in an hmang thei ang.

SWIMMING POOL

1. Kum 10 hnuailam tui cheng tur chuan vengtu a nei tur a ni.
2. Swimsuit emaw thawmhnaw fai tak emaw nen chauh tui hi chen phal a ni.
3. Natna inkaichhawn theih veite tan tui chen phal a ni lo.
4. Tui chhungah chil leh khak, hnap hnit, zun leh ek phal a ni lo.
5. Tui chen lain zuk leh hmuam tihphal a ni lo.
6. Sahbawn phuan leh tui tibawhlhlahw theih chi swimming pool-ah tihluh phal a ni lo.
7. Life Jacket hmang duh chuan pakhat zel hman manah Rs.10/- a pe tur ani.
8. Swimming Pool a chen man hi dar 9:00 A.M. - 12:00 Noon thlengin Rs. 5/- a ni a, dar 1:00 P.M. - 4:00 P.M. inkar atan a hranpa in Rs. 5/- pek leh tur a ni.

LALDENG PARK, KAWMZAWL LUNGLEI (A hman dan leh kaihhraina)

Laldenga Park, Kawmzawl ami hi lenkhawthawn nan te, picnic leh function neih nan te hman theih a ni.

A hman theih hun leh hman man :

1. Hawn hun : SUMMER March - September
(9:00AM-6:00PM)
WINTER October-February
(9:30AM-5:00PM)
2. Luh man : Puitling Rs.10/-
Naupang Rs.5/-
3. Video Shooting (Commercial) : Rs.1000/-per day
4. Rest House hman man : Rs.2000/-per day
5. Cabin hman man : Rs.1000/-per day
6. Park Booking (Cabin tiam loh in) : Rs.2500/-per day



Laldenga Park Kawmzawl Lunglei

Serchhip Park



B. ADMINISTRATIVE :

Naming of Streets, Roads and Villages : The Government of Mizoram has constituted a State Level Committee on naming of Streets, Roads and Villages.

Contact : *A.Biaklawma*
Director Local Administration Department &
Secretary Naming of Streets, Roads and Villages.
Ph : 2322446 (0)

C. COMMITTEE ON UN-AUTHORISED SETTLEMENTS:

A Committee to look into problems of migration, urbanization and legitimization or recognition of Villages is formed in every District. It conducts Spot Verification when complaints or request for the same are made and submits its observation and suggestion to the Directorate.

*Contact : Deputy Commissioners (concerned District)
District Local Administration Officers (concerned districts)*

D. MINOR WORKS:

Works under various funds coming from State Plan Fund and the Finance Commission are executed by the department. These works usually cater to the immediate needs of the community under Village Council areas and consist of construction of retaining walls, drains, steps, water points, etc.

Work proposals are received from concerned Village Councils through the District Local Administration Officers and works are selected for execution by the Department. The execution of these works are looked after by the Engineering Cell, headed by the Executive Engineer of the Department. Work orders however are to be collected from the concerned Junior Engineers of the department before **11'O' Clock** on working days.

*Contact : Joint Director(P) - 2310443(0)
Executive Engineer - 2310442(0)*

Details of Grievance Mechanism and how to access it (MIPUI AW and Manual)

L.A.D. is a Citizen Centric Department and it therefore provides the following opportunity to the public in regard to the addressing of their grievances:

(a) There is an Enquiry/Reception Counter to which all queries from the Public are received

(b) There is also a complaint and suggestion box

(c) A Board is put up in front of the Directorate's building with the following information :

1) Mipuite tana rawngbawltu tha nih hi kan tum a ni.

2) Thurawn leh sawisel duh nei te tan Complain/Suggestion Box dah a ni.

3) Zawhfiah duh neite tan Enquiry/Reception Counter siam a ni

4) EPABX No. 2325455 (0389) ah Official tupawh Office hun chungin biak pawh theih a ni.

(d) Comprehensive Village Data is being compiled to cover all villages. This will provide useful material for providing information to the public.

(e) Right to Information (RTI) - There is a proper RTI Structure in place with an Appellate Authority and State Public Information Officer appointed in the Department.

The names and designation of Appellate Authority and State Public Information Officer appointed under this Department are as follows:-

Sl. No.	Name Officer	Designation	Units & District	Phone No. (Office)
1.	C. Lal Thlamuana	Jt.Dir.(Plan)	Appellate Authority	2310443
2.	H.Rochungnungi	Dy.Director	SPIO, Directorate	2325458
3.	K.Lalrohluia, MCS	DLAO, Aizawl	SPIO, Aizawl	2343066
4.	Lalchawimawia	DLAO, Lunglei	SPIO, Lunglei	234016
5.	PH Rualzakhuma	DLAO, Mamit	SPIO, Mamit	2565564
6.	S.Lianhmingthanga	DLAO, Kolasib	SPIO, Kolasib	220158/ 220315
7.	Pachhunga	DLAO, Champhai	SPIO, Champhai	234202
8.	ST Lalhmingmawia	DLAO, Serchhip	SPIO, Serchhip	222493

(f) Mipui Aw (www.mipuiaw.nic.in):

The Department is having its own website www.lad.mizoram.gov.in through which every citizen or every complainant can lodge or submit any complaint or grievance on the department.

Expectations from the ‘Citizens’ or ‘Clients’

Expectations from Service Recipients

1. Assistance to the Department Officers and Staff in Prevention of fire in the Villages land
2. Control of Animals under the said Rule
3. All NGOs in the Village Councils are responsible duties. They are empowered to enforce *‘hnatlang’* (Community work). Every household more participate in **hnatlang** for development of cleanliness and more management facilities etc...

Additional commitments such as compensation in the event of failure of service delivery

Since there is no any specific legislative provision which insists additional commitments in the event of failure of service delivery, this Department does not have anything particular to mention in regard to this component

However, L.A.D. has always been trying its level best to provide the best services it could deliver to the citizens as well as to the government service since its inception and it will always try to do the same even in the future too.