CITIZENS’ CHARTER
OF
LOCAL ADMINISTRATION DEPARTMENT
(2018-2019)

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. Matters relating to Panchayati Raj Institution.
3. Naming of streets, roads and villages.
5. Park & Recreation. Registration and regulation of Recreation, Park and Places, like Picnic Spots, etc.
6. Housing Loan and Advances.
7. Local Development works funded under State Plan Fund including Housing Assistance outside Aizawl City and its agglomeration.
8. Preservation of place of worship of SCs/STs/MCs including burial ground, crematorium.
In addition to the business outlined above, the following Acts and Rules are implemented and enforced by this Department.

1. The Lushai Hills District (Village Councils) Act, 1953 as amended
3. The Lushai Hills District (Jhuming) Regulation, 1954
4. The Mizoram Animal (Control and Taxation) Act, 2014
5. The Mizoram Animal (Control & Taxation) Rules, 2016
7. Recruitment Rules for all posts within the Department.
8. The Mizoram (Establishment of Independent Local Body) Ombudsman Act 2011
9. The Mizoram State (Grant of Loan for housing) Rules 1989
10. The Mizoram Grant-in-aids to Village Councils Rules, 2007
Note: Departmental Officers - such as 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 outcome 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 villages 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 Councils throughout the State barring those councils falling within the areas of Autonomous District Councils. The Department provides honorarium to each member of the Village Council depending upon their designation. Moreover, stationeries and office equipments are also provided to the Village Councils by the Department.

   Disciplinary action on delinquent Village councils is also taken and enforced by this Department. Various Acts, Laws and Rules relating to the Village Council matters and Village Administration are also amended and updated from time to time.
3. **Public:**

In a nutshell, “Local Administration Department is dealing with and is related 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 person living in the rural areas of the State (except Autonomous District Council Areas) has a direct or indirect correlation and association with Local Administration Department.”
Detailed Address of the Office of Director, Local Administration Department

R.S. LALZAMILANA
Director
Local Administration Department
Ramhlun North, Aizawl
Pin – 796012
Telephone No-2306446(O)
Fax - 2306343
Website Address: LAD.Mizoram.Gov.in
Email : directorateoflad@gmail.com

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
Local Administration Department is not only dealing with administration of villages but also focuses on the comfort and happiness of the citizens. Recreational Parks have been constructed in all District Capitals. Besides, it also provides street lights in every village with active co-operation of Power & Electricity Department. Moreover, tax like *Ran chhiah* is also collected for empowerment of the Village Councils. Animal Control Act is also enforced for the safety and security of the public from possible outbreak of health hazard. Housing Loans are disbursed to assist the public in constructing dwelling houses.

**Statements of Services provided to the Citizens are:**

A. Service for the Public

1. LOAN:

   Granting of Housing Loan and LIC (HBA) to the public as well as to the government servant respectively has been discontinued since 2012-2013.

   Meanwhile, arrangement is make that loan recoveries from the public can be done on payment in cash to the Cashier in-charge of loan.

   In the case of government servant, Demand or No Demand Certificate are issued for finalization and process of pension papers. These certificate can be obtained on requested within a day or so.

   *Contact: 2348169*
2. **FINANCE COMMISSION GRANTS:**

With the recommendation of the 1st Mizoram Finance Commission, a grant amounting to Rs.1356.51 lakhs was received during 2018-2019. The grant is to be utilized by the Village Councils for creation of Village assets. The Grant was transferred to the bank accounts of Village Councils as soon as fund was received from the state Finance Department.

3. **FUNDS RECEIVED UNDER NEDP**

A sum of Rs.5138.90 lakhs was received under NEDP 2018-2019, of which Rs.600 lakhs is earmarked for construction of new office building at Mizoram New Capital Complex. Rs.40 lakhs was utilized for construction of new office building for DLAO Champhai and Rs.18 lakhs for construction of VC Rest House at New Champhai.

4. **ECREATION CENTRES/PARKS, ETC. UNDER L.A.D.**

Recreation Centres and Parks at the following locations are looked after by the Local Administration Department:

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  
xi) Lalsavunga Park at Hlimen

Apart from these Parks, Mamit District Park is also under construction and will soon open to the public. The Parks in the Districts are looked after by the concerned District Local Administration Officers and those in Aizawl by the Directorate of LAD, Ramhlun North, Aizawl.
Whom to Contact for Booking of the Park

1. Lal Thanhawla Park, Hmuifang - 9612859969 - Hmuifang
2. Brig. T. Sailo Park, Lengpui - 9862372697 - Directorate
3. Laldenga Park, Lunglei - 9436143353 - DLAO Office, Lunglei
4. Muthi Park, Muthi - 9436352757 - Muthi
5. Thenzawl Park - 8415886955 - DLAO Office, Serchhip
6. Kolasib District Park - 9862419342 - DLAO Office, Kolasib
7. Champhai District Park - 9612027502 - DLAO Office, Champhai
8. Lalsavunga Park, Hlimen - 9862372697 - Directorate

Reservations can be made on 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/-

**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 HMAN DAN**:

   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/- per hour
   - 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/- per hour
   - 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 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

   Park/Picnic Booking  
   Rs.2000/- per day

   Video Shooting :  
   Rs. 500/- per day

   Outdoor Camping :  
   Rs. 500/- per night

3. REST HOUSE HMAN DAN :  
   Rest House hi function chi hrang hrang neih nan leh Picnic nan a hman theih a ni ang.

   HM AN HUN  
   SUMMER  
   March – September  
   (9:00AM – 6:30PM)

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

   HM AN MAN  
   1)Darkar bi hman man  
      Rs. 200/- per hour

   2)Nileng hman man  
      Rs. 1600/- 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.

   HM AN HUN  
   -  
   24 hrs. all year

   HM AN MAN  
   Darkar bi hman man  
   Rs.100/- per hour

   Nileng hman man  
   Rs.600/- per day

   Zan riah man  
   Rs.500/- per night  
   (Checkout time 8:00AM)
Lal Thanhawla Park, Hmuifang
Lal Thanhawla Park, Hmuifang
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. **Cafetaria**: Rest House Building Ground floor hi Cafetaria 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 HMAN DAN**:  
   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/- per hour  
   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/- per hour  
   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 Functioh chi hrang hrang 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 hour  
   2) Nileng hman man Rs. 1500/- per day

4. **CABIN**: Cabin hi member 10 aia tam lo tan Picnic leh Function chi hrang hrang nei 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/- per hour  
   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 hire man Rs 1,000/- a ni ang. Tui an chen duh chuan a chunga rate ang in an chawibelh a ngai ang.


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 (Watchman/Chawkider) thu a zawm negi negi tur a ni.


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 chunga tuia a chetsual chungchangah Department in mawh a phur lo ang.
Kolasib District Park
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 tihchhia phal a ni lova. Nungcha awmte pawh tihhlum, tihhliam, tihnath leh tihthaiph phal a ni lo.
3. District Park chhunga thil reng reng engmah tihchhia phal ani lova, tih chhia/tihmolhem a awm a ni hman a ti chhetu/tihmolhemtu 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 ve a, bungrua chhia leh bo a awm chuan a hmang tu ten an chawi ang.
5. District Park chhunga zu leh ruihtheihthil, ruih leh laklueh phal ani lo.
6. Park chhungah insuk khap tat la ni, ti lui an awm a nih chuan hnawchhuah 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 a 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 cha unh tui hi chen phal a ni.
3. Natna inkaichhawm thei a 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 laiin zuk leh hmuam tihphal 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 hramp in Rs. 5/- pek leh tur a ni.
LALDENGA PARK, KAWMZAWL LUNGEI
(A hman dan leh kaihruaina)

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
LALSAVUNGA PARK HMAN DAN

1. **Pawk Hawn Hun :-**
   Park hi Kartluan-a hawn tur a ni ang.
   - Nipui (March – September) Dar 9:00 AM – 6:30 PM
   - Thlasik (October – December) Dar 9:30 AM – 5:00 PM

2. **Park luh man :-**
   1) Naupang (kum 12 chin hnuailam) Rs.20/- per head
   2) Puitling Rs.50/- per head
   3) Kum Upa (kum 70 chin chunglam) Rs.30/- per head
   4) Group (mi 20 chunglam)/Student Rs.20/- per head
   5) Video Shooting charge Rs.500/-

3. **Hall Hman Dan :-**
   A. 1) Mi 30 chin chunglam Rs.2,000/- Nilengin
       2) Mi 50 chin Rs.2,500/- Nilengin
       3) Mi 80 chin Rs.3,000/- Nilengin
       4) Mi 100 chin Rs.3,500/- Nilengin
       5) Mi 150 chin Rs.4,000/- Nilengin
       6) Mi 150 chunglam Rs.5,000/- Nilengin
   B. # Hall hmang tute tan a hran a luhman chawi a ngai lo ang.
      # Hall hmang tur chuan Director, LAD ah Booking tih tur a ni ang.
   C. Sound System hman man Rs.700/- Nilengin

4. **Cabin hman Dan**
   1) Nileng a hman man Rs.1,000/- Nilengin
   2) Darkar 1 hman man Rs.200/-

   # Cabin hi tumkhatah mi 10 aia tam tan hman phal a ni lo.
   # Park hawn chhung bak hi chu zan lamah Cabin hi hman a rem lo ang.
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*: R.S. LALZAMLIANA  
*Director Local Administration Department &
Secretary Naming of Streets, Roads and Villages.*  
*Ph: 2306446 (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) - 2341534 (0)  
Executive Engineer - 2344419 (0)
L.A.D. is a Citizen Centric Department and it therefore provides the following opportunities 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 containing the following is put up in front of the Directorate building:

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

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

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

(d) **Right to Information (RTI)** - There is a proper RTI Structure in place, with an Appellate Authority and State Public Information Officers appointed by the Department.
The names and designation of Appellate Authority and State Public Information Officers appointed under this Department are as follows:-

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of Officer</th>
<th>Designation</th>
<th>Units &amp; District</th>
<th>Phone No. (Office)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>C. Lal Thlamuana</td>
<td>Jt.Dir.(Admn.)</td>
<td>Appellate Authority</td>
<td>2343443</td>
</tr>
<tr>
<td>2.</td>
<td>Lalvenhima</td>
<td>Dy.Director</td>
<td>SPIO, Directorate</td>
<td>2344458</td>
</tr>
<tr>
<td>3.</td>
<td>Lallawmawma MCS</td>
<td>DLAO, Aizawl</td>
<td>SPIO, Aizawl</td>
<td>2343066</td>
</tr>
<tr>
<td>4.</td>
<td>J.Miahlung MCS</td>
<td>DLAO, Lunglei</td>
<td>SPIO, Lunglei</td>
<td>234016</td>
</tr>
<tr>
<td>5.</td>
<td>K. Tlangrualu</td>
<td>DLAO, Mamit</td>
<td>SPIO, Mamit</td>
<td>2565564</td>
</tr>
<tr>
<td>6.</td>
<td>S.T. Lalhmingmawia</td>
<td>DLAO, Kolasib</td>
<td>SPIO, Kolasib</td>
<td>220158/220315</td>
</tr>
<tr>
<td>7.</td>
<td>K. Lalhmuakliana MCS</td>
<td>DLAO, Champhai</td>
<td>SPIO, Champhai</td>
<td>234202</td>
</tr>
<tr>
<td>8.</td>
<td>H. Lalhruaitluanga MCS</td>
<td>DLAO, Serchhip</td>
<td>SPIO, Serchhip</td>
<td>222493</td>
</tr>
</tbody>
</table>

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

The Department is having its own website www.lad.gov.in through which every citizen or every complainant can lodge or submit any complaint or grievance against the Department.
Expectations from the ‘Citizens’ or ‘Clients’

Expectations from Service Recipients

1. The general public as well as Government employees are given assistance for construction of dwelling houses by the Government of Mizoram through the Local Administration Department in the form of Housing Loans at lower rates of interest. The loanees are expected by the Department to repay their loans regularly so that more people can be assisted in times to come.

2. Assistance to the Department Officers and Staff in Prevention of fire in the Villages.

3. Control of Animals under the Animal Control Act & Rules.

4. All NGOs in the Village Councils are responsible in co-operating with the Village Councils in the administration of the Villages. The Village Councils are empowered to convene ‘hnatlang’ (Community work). Every household participates in the ‘hnatlang’ for development and general interest of the Village.

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

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

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