



Government of Mizoram
Citizen's / Client's Charter
for
(Department of School Education)

(2016-2017)

Address	Mc Donald Hill, Zarkawt, Aizawl PIN- 796007
Website ID	schooleducation.mizoram.gov.in
Date Of Issue	January 2017
Next Review	- -

Section 1: Vision, Mission, Objectives and Functions

VISION

To ensure universal access to quality education for establishing literate society

MISSION

Providing free and compulsory quality education at elementary level and improving the standard of secondary and higher secondary level, and also improving adult literacy.

OBJECTIVES

- 1 Equity : Inclusion of disadvantaged groups, weaker sections and illiterate adults.
- 2 Quality : Improving standards of education.
- 3 Formulating policy and carrying out institutional and systematic reforms.
- 4 Access : Expansion of school and Teacher capacity building.
- 5 Retention : Improving retention rate of School children

FUNCTIONS

1. The Government of Mizoram allocates the following items of Business : 1. Elementary Education. 2. Secondary Education. 3. Adult Education. 4. Hindi Propagation. 5. Mizoram Institute of Comprehensive Education (MICE) 6. Statistics. vide the Govt of Mizoram(Transaction of Business) Rules & (Allocation of Business) Rules,1987 and as Amended by the Govt from time to time

- 2 Accordingly, the following functions will be performed : 1. To formulate and implement policies and programmes for elementary Education, secondary education, literacy and continuing education for adults. 2. To set up programmatic structures for Administration,fund devolution and monitoring of schemes and programmes of the Department. 3. To develop mechanisms for coordination,consultation and monitoring of performance of the State in respect of the various programmes and schemes of the Department.

3. The Government of Mizoram allocates the following items of Business : 1. Elementary Education. 2. Secondary Education. 3. Adult Education. 4. Hindi Propagation. 5. Teachers' Education and Training 6. The Education Policy of Mizoram, 2013 7. State Council for Educational Research & Training 8. Science Promotion in Schools 9. Vocational Education 10. Mizoram Institute of Comprehensive Education (MICE) 11. State Institute of Educational Management & Training vide No. A-46013/1/2013-GAD, the 17th February, 2015.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	SSA -RTE1) Free Text Books for Elementary School Students	5	Lalmachhuana(State Project Director SSA)	ssmizoram@gmail.com	9436151026	Approval of Annual Work Plan and Budget by PAB	Meeting minutes of PAB	N/A	N/A	N/A
2	SSA-RTE2) Free Uniforms for Elementary School Students	5	Lalmachhuana (State Project Director SSA)				N/A			
3	SSA-RTE3) Opening of Schools in unserved area	5	()				N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	SSA-RTE4) In-Service Teacher Training for Elementary Schools	5	()				N/A			
5	Serving of Hot cooked Meal under Mid-Day Meal Scheme	20	K. Lalthawmmawia(Director School Education, State Nodal Officer (MDM))	dirsemz@gmail.com	9436140653	Approval of Annual Work Plan and Budget by PAB	Meeting minutes of PAB	N/A	N/A	N/A
6	Rashtrya Madhiyamik Shiksha Abhiyan (RMSA)1. Opening of schools in userved areas	10	K. Lalthawmmawia(Director School Education, SPD (RMSA))	dirsemz@gmail.com	9436140653	Approval of Annual Work Plan and Budget by PAB	Meeting minutes of PAB	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
7	Rashtriya Madhyamik Shiksha Abhiyan (RMSA)2. In service teacher training of Secondary Schools	10	K. Lalthawmmawia(Director of School Education, State Project Director (RMSA))				N/A			
8	Opening of Primary, Middle, High and Higher Secondary Schools	10	K. Lalthawmmawia(Director of School Education)	dirsemz@gmail.com	9436140653	Approval of State Govt.	Own land, own building and other requirements mentioned in the application	Standard application form	Cash	100
9	Enhancement of adult literacy	10	K. Lalthawmmawia(Director of School Education)	dirsemz@gmail.com	9436140653	As per approved target	Meeting minutes	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
10	Physical Education1. Participation in Primary and Middle School Zonal Sports	4	K. Lalthawmmawia(Director of School Education)	dirsemz@gmail.com	9436140653 (2305277)	Approval of annual budget	Approved budget	N/A	N/A	N/A
11	Physical Education2. Participation in District Secondary School Sports	4	K. Lalthawmmawia(Director of School Education)	dirsemz@gmail.com			N/A			
12	Physical Education3. Participation in Mizoram Secondary and Higher Secondary School Games	4	K. Lalthawmmawia(Director of School Education)	dirsemz@gmail.com			N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
13	Physical Education4. Participation in National School Games	4	K. Lalthawmmawia(Director of School Education)	dirsemz@gmail.com			N/A			
14	Physical Education5. Participation on International School Sports	4	K. Lalthawmmawia(Director of School Education)	dirsemz@gmail.com			N/A			

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	SSA -RTE1) Free Text Books for Elementary School Students	5.0	Free text books were distributed in kind.	22/04/2016	Date	5.00	UDISE
2	SSA-RTE2) Free Uniforms for Elementary School Students	5.0	Free Uniforms were distributed to School Children through SMC.	22/04/2016	Date	5.00	UDISE
3	SSA-RTE3) Opening of Schools in unserved area	5.0	Schools were established.	12	Months	5.00	UDISE
4	SSA-RTE4) In-Service Teacher Training for Elementary Schools	5.0	Teachers were given training.	9	Days	5.00	By Report
5	Serving of Hot cooked Meal under Mid-Day Meal Scheme	20.0	All in interventions implemented as approved by PAB.	200	Days	20.00	By Report
6	Rashtrya Madhiyamik Shiksha Abhiyan (RMSA)1. Opening of schools in unserved areas	10.0	Schools were established	2	Nos	10.00	UDISE
7	Rashtriya Madhyamik Shiksha Abhiyan (RMSA)2. In service teacher training of Secondary Schools	10.0	Teachers were given training.	9	Days	10.00	UDISE
8	Opening of Primary, Middle, High and Higher Secondary Schools	10.0	Private managed Institution were established	15	Months	10.00	By Report
9	Enhancement of adult literacy	10.0	Adult literates were produced for Neo-Literates	1000	Nos	10.00	By Report
10	Physical Education1. Participation in Primary and Middle School Zonal Sports	4.0	Zonal Sports were organised in every Zones.	349	Nos	4.00	By Report

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
11	Physical Education2. Participation in District Secondary School Sports	4.0	District Sports were organised in every District.	7	Nos	4.00	By Report
12	Physical Education3. Participation in Mizoram Secondary and Higher Secondary School Games	4.0	Mizoram Secondary and Higher Secondary Games were organised.	400	Students	4.00	By Report
13	Physical Education4. Participation in National School Games	4.0	Participated in National School Games in selected disciplines.	4	Nos	4.00	By Report
14	Physical Education5. Participation on International School Sports	4.0	Participated in National School Games in selected disciplines.	2	Students	4.00	By Report

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	K.Lalthawmmawia, Director of School Education, State Project Director, RMSA, State Nodal Officer (MDM) Mizoram, Aizawl	03892305277	drisemz@gmail.com	9436157419
2	Lalhmachhuana, State Project Director (SSA), Aizawl, Mizoram	03892306951	ssamizoram@gmail.com	9436151026
3	Zohmingthanga, DEO, DPC (RMSA), Aizawl District	03892314082	deoazldist@gmail.com	9436153027
4	Lalramthianghlina, DEO, DPC (RMSA), Lunglei District	03722324072	lalrama50@gmail.com	9436251027
5	Lawmawma, DEO, DPC (RMSA), Serchhip District	03836222182	rmsaserchhip@gmail.com	9436146825
6	K.C. Lalrinmawia, DEO, DPC (RMSA), Kolasib District	03837221506	deokolasib@gmail.com	9615309557
7	R. Lalnunthari, DEO, DPC (RMSA), Mamit District	0389-2565456	rmsamamit@gmail.com	857517891
8	C. Rodala, DEO, DPC (RMSA), Champhai District	0381-234370	tluangtei777@gmail.com	8575567770
9	Lalzuiliana, DEO, DPC (RMSA), Saiha District	03835-226032	rmsaiha2011@gmail.com	
10	Lalzuiliana, DEO, DPC (RMSA), Lawngtlai District	03835-233231	deolti7@gmail.com	9436146610
11	Lallianzuali Bawihlung, DPC (SSA), Aizawl District	0389-2345639	ssadpoaizawl@gmail.com	9436153460
12	HS Zosangliana DPC (SSA), Lunglei District	0372-2323580	ssadpolunglei@gmail.com	9856574892
13	Lalhmachhuana, SPD SSA, SPO i/c DPC (SSA), Serchhip District	03838-222028		9436151026

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
14	JR Lalhruaitluanga DPC (SSA), Kolasib District	03837-221722	ssadpokolasib@gmail.com	9862798838
15	Mickey Lalenkawla, DPC (SSA), Mamit District	0389-2565637	ssadpomamit@gmail.com	8974589758
16	Lalsiamliani DPC (SSA), Champhai District	03831-235919	ssadpochamphai@gmail.com	9436365341
17	KT Kholow, DPC (SSA), Saiha District	03835-222656	ssadposaiha@gmail.com	9436379623
18	Sangthangpuia DPC (SSA), Lawngtlai District	03835-233272	ssadpolawngtlai@gmail.com	9436148169

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Students, Teachers and Parents.
2	Service associations viz., Mizoram Primary Teachersâ Association (MPTA), Middle School Teachersâ Association (MSTA), Mizoram Work Education Teachersâ Association (MWETA), Mizoram Secondary School Teachersâ Association (MISSTA), Mizoram High School Hindi Teachersâ Association (MHSHTA), Higher Secondary School Lecturersâ Association of Mizoram (HISSLAM), Mizoram Education Inspecting Officersâ Association (MEIOA).
3	School Management Committees (SMCs), School Management and Development Committees (SMDCs).
4	All Educational Institutions from Elementary to Higher Secondary Schools including Govt., Govt. Aided and Private.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Directorate: Director of School Education	03892341233	dirsemz@gmail.com	9436140653	Directorate of School Education, Mc Donald Hill, Aizawl, Mizoram
2	Directorate: State Project Director (RMSA)	03892341233	dirsemz@gmail.com	9436140653	Directorate of School Education,
3	Directorate: State Nodal Officer (Mid-Day Meal)	03892341233	dirsemz@gmail.com	9436140653	Directorate of School Education,
4	Directorate: State Project Director, Sarva Shiksha Abhiyan (SSA)	03892306951	ssamizoram@gmail.com	9436151026	Directorate of School Education,
5	DISTRICT: i) DEO and DPC (RMSA), Aizawl	0389-2314082			DEO, Aizawl District
6	DISTRICT: ii) DEO and DPC (RMSA), Lunglei	0372-2324072	lalrama50@gmail.com	9436251027	DEO, Lunglei District
7	DISTRICT: iii) DEO and DPC (RMSA), Serchhip	03838-222182	rmsaserchhip@gmai.com	9436146825	DEO, Serchhip District
8	DISTRICT: iv) DEO and DPC (RMSA), Kolasib	03837-221506	deokolasib@gmail.com	9615309557	DEO, Kolasib District
9	DISTRICT: v) DEO and DPC (RMSA), Mamit	0389-2565456	rmsamamit@gmail.com	8575178913	DEO, Mamit District
10	DISTRICT: vi) DEO and DPC (RMSA), Champhai	0381-234370	tluangtei777@gmail.com	8575567770	DEO, Champhai
11	DISTRICT: vii) DEO and DPC (RMSA), Saiha	03835-226032	rmsaiha2011@gmail.com	9436146825	DEO, Saiha District
12	DISTRICT: viii) DEO and DPC (RMSA), Lawngtlai	03835-233231	deolti7@gmail.com	9436146610	DEO, Lawngtlai District
13	SSA: DPC, SSA, Aizawl	0389-2345639	ssadpoaizawl@gmail.com	9436153460	DPC, SSA, Aizawl Dist.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
14	SSA: DPC, SSA, Lunglei	0372-2323580	ssadpolunglei@gmail.com	9856574892	DPC, SSA, Lunglei Dist.
15	SSA: DPC, SSA, Serchhip	03838-222028	ssadposerchhip@gmail.com	9436151026	DPC, SSA, Serchhip Dist.
16	SSA: DPC, SSA, Kolasib	03837-221722	ssadpokolasib@gmail.com	9862798838	DPC, SSA, Kolasib Dist.
17	SSA: DPC, SSA, Mamit	0389-2565637	ssadpomamit@gmail.com	8974589758	DPC, SSA, Mamit Dist.
18	SSA: DPC, SSA, Champhai	03831-235919	ssadpoamphai@gmail.com	9436365341	DPC, SSA, Champhai Dist
19	SSA: DPC, SSA, Saiha	03835-233272	ssadposaiha@gmail.com	9436148169	DPC, SSA, Saiha Dist.
20	SSA: DPC, SSA, Lawngtlai District	03835-233272	ssadpolawngtlai@gmail.com	9436148169	DPC, SSA, Lawngtlai District
21	SUB-DIVISION/BLOCK: i) SDEO, Aizawl West	0389-2326063		9436153460	SDEO, Aizawl West.
22	SUB-DIVISION/BLOCK: ii) SDEO, Aizawl East	0389-2325939	sdeoazle@gmail.com	9436151813	SDEO, Aizawl East.
23	SUB-DIVISION/BLOCK: iii) SDEO, Aizawl South	0389-2317153	sdeoazawlsouth@gmail.com	9436145416	SDEO, Aizawl South
24	SUB-DIVISION/BLOCK: iv) SDEO, Darlawn	0389-2569468		8794938448	SDEO, Darlawn
25	SUB-DIVISION/BLOCK: v) SDEO, Saitual	0389-2562586	lalkhupchong@gmail.com	8575325361	SDEO, Saitual
26	SUB-DIVISION/BLOCK: vi) SDEO, Lunglei North	0372-2324302	sdeolungleinorth@gmail.com		SDEO, Lunglei North
27	SUB-DIVISION/BLOCK: vii) SDEO, Lunglei South	0372-2324841	innuaks@yahoo.com	9862968171	SDEO, Lunglei South

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
28	SUB-DIVISION/BLOCK: viii) SDEO, Hnahthial	0372-2332635	sdeohnahthial@gmail.com		SDEO, Hnahthial
29	SUB-DIVISION/BLOCK: ix) SDEO, Lungsen	03834-261062	sdeo.lungsen.mz@gmail.com	9436345731	SDEO, Lungsen
30	SUB-DIVISION/BLOCK: x) SDEO, Serchhip	03838-222425			SDEO, Serchhip
31	SUB-DIVISION/BLOCK: xi) SDEO, Thenzawl	03838-261569	Chhinga025@gmail.com	9862132955	SDEO, Thenzawl
32	SUB-DIVISION/BLOCK: xii) SDEO, N. Vanlaiphai	03838-224344		9436146651	SDEO, N. Vanlaiphai
33	SUB-DIVISION/BLOCK: xiii) SDEO, Kolasib	03837-220312		9862798838	SDEO, Kolasib
34	SUB-DIVISION/BLOCK: xiv) SDEO, Kawnpui	03837-266726		9402321795	SDEO, Kawnpui
35	SUB-DIVISION/BLOCK: xv) SDEO, Mamit	0389-2565400	mamitsdeo@gmail.com	8794296618	SDEO, Mamit
36	SUB-DIVISION/BLOCK: xvi) SDEO, West Phaileng	9863737399	wphailengsdeo@gmail.com		SDEO, West Phaileng
37	SUB-DIVISION/BLOCK: xvii) SDEO, Kawrthah		lalnunfelakhiangte@gmail.com	9612365845	SDEO, Kawrthah
38	SUB-DIVISION/BLOCK: xviii) SDEO, Champhai	03831-234054	sdeochamphai@gmail.com	9436353534	SDEO, Champhai
39	SUB-DIVISION/BLOCK: xix) SDEO, Khawzawl	03831-261492		9436788923	SDEO, Khawzawl

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Enrolment in Govt. And Govt. Aided School to avail benefit under SSA, RMSA and Mid-Day Meal Scheme
2	Compliance of Rules for Opening of New School