

GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER

for

Directorate of Economics & Statistics
for the year 2022

Address : MINECO Khatla
Website : des.mizoram.gov.in
Date of issue : 5th May, 2022

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF

Economics & Statistics (2022)

VISION AND MISSION

VISION

To achieve and establish – “One State One Statistics” for Mizoram State.

MISSION

For achieving the vision of “One State One Statistics”, the Department is following the three **R**- preparation of **R**elevant and **R**eliable Statistical data at **R**egular intervals for use by Policy – Makers, Administrators, Bureaucrats, Scholars, Research Scholars, Companies and General Public.

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
Economics & Statistics (2022)**

MAIN SERVICES

SN	Services delivered by the department/ office to citizens or other departments/ organisations including nongovernmental 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	<p><u>Registration of Births & Deaths</u> (a) Delay Registration (b) Addition and Deletion of Name (c) Issue of Certificate of Birth & Death (d) All other issues relating to vital statistics</p>	Pi B. Vanlalrengi, Deputy Director	Email- desdir@mizoram.gov.in Ph- 9862569505	Submission of application to Civil Registration Branch.	Documentary Proof of age, official letters of Local or Village Council, YMS/YLA, etc., Voter's ID, etc., for delay registration of birth. Official letters of Local or Village Council, YMA/YLA, etc., Voter's ID etc., for delay registration of death.	As per Rules
2	To provide and release data/statistics/information/ publications/ and to deal establishment matters	1. Pi Mary Lalrinchhungi, Dy. Director (SES) 2. Pi Ngurbiakkimi, Dy. Director (Admn) 3. Pi B. Vanlalruati, Dy. Director (GE) 4. Pi B. Vanlalrengi, Dy. Director (CRS) 5. Pu VL. Nghahmawia, Dy. Director (PMI&SA)	Ph- 8974168202 desdir@mizoram.gov.in Ph- 9862331855 desdir@mizoram.gov.in Ph- 9862317545 desdir@mizoram.gov.in Ph- 9862569505 desdir@mizoram.gov.in Ph- 7005509997 desdir@mizoram.gov.in	(a)Submission of application to provide/ furnish the required data to the concerned branch. (b) Furnishing of required data by various sources for publications.	Surveyed data and data collected from other Departments.	

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
ECONOMICS & STATISTICS (2022)**

SERVICE DELIVERY STANDARD

SN	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	(a) Delay Registration (b) Addition and Deletion of Name (c) Issue of Certificate of Birth & Death (d) All other issues relating to vital statistics	(a) Delay Registration- 1 week subject to various internal & external conditions. (b) Addition and Deletion of Name- 3 to 5 days subject to various internal & external conditions. (c) Issue of Certificate of Birth & Death- 3 to 5 days subject to various internal & external conditions. (d) All other issues relating to vital statistics- 1 to 2 weeks subject to various internal & external conditions.	
2	To provide and release data/ statistics/information/publications and to deal establishment matters	(a) Provide or release of data - 1 week subject to various internal & external conditions. (b) Publications – 6 to 8 months subject to cooperation received from other data sources such as Departments/Organisations/Institutions, etc.	

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
ECONOMICS & STATISTICS (2022)**

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

SN	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1	B. Lalrinhlua, Director	9862905313	desdir@mizoram.gov.in	

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
ECONOMICS & STATISTICS (2022)**

LIST OF STAKEHOLDERS/CLIENTS

SN	Stakeholders/Clients
1	Ministry of Statistics & Programme Implementation, Government of India.
2	Ministry of Agriculture & Farmers' Welfare, Government of India.
3	Ministry of Labour & Employment, Government of India.
4	Ministry of Home Affairs, Government of India.
5	Ministry of Housing & Urban Poverty Alleviation, Government of India.
6	State Government Departments/Public Sector Undertakings/Local Council & Village Councils/ Organisations and NGOs, etc.
7	Media, Researchers and Citizens.

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
ECONOMICS & STATISTICS (2022)**

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

SN	Expectations of the department/office from citizens/service recipients
1	Specific written application and request with full documentation including relevant details with address, phone no. and Email ID.
2	Feedback on the services provided.