



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Office of the Block Development Officer
Lunglei RD Block : Lunglei

For the year 2024

Address Chanmari – II, Lunglei

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Date of issue 16th February, 2024

CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER LUNGLEI 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	Block Administration	Lalvenhimi Ralte BDO Lunglei RD Block	8974761551 lalvenhimiralte.mcs@mizoram.gov.in	In line with the information given to the BDO, necessary actions are commenced.	As per need	
2	Election Related Matters	Lalvenhimi Ralte BDO Lunglei RD Block	8974761551 lalvenhimiralte.mcs@mizoram.gov.in	BDO acts as accepting / deleting authority in case of application for enrolment/ deletion/ correction in the Electoral Roll	Form 6, Form 7, form 8, Form 8A etc along with supporting documents	
3	Disaster Related Matters	Lalvenhimi Ralte BDO Lunglei RD Block	8974761551 lalvenhimiralte.mcs@mizoram.gov.in	Damage caused by natural calamities are reported to BDO Office by concerned Village Councils. Spot verification and necessary and further actions to DC Office are done from the BDO Office	Application and supporting photographs	
4	MGNREGA	Jimmy Vanlalhruaia APO, Lunglei RD Block	8413896910	As per guidelines of MGNREGS, all matters relating to the scheme are taken up	MGNREGA Job Card and application for work demand	
5	PMAY –G	B.Lalrindiki UDC RD Block, Lunglei	9436157104	Selection of beneficiaries through Gram Sabha and the process includes DBT.	Minutes of the Gram Sabha	

6	MzSRLM	Esthar Lalrindiki Block Mission Manager	9862449006	Skill training, financial management training, etc. to SHG and functions in proportion to the guidelines.	Application letter	
7	PMKSY	LP.Lahlimpuii, WDT K.Zoramsanga, WDT	9862949959 8414917919	As per guidelines of PMKSY, all matters relating to the scheme are taken up	As per need	

**CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER
LUNGLEI 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	3 days most likely, or depending on the matter	.
2	MGNREGA	15 days subject to the availability of fund.	
3	PMAY –G	1 month subject to the availability of fund.	
4	MzSRLM	5 days	
5	Election Related Matters	2 days for clearance/ forwarded to ERO or DC Office	
6	Disaster Related Matters	1 week spot verification and preparation of damage report and forwarded to DC Office	.

The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends on fulfilment of certain conditions beyond the control of the department/office, then, it may be written like ".....days/weeks/months.....subject to conditions"

**CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER
LUNGLEI RD BLOCK (2024) GRIEVANCE REDRESS MECHANISM**

Website address to lodge grievance pgportal.gov.in

S1. No.	Name of the responsible officer to handle public grievance in the of Pice	Contact number	Email	Time limit for redress of grievances
1	Lalvenhimi Ralte BDO, Lunglei RD Block	8974761551	lalvenhimiralte.mcs@mizoram.gov.in	2 weeks

**CITIZEN'S CHARTER FOR OFFICE OF THE BLOCK DEVELOPMENT OFFICER
LUNGLEI RD BLOCK (2024) LIST OF STAKEHOLDERS/CLIENTS**

Sl No	Stakeholders/Clients
1	All government department and Village Council at the block level with regard to overall block administration
2	All Village Employment Committee and MGNREGA Job Card Holders
3	All beneficiaries under PMAY-G
4	All Self Help Group under MzSRLM
5	All members, Watershed Committee and beneficiaries under PMKSY
6	All Citizen