



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

Office of the Block Development Officer

Bilkhawthlir RD Block

For the year 2020

Address : Bilkhawthlir, Kolasib district, Mizoram

Website : <https://bdobilkhawthlir.mizoram.gov.in/>

Date of issue : 2nd December, 2020

**CITIZEN'S CHARTER FOR OFFICE OF
THE BLOCK DEVELOPMENT OFFICER
Bilkhawthlir RD Block (2020)**

MAIN SERVICES

Sl. No.	Services delivered by the office to citizens or other offices/ organizations including non-governmental organizations	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	Electoral Roll Related Matters	Neng Thianlala, AERO	bdobkt@gmail.com Mb No: 9436158966	Relevant Forms prescribed in the Representation of the People Acts	Birth/Death Certificate, Aadhaar, Proof of ordinary residence, Passport size photo etc.	NIL
2	Land Revenue related matters	Neng Thianlala, Chairman SAAB	bdobkt@gmail.com Mb No: 9436158966	Relevant Forms prescribed in The Mizoram (Land Revenue)Act to be collected from the SO, Kolasib	EPIC, Aadhaar, etc.	NIL
3	Disaster Related Matters	Neng Thianlala, BDO	bdobkt@gmail.com Mb No: 9436158966	Application in plain paper for silpaulin & financial assistance under SDRF/NDRF duly endorsed by concerned VC.	Photo proof of NC, EPIC, S/B Passbook,	NIL
4	MGNREGS	Vanlalpeka Renthlei, APO	mgnregsbkt@gmail.com Mb No:8787582721	Application for Job Card/Work/Complain etc. in plain paper to PO/APO	EPIC, Aadhaar, Ration Card, S/B Passbook, Pass port size	NIL

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					photo for new JC application., JC-No (if issued) for any other correspondence	
5	PMAY-G	Neng Thianlala, BDO	bdobkt@gmail.com Mb No: 9436158966	Deserving beneficiaries as per SECC Data duly verified by Gram Sabha	Aadhaar, S/B Passbook,	NIL
6	MzSRLM	Lalrinzuali Varte, BMM	nrlmbkt2@gmail.com Mb No:8974252809	A group of ST women from BPL family who are willing to follow the norms of Panchasutra can form SHG and get register under VO. SHGs can avail CIF, Bank Loans etc. as per DAY-NRLM guidelines.	ST Certificate and Bank Loan application form for availing Bank Loan.	NIL

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SERVICE DELIVERY STANDARD

Sl. No.	Service delivered by the department/office to the citizen or other department/organization including non - governmental organization	Stipulated time limit for delivery of service (days/week/months)	Remarks, if any
1	MGNREGS:		
	Issue of new Job card	Within 15 days of application	
	Provision of Work	Within 15 days from the date of demand for work	
	Payment of Wages	Within 15 days from work end date	The responsibility of PO Office is to send FTO only within the stipulated time
	Grievances redressal	Within 7 days	
2	Registration of new voter, correction of entries in E-Roll etc.	Within 15 days from the date of application.	At least 7-days notice to claimant/objector is mandatory
3	Land Revenue related matters		
	Application for new allotment of land	Within 1 month from the date of receipt of duly verified application from the SO, Kolasib	Chairman, SAAB is not authorized to receive application directly from the public as per the latest instruction.
	Application for renewal of land documents	Within 5 working days	Application will be forwarded to the SO, Kolasib
4	Application for financial assistance under SDRF/NDRF	Spot verification and submission of verification report to DC office will be completed within 2 weeks. Silpaulin will be issued within 2 days.	

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5	MzSRLM		
	Training to SHG/VO	Within 30 days	
	SHG startup cost	Within 3 months	
	Grant of Revolving Fund (RF) as SHG corpus	Within 3 months	
	Community Investment Fund (CIF) support to VOs/SHGs	Within 6 months	
	VO startup cost	Within 6 months	
	Vulnerable Reduction Fund (VRF)	Within 12 months	
	Bank Loans to SHGs	Within 6 months	

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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 grevance in the office	Contact number	Email	Time limit for redress of grievances
1	Neng Thianlala Block Development Officer	9436158966	bktrdblock@gmail.com	Depends on the types of grievances

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LIST OF STAKEHOLDERS/CLIENTS

Sl. No	STAKEHOLDER/CLIENT
1	All Village Councils under Bilkhawtlir RD Block
2	All Village Employment Councils under Bilkhawtlir RD Block
3	All Village Organizations under Bilkhawtlir RD Block
4	All SHGs under Bilkhawtlir RD Block
5	All Job Card Holders under Bilkhawtlir RD Block
6	All beneficiaries of schemes implemented by Bilkhawtlir RD Block
7	All citizens

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**EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE
RECEIPENTS**

Sl. No	Expectations of the department/office from citizens/service recipients
1	Regular visit of office website to get acquaintance with office procedures and status of service delivery
2	Timely submission of application forms with complete supporting documents
3	Prior enquiry of any issues relating to service delivery over telephone to save time and resources
4	Good co-operation with field staffs