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**GOVERNMENT OF MIZORAM**

**CITIZEN’S CHARTER**

**For**

**Irrigation & Water Resources Department**

**SECRETARIAT**

**Government of MIZORAM**

**For the Year 2022**

**Address : Mizoram New Capital Complex, Khatla, Aizawl**

**CITIZEN’S CHARTER FOR IRRIGATION & WATER RESOURCES DEPARTMENT SECRETARIAT, GOVERNMENT OF MIZORAM**

**(2022)**

1. **Our Vision**: Optimal sustainability development, maintenance of quality and efficiency use of water resources to match with growing demands on this precious resource of the state.
2. **Our Mission**: Mizoram is endowed with rich water resources. It development and management plays vital role in agriculture production. Integrated water management is vital for poverty reduction, environmental sustenance and sustainable economic development. It is, therefore, our mission to provide assured irrigation facilities for increased production of food grains and other crops.
3. **Function**: Irrigation & Water Resources Department Secretariat function as an administrative department of Irrigation & Water Resources Department and is responsible for policy decisions of Irrigation & Water Resources Department.
4. **Schemes/Projects implemented by Irrigation & Water Resources Department in the State of Mizoram**:-
5. Pradhan Mantri Krishi Sinchayee Yojana – Har Khet Ko Pani (PMKSY-HKKP)
6. Groundwater Irrigation Project
7. Rationalization of Minor Irrigation Statistics (RMIS)
8. Command Area Development & Water Management (CADWM)
9. Flood Management Programme (Anti-Erosion Scheme)
10. National Hydrology Project (NHP)
11. Japan International Cooperation Agency
12. PM KUSUM Component B
13. **GRIEVANCES REDRESSAL MECHANISM**

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| ***Sl. No.*** | ***Name of officer to handle public grievances in the Irrigation & Water Resources Department Secretariat*** | ***Contact No*** |
| 1 | Pu J. Hmingthanmawia IAS, SecretaryAppellate Authority | 0389-2325673 |
| 2 | Pu B. Zamkhawnanga, Under SecretarySPIO | 7005634702 |

**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF THE CHIEF ENGINEER, IRRIGATION & WATER RESOURCES DEPARTMENT (2022)**

**VISION AND MISSION**

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| VISIONSustainable development and efficient management of water and land resources for enhanced productivity of farm sector and ensure efficient and effective use of the State’s Water Resources in an equitable and sustainable manner. |
| MISSION1. To provide assured irrigation facility for increased production of food grains and other crops.2. To provide sustainable farming alternatives to shifting cultivation and to usher in permanent cultivation through construction of basic infrastructures like irrigation systems, approach roads & farm roads, broad-bed and bench terraces etc. for development of all potential areas including hillside cultivation within Irrigation Project Command Areas. 3. To protect agricultural lands along the banks of mountain streams and rivers from stream bank erosion and land subsidence caused by flood during monsoon. 4. To collect, store, analyze and collate hydro-meteorological data to generate reliable database for planning and implementation of all water resource related schemes and programmes. 5. To develop and implement policies and practices which would enable efficient and effective use of the State’s Water Resources in an equitable and sustainable manner with active involvement of all state holders.6. To utilize and promote renewable energy in agriculture and allied sector.7. To make an accurate assessment of water quality and disseminate. |
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**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF THE CHIEF ENGINEER, IRRIGATION & WATER RESOURCES DEPARTMENT (2022)**

**MAIN SERVICES**

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| --- | --- | --- | --- | --- | --- | --- |
| **Sl No** | **Services delivered by the department/office to citizens or other departments/ organizations 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 | Implementation of irrigation schemes and creation of irrigation potential | Er. LalrotluangaChief Engineer | 9436154117mizoramwrd@gmail.com | **i.** Received application**ii.** Issue instruction to concerned divisioni**ii.** Approval of proposal submitted by division | Application as per prescribed | Nil |
| 2 | Implementation of anti erosion schemes and protection of agricultural lands | Er. LalrotluangaChief Engineer | 9436154117mizoramwrd@gmail.com | **i.** Received application**ii.** Issue instruction to concerned divisioni**ii.** Approval of proposal submitted by division | Application as per prescribed | Nil |
| 3 | Implementation of command area development & water management schemes for optimum utilization of created irrigation potentials in completed minor irrigation schemes/ projects | Er. LalrotluangaChief Engineer | 9436154117mizoramwrd@gmail.com | **i.** Received application**ii.** Issue instruction to concerned divisioni**ii.** Approval of proposal submitted by division | Application as per prescribed | Nil |
| 4 | Implementation of irrigation schemes and operation & maintenance of completed schemes/ projects by Water Users Associations (WUAs). | Er. LalrotluangaChief Engineer | 9436154117mizoramwrd@gmail.com | Issue instruction to concerned division for conducting awareness campaign and training | Application as per prescribed | Nil |
| 5 | Quality control of various development works and capacity building of engineers and farmers. | Er. LalrotluangaChief Engineer | 9436154117mizoramwrd@gmail.com | Issue instruction & guidelines and collection of compliance report |  | Nil |
| 6 | Providing Irrigation census data on Minor Irrigation and Water Bodies | Er. LalrotluangaChief Engineer | 9436154117mizoramwrd@gmail.com | As per Mizoram Data assimilation policy or as approved by competent authority |  |  |
| 7 | Collection and dissemination of meteorological data for selected places and hydrological data for selected rivers | Er. LalrotluangaChief Engineer | 9436154117mizoramwrd@gmail.com | As per Mizoram Data assimilation policy or as approved by competent authority |  |  |
| 8 | Improving internal efficiency/ responsiveness/ service delivery of the department. | Er. LalrotluangaChief Engineer | 9436154117mizoramwrd@gmail.com | Issue order & instruction as per guidelines/manuals as and where necessary |  | Nil |

**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF THE CHIEF ENGINEER, IRRIGATION & WATER RESOURCES DEPARTMENT (2022)**

**SERVICE DELIVERY STANDARD**

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| **Sl No** | **Services delivered by the department/ office to citizens or other departments/ organizations including non-governmental organization** | **Stipulated time limit for delivery of service (days/weeks/months)** | **Remarks, if any** |
| 1 | Creation of irrigation potential through implementation of irrigation schemes. | 1. 6 months for survey
2. 1 month for preparation of DPR
 | Works to be executed by division after receiving Expenditure sanction from competent authority |
| 2 |  Protection of agricultural lands through implementation of anti erosion schemes. | 1. 6 months for survey
2. 1 month for preparation of DPR
 |  |
| 3 |  Optimum utilization of created irrigation potentials in completed minor irrigation schemes / projects through implementation of command area development & water management schemes. | 1. 6 months for survey
2. 1 month for preparation of DPR
 |  |
| 4 | Promoting stakeholders/ farmers’ active participation in implementation of minor irrigation schemes and operation & maintenance of completed schemes/ projects by Water Users Associations (WUAs). | As per requirement |  |
| 5 | Quality control of various development works and capacity building of engineers and farmers. | As per requirement |  |
| 6 | Improving internal efficiency/ responsiveness/ service delivery of the department. | As per requirement |  |

**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF THE CHIEF ENGINEER, IRRIGATION & WATER RESOURCES DEPARTMENT (2022)**

**GRIVANCES REDRESS MECHANISM**

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| ***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 | Pu Lalrotluanga,Appellate AuthorityChief Engineer, | 9436154117 (M)0389-2335280 (O) | mizoramwrd@gmail.com | 30 days |
| 2 | Pu Beizawzi T. Azyu,SPIOS.E (W&D) | 9436146164 (M)0389-2335626 (O) | beizawzitazyu@gmail.com  | 30 days |
| 3 | Pu Lalbiaknungi Rokhum,SAPIO o/o C.ESuperintendent, | 84158460200389-2336261 | bnrokhum@gmail.com  | 30 days |
| 4 | Pu H. Piangthanga,SAPIOExecutive Engineer,Aizawl Division | 89740053190389-2323359 | eeaizawldiviwrd@gmail.com | 30 days |
| 5 | Pu Laldingliana Hrahsel,SAPIOExecutive Engineer,Champhai Division | 986273228503831-235389 | dinglianahrahsel@gmail.com  | 30 days |
| 6 | Pu LalchhandamaSAPIOExecutive EngineerKolasib Division | 943615453003837-220301 | lalchhandamakhenglawt@gmail.com | 30 days |
| 7 | Pi LaldinpuiiSAPIOExecutive EngineerLunglei Division | 94361441690372-2324733 | madinirenthlei@gmail.com  | 30 days |

***CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF CHIEF ENGINEER, IRRIGATION & WATER RESOURCES DEPARTMENT (2022)***

**LIST OF STAKEHOLDERS/CLIENTS**

|  |  |
| --- | --- |
| **Sl No** | **Stakeholders/Clients** |
| 1 | Farmer/Water User Association |
| 2 | Line Departments like Agriculture/Horticulture/Fisheries/Soil/Vety/ PHE/P&E/ SPCB |

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

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| **Sl No** | **Expectations of the department/office from citizens/service recipients** |
| 1 | Application to be submitted in prescribed form, complete in all respects to the office of Chief Engineer/Executive Engineer/ Sub-Divisional Officer |
| 2 | In case of new irrigation projects, it should be at least 10 hectares of command area of a specific cluster |
| 3 | To constantly interact with officials to clear any doubts before submitting any grievances |





















**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF THE EXECUTIVE ENGINEER, IRRIGATION & WATER RESOURCES DEPARTMENT (2022), KOLASIB DIVISION**

**MAIN SERVICES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl No** | **Services delivered by the department/office to citizens or other departments/ organizations 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 | Attend their application and pursue. | Executive Engineer | 9436154530lalchhandamakhenglawt@gmail.com | 1. Verify application receive.2.Spot verification / Survey3. If feasible include in the proposal.4. Scrutinize the proposal.5. Propose to the higher Authority.6.If sanction initiate the construction work | Application in written using JICA application form enclosing :1. List of Water User.2. Sketch map | NIL |
| 2 | Survey as per requirement  | Junior Engineer | 8730929579crsangpuia@gmail.com |
| 3 | Prepare Estimate | Sub-Divisional Officer | 9612359723Laanzpaihte@Yahoo.com |
| 4 | Propose Proposal to higher authority | Executive Engineer | 9436154530lalchhandamakhenglawt@gmail.com |
| 5 | According to availability of fund provide Irrigation Structure for the farm. | Junior Engineer / Sub-Divisional Officer |  |

**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF THE EXECUTIVE ENGINEER, IRRIGATION & WATER RESOURCES DEPARTMENT (2022), KOLASIB DIVISION**



**CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF THE EXECUTIVE ENGINEER, IRRIGATION & WATER RESOURCES DEPARTMENT (2022) KOLASIB DIVISION**

GRIVANCES REDRESS MECHANISM

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| --- | --- | --- | --- | --- |
| **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. | P. LalnuntharaSub-Divisional Officer, Kolasib Sub-Division | 9612359723 | Laanzpaihte@yahoo.in | 30 days |
| 2. | R.K. SinghSub-Divisional Officer, Zawlnuam Sub-Division |   9436145933 | rakeshkumarsinghsingh@ ymail.com | 30 days |
| 3. | LalchhandamaExecutive Engineer, Kolasib Division | 9436154530 | lalchhandamakhenglawt@gmail.com | 30 days |



***CITIZEN’S CHARTER FOR DEPARTMENT/OFFICE OF EXECUTIVE ENGINEER, IRRIGATION & WATER RESOURCES DEPARTMENT (2022) KOLASIB DIVISION***

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

|  |  |
| --- | --- |
| **Sl No** | **Expectations of the department/office from citizens/service recipients** |
| 1. | Responds to their needs. |
| 2. | Spot verification. |
| 3. | Prepare estimate. |
| 4. | Inclusion in the scheme / propose to the higher authority. |
| 5. | Received sanction / fund. |
| 6. | Solve their problem by initiating works. |

**CITIZEN’S CHARTER FOR OFFICE OF**

**Lunglei Division, Irrigation & Water Resources Department(2022)**

**MAIN SERVICES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl.no** | **Services delivered by the department / office to citizens or other departments / organisations 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. | Attend their application and pursue. | Executive Engineer | madinrenthlei@gmail.com9436144169 | 1. Verify application receive.2.Spot verification / Survey3. If feasible include in the proposal.4. Scrutinize the proposal.5. Propose to the higher Authority.6.If sanction initiate the construction work | Application in written using JICA application form enclosing :1. List of Water User.2. Sketch map | Nil |
| 2. | Survey as per requirement  | Junior Engineer | Pbchunga5010@gmail.com9436783060 |
| 3. | Prepare Estimate | Sub-Divisional Officer | sangzuala2011@ gmail.com9436143334 |
| 4. | Propose Proposal to higher authority | Executive Engineer | madinrenthlei@gmail.com9436144169 |
| 5. | According to availability of fund provide Irrigation Structure for the farm. | Junior Engineer / Sub-Divisional Officer |  |



**CITIZEN’S CHARTER FOR OFFICE OF**

**Lunglei Division, Irrigation & Water Resources Department (2022)**

**GRIEVANCE REDRESS MECHANISM**

**Website address to lodge grievance pgportal.gov.in**

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| --- | --- | --- | --- | --- |
| **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. | K. LalsangzualaSub-Divisional Officer, Lunglei. | 9436143334 | sangzuala2011@gmail.com | 30 days |
| 2. | Lalbiakdika KhiangteSub-Divisional Officer, Siaha | 9436147241  | benebd20@gmail.com | 30 days |
| 3. | LaldinpuiiExecutive Engineer, Lunglei Division | 9436144169 | madinirenthlei@gmail.com | 30 days |
| 4. | J.K. SawihmingthangaSub-Divisional Officer, Lawngtlai | 9436157730 | hmingteaJK@gmail.com | 30 days |

**CITIZEN’S CHARTER FOR DEPARTMENT / OFFICE OF**

**Lunglei Division, Irrigation & Water Resources Department (2022)**



**EXPECTATIONS OF THE OFFICE FROM CITIZEN / SERVICE RECIPIENTS**

|  |  |
| --- | --- |
| **Sl.no** | **Expectations of the department / office from citizens / service recipients** |
| 1. | Responds to their needs. |
| 2. | Spot verification. |
| 3. | Prepare estimate. |
| 4. | Inclusion in the scheme / propose to the higher authority. |
| 5. | Received sanction / fund. |
| 6. | Solve their problem by initiating works. |