



**GOVERNMENT OF MIZORAM  
CITIZEN'S CHARTER  
for**

**Office of State NSS Cell Mizoram,  
Sports & Youth Services Department**

**For the year 2022**

**Address :** NSS CELL Mizoram SYS Department  
Mizoram New Secretariat Building – 2  
2<sup>nd</sup> Floor, Room No 210, New Capital Complex

**Website :** [sys.mizoram.gov.in](http://sys.mizoram.gov.in)

**Date of issue :** 5<sup>th</sup> MAY 2022

## **VISION AND MISSION**

**VISION :** To orient the students to community service while they are studying. Also to provide the students an opportunity to work with the people in the villages and slums.

**MISSION :**

- 1) To identify the needs and problems of the community and involve them in problem solving process
- 2) To practice National Integration and Social Harmony.
- 3) To utilize their knowledge in finding practical solution to individual and community problem.

## MAIN SERVICES

Sl. No	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	Conduct of Voluntary Blood Donation	Dr Zirlianggura	<a href="mailto:zirata@redrif.fmail.com">zirata@redrif.fmail.com</a> 09436156330	Every year more than 5000 units of blood are donated by NSS volunteers. Blood donation is conducted in consultation with the authority of blood bank	NA	NA
2	Construction of public assets like urinal, waiting sheds and water tank	Dr Zirlianggura	<a href="mailto:zirata@redrif.fmail.com">zirata@redrif.fmail.com</a> 09436156330	Every year, around 30 numbers of Public assets are constructed in consultation with leaders of YMA or Village Council.	NA	NA
3	Planting of trees	Dr Zirlianggura	<a href="mailto:zirata@redrif.fmail.com">zirata@redrif.fmail.com</a> 09436156330	Every year more than 2500 trees are planted by NSS volunteers in collaboration with Forest Department	NA	NA
4	Cleaning of Public Places like markets, roads, halls, hospitals field etc	Dr Zirlianggura	<a href="mailto:zirata@redrif.fmail.com">zirata@redrif.fmail.com</a> 09436156330	Cleanliness drive is being conducted in collaboration with concerned department/office	NA	NA

<b>Sl.No</b>	<b>Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations</b>	<b>Stipulated time limit for delivery of service (days/weeks/months)</b>	<b>Remarks, if any</b>
1	Conduct of Voluntary Blood Donation Camps	Days	
2	Construction of public assets like urinal, waiting sheds and water tank.	Weeks	
3	Planting of trees	Days	
4	Cleaning of public places like market, road, hall, hospital, field etc.	Days	

## GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance [pgportal.gov.in](http://pgportal.gov.in)

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances
1	2	3	4	5
1	Dr Zirlianggura	0389-2334852 09436156330	zirata@rediffmail.com	

## LIST OF STAKE HOLDER/CLIENTS

Sl.No	Stakeholders/Clients
1	2
1	Mizoram University Tanhril Aizawl
2	All colleges in which National Services Schemes is introduced.
3	All Higher Secondary Schools in which National Services Schemes is introduced
4	All Civil Hospitals and District Hospitals where blood bank are established.

## EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl.No	Expectation of the department/office from citizens/service
1	2
1	To donate blood voluntarily for the needy people.
2	To maintain neat and tidy of public assets created by NSS
3	To plant trees as many as possible.
4	To keep clean of public assets like hospital, market, road etc.