



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
for

Office of Govt. Khawzawl College

For the year 2020

Address: Khawzawl

Website: Khawzawl College.com

Date of issue: 7th July 2020

³This format is to be used for formulation of Citizen's Charter for district/division/block level offices as listed in Column(4) of Annexure-IV

CITIZEN'S CHARTER FOR OFFICE OF GOVT. KHAWZAWL COLLEGE (2020)

VISION

- To achieve excellence in teaching , learning, leadership, in-service and any other community services
- To Provide Education to the rural poor students to reduce the discrepancy between the rich and poor in the field of education
- To improve infrastructural facilities and teaching method to attain excellent education
- To provide education among the weaker section of the society including minorities, SC/ST/OBC and socially deprived sections
- To inculcate discipline, culture, innovation, creativity, team spirit, entrepreneurial leadership and accountability.

MISSION

The mission of the College is to provide modern education technique to the students through latest teaching methods to enable them to compete in any competitive examinations by providing adequate infrastructure and excellent teaching. The institution encourages the students to participate in any social activities, awareness programs and any national issues.

AIMS AND OBJECTIVES

- To achieve academic excellence.
- To offer need based under graduate programmes.
- To inculcate human skills among the students of this institute.
- To implement effective and time bound examination system for proper evaluation.
- To establish a system for effective utilization of funds for sustainable growth of the institute.
- To develop this institute as a centre of excellence.
- To work as a role model for neighboring institutes in this region.
- To give importance to the mental health issues of both the students and the staffs of this institute.

CITIZEN'S CHARTER FOR OFFICE OF GOVT. KHAWZAWL COLLEGE (2020)

MAIN SERVICES

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	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.	Admission	VANLALPEKI, UDC	Ph:8014008940 Mail: mapekigkc@gmail.com	For Odd Semester i.e. I,II&V semester admission open during the month of June For even Semester i.e. II,IV& VI Semester admission open during the month of January. Passed out in the HSSLC examination from any recognized Board of State or Central Government are offered admission.	Attested Photocopy HSSLC- Passed Mark sheet, Provisional Certificate, Testimonial Certificate/ Transfer Certificate, Aadhar card	Rs3580/- per Semester
2.	i) Conduct of University Examination ii) Conduct of Internal Examination	Mr. K.ZIONA Associate Professor	Ph: 8575883406 Mail: - kziona20@gmail.com	i) As per University Rules, Regulations and Schedule ii) Internal Examinations per Semester	Attested Photo copy of last Examination Mark Sheet, Tribal Certificate, Aadhaar Card and Passport Photo,	Exam Fee –Rs 550/- Mark Sheet Fee –Rs 210/- Admit Card – Rs100 Repeater – Rs150/- per paper
3.	Course Offered- Bachelor of Arts (B.A) Subject Offered: English Mizo Education Economics Political Science History	Mr. R.LALRINTLUANGA Principal	Ph: 8794790863 Mail: lalrintluanga@gmail.com	NIL	NIL	NIL
4.	Library	Mr. LALKHAWGAIHSANGA Assistant Librarian	Ph: 8794340686 Mail: sangtea.chawngthu91@gmail.com	Open for Students and Faculty during working hours	NIL	Rs 300/- per Semester

CITIZEN'S CHARTER FOR OFFICE OF GOVT. KHAWZAWL COLLEGE (2020)

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)⁴	Remarks, if any
1.	Different Cells formed such as Anti ragging Cell, Career Guidance Cell, Gender Sensitization Cell, Ek Bharat Sreshtha Bharat (EBSB) Cells, Innovative Cell., for Students, Staff (Teaching and Non-Teaching)	All the challenges received are solved within a month	NIL
2.	Assessment and Evaluation	Assessment completed after two (2) days of Internal Examination External Exam (University Examination) as per M.Z.U Schedule.	NIL
3.	Issue letters/circulars/documents/ received from external agencies i., Directorate, Secretariat and University.	Within 3 days	NIL
4.	Issue of Casual Leave/ Earned Leave/Commuted Leave orders	Within One day	NIL

⁴The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends on fulfillment of certain conditions beyond the control of the department/office, then, it may be written like ".....days/weeks/months.....subject to.... Conditions"

CITIZEN'S CHARTER FOR OFFICE OF GOVT. KHAWZAWL COLLEGE (2020)

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance 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.	Mrs. H.LALTHANPUII	9862552395	h.lalthanpuii@gmail.com	Solved within a month
2.	Mrs. LALRAMLAWMI	8731988388	lapuii987@gmail.com	”
3.	Mr. P.C LALRINDIKA	9862531688	Pclalrindik12@gmail.com	”
4.	Dr. LALLIANTLUANGA RALTE	9612542292	lalliantluangaetlar@gmail.com	”

CITIZEN'S CHARTER FOR OFFICE OF GOVT. KHAWZAWL COLLEGE (2020)

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	All the Students
2.	All the Staff (Teaching and Non-Teaching)
3.	All the Students Parents
4.	All the Citizens of Khawzawl Districts, Mizoram
5.	Alumni

CITIZEN'S CHARTER FOR OFFICE OF GOVT.KHAWZAWL COLLEGE (2020)

EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the office from citizens/service recipients
1.	Regular attendance
2.	Timely submission of activities given by the teacher
3.	Parents cooperation at home
4.	Regular valuable feedback from the citizens
5.	Well function of Alumni

CITIZEN'S CHARTER FOR THE OFFICE OF GOVT KHAWZAWL COLLEGE(2020)

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation, email and phone number	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks /months) ⁶
1.	National service Scheme (NSS)	Mr. K.LALKULHPUIA Assistant Professor Ph: 8258087882 Email:kulhpuia@yahoo.com	NIL	NIL	Annually
2.	Computer Training Centre in collaboration with NIELIT Study Centre (CCC)	Ms. LALDINGNGHETI Assistant Professor Ph: 8731988388 Email:mapuii,palian@gmail.com	Photocopy of Aadhaar Card, Voters ID, Date of Birth Certificate, Educational Qualification,	Rs790/- (Rs 590/- Refundable)	Annually

Name of Public Grievance Redress Officer(s) : Mrs. H.LALTHANPUII
 Phone number : 9862552395
 Email : h.lalthanpuii@gmail.com

⁵This format is to be used by subordinate offices at the level of directorates and district/division level offices as listed at column (3) and (4) of Annexure-IV for a concise format of the Citizen's Charter to be placed at a prominent location in their office building using flex printing/signboards, etc. for the general public. This is not necessary for the Administrative Departments as listed at column (2) of Annexure-IV

⁶The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends on fulfillment of certain conditions beyond the control of the department/office, then, it may be written like ".....days/weeks/months.....subject to.....conditions"