



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
for

Department of Vigilance
For the year 2024

Address : Room No:239 & 241, 2nd Floor, Mizoram Secretariat, MINECO

Website : vigilance.mizoram.gov.in

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CITIZEN'S CHARTER FOR DEPARTMENT OF VIGILANCE (2024)

VISION AND MISSION

VISION

1. To analyze the impact of Corruption in the society within the state and disseminate awareness about its harmful and negative effect.
2. To evolve strategies for eradication of any form of Corruption and related activities within the state.
3. To make the Citizens aware of their rights, and to provide a platform for sharing their views and suggestions for their upliftment in the discharge of their duties and responsibilities as a Citizen of the State.

MISSION

1. To apprise all the Government servants under the Government of Mizoram to abide with the provisions contained in the CCS(Conduct) Rules, 1964 to be honest and clean in the discharge of their public duties and their capacity building for better management in governance under their respective charge.
2. To apprise and advise all concerned Controlling officers for appropriate and correct enforcement of the provisions contained in the CCS (CCA) Rules, 1965.
3. To inculcate and inspire the spirit of Conduct Rules in the minds of the Government servants so as to make them serve in the governance for the Citizens Corruption Free.
4. To maintain transparency and increase people's participation in maintenance of vigilance in the government by increasing public awareness in government activities for establishment of good governance in the state.

CITIZEN'S CHARTER FOR DEPARTMENT OF VIGILANCE (2024)

MAIN SERVICES

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents, if any, required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount
1.	Issue of Vigilance Status of Government servants and giving permissions for various activities as required under CCS(Conduct) Rules	(i) Betsy Zothanpari Sailo , Secretary (ii) Zothanthuangi , Joint Secretary (iii) Vanrammawii , Deputy Secretary (iv) Lalbiakenga , Under Secretary (v) Lalhrualkimi , Superintendent (vi) C.Lalhrvaituangi , Superintendent (vii) Laltlaniani , Assistant (viii) R. Vanlafeli , Assistant (ix) Ruthi Lalneihkimi , Assistant (x) H. Lalngaihawmi , Assistant (xi) Samuel Lalhriatpuia , System Engineer (xii) Lalthlamuani , Computer Assistant (xiii) Lalthlamuana , UDC (xiv) Lalbiaksangi , UDC (xv) Lalmuanpuui , LDC	(i) sailobz@gmail.com 9436140959 (ii) thuangpuui0123@gmail.com 94361533 69/7085414900 (iii) vanrammawii.1@gmail.com 9436363132 (iv) mabihakasailo@gmail.com 9436197512 (v) lhruai@gov.in 9436198723 (vi) mahruaiirintea@gmail.com 9436352226 (vii) malthanikhawhning99@gmail.com 9774391080 (viii) renthleimafeli@gmail.com 9862754260 (ix) ruthilalneihkimi27@gmail.com 7627907515 (x) mangaihahauhnaar@gmail.com 9874168872 (xi) samhriatpuia42@gmail.com 9862089529 (xii) teimc24@gmail.com 9366091541 (xiii) thlamuana470@gmail.com 9774525433 (xiv) juliannala44@gmail.com 9774392766 (xv) muanpuuihmarhmeltha@gmail.com 9612122767	3 days/15 days / 20 days / 30 days/3 months as the case may be	Application in prescribed format wherever applicable and in plain paper if there is no prescribed format.	nil
2.	Giving advice to Departments in connection with CCS(CCA) Rules,	(i) Dr.Renu Sharma , Chief Vigilance Officer (ii) Betsy Zothanpari Sailo , Secretary	(i) ics-mizoram@nic.in 0389-2322411/2322429 (ii) sailobz@gmail.com 9436140959 (iii) thuangpuui0123@gmail.com 94361533 69/7085414900	30 days	Concerned file along with all related correspondences.	nil

1965	<p>(iii) Zothanluangi, Joint Secretary (iv) Vanrammawii, Deputy Secretary (v) Lalbiakenga, Under Secretary (vi) Lalhruaikimi, Superintendent (vii) C.Lalhruaitsuangi, Superintendent (viii) Ruthi Lalneihkimi, Assistant</p>	<p>(iv) vanrammawii.1@gmail.com 9436363132 (v) mabiakasailo@gmail.com 9436197512 (vi) lhruaii@gov.in 9436198723 (vii) mahruiirintea@gmail.com 9436352226 (viii) ruthilalneihkimi27@gmail.com 76279 07515</p>			
<p>Sl. No.</p> <p>Services delivered by the department/ office to citizens or other departments/ organisations including non-governmental organisations</p>	<p>Responsible official with designation</p>	<p>Email and Mobile (Phone No.)</p>	<p>Process for delivery of service within the department/ office</p>	<p>Documents, if any, required for obtaining the service to be submitted by citizen/ client</p>	<p>Fees, if any, for the service with amount</p>
<p>3.</p> <p>Giving permission of Chief Vigilance Officer for registration of Preliminary enquiry/ Criminal Case as mandated under ACB Manual and Prevention of Corruption Act, 1988</p>	<p>(i) Dr.Renu Sharma, Chief Vigilance Officer (ii) Betsy Zothanpari Sailo, Secretary (iii) Zothanluangi, Joint Secretary (iv) Vanrammawii, Deputy Secretary (v) Lalbiakenga, Under Secretary (vi) Lalhruaikimi, Superintendent (vii) C.Lalhruaitsuangi, Superintendent (viii) Ruthi Lalneihkimi, Assistant</p>	<p>(i) es-mizoram@nic.in 0389-2322411/2322429 (ii) sailobz@gmail.com 9436140959 (iii) luangpuhi0123@gmail.com 94361533 69/7085414900 (iv) vanrammawii.1@gmail.com 9436363132 (v) mabiakasailo@gmail.com 9436197512 (vi) lhruaii@gov.in 9436198723 (vii) mahruiirintea@gmail.com 9436352226 (viii) ruthilalneihkimi27@gmail.com 76279 07515</p>	<p>15 days</p>	<p>Application supported by all available documents/ Preliminary Enquiry Report for registration of Criminal Case</p>	<p>nil</p>

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SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1.	Obtaining Annual Immovable Property Returns from all Group A and B Government servants within the prescribed timeline i.e. within the month of January annually	31 days	
2.	Issue of Vigilance status to Departments	3 days	
3.	Giving information sought under RTI Act, 2005	30 days {Section 37(1)}/48 hrs where the information sought for concerns the life and liberty of a person { proviso to Section 7(1)}	
4.	Giving permission under Rule 18(2) and Rule 18, GID (29) of CCS(Conduct)Rules, 1964 to acquire or dispose of any immovable property either directly or through Power of Attorney by lease, mortgage, purchase, sale, gift or otherwise either in his own name or in the name of any member of his family, if the above transaction is with a person having official dealings with the Government servant.	30 days (as per Rule 8, GID)	

Sl. No.	Services delivered by the department/office to citizens or other departments/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
5.	Giving permission under Rule 18(3) of CCS (Conduct) Rules, 1964 to enter into transactions in movable property, if its value exceeds prescribed limits and if the transaction is with a person having official dealings with the Government servant.	30 days (as per Rule 8, GID)	
6.	<p>Giving permission under Rule 18-A of CCS(Conduct) Rules, 1964</p> <p>(a) To acquire by purchase, mortgage, lease, gift or otherwise, either in his own name or in the name of any member of his family any immovable property situated outside India.</p> <p>(b) To dispose of, by sale, mortgage, gift or otherwise or grant any lease in respect of any immovable property situated outside India which was acquired or held by him either in his own name or in the name of any member of his family.</p> <p>(c) To enter into any transaction with any foreigner, foreign Government, foreign organization or concern</p> <p>(i) For the acquisition, by purchase, mortgage, lease, gift or otherwise, either in his own name or in the name of any member of his family of any immovable property.</p> <p>(ii) For the disposal of, by sale, mortgage, gift or otherwise, or the grant of any lease in respect of immovable property which was acquired or is held by him either in his own name or in the name of any member of his family.</p>	60 days (as per Rule 8, GID)	

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
7.	Giving permission under Rule 19 (1) of CCS (Conduct) Rules, 1964 to have recourse to any Court or to the press for the vindication of any official act which has been the subject-matter of adverse criticism or an attack of a defamatory character.	3 months (as per Rule 19)	
8.	Giving permission under Rule 8(1) of CCS (Conduct) Rules, 1964 in connection with press or radio.	30 days (as per Rule 8, GID)	
9.	Giving permission under Rule 13(4) of CCS (Conduct) Rules, 1964 for receiving Gifts.	30 days (as per Rule 8, GID)	
10.	Giving permissions under CCS(Conduct) Rules, 1964 for other various activities required to be sought by Government servants.	20 days	
11.	Advice sought by departments under CCS(CCA) Rules, 1965	30 days	
12.	Giving permission to Anti-Corruption Bureau for registration of Preliminary Enquiry/Criminal Case as mandated under ACB Manual and Prevention of Corruption Act, 1988.	15 days	

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GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1.	C. Lalhruaitluangi, Superintendent	9436352226	mahruairintea@gmail.com	15 days

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LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	Government servants
2.	Administrative Departments
3.	Directorates of all Departments
4.	Anti-Corruption Bureau

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EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients
1.	To issue Vigilance Status of Government servants promptly.
2.	To give various permissions within the prescribed limits.
3.	To give permission to register Preliminary Enquiry/Criminal Case within the prescribed time limit.
4.	To monitor timely submission of Annual Immovable Property Returns by all Government servants concerned.