



Citizens' Charter
of
Directorate of
Commerce & Industries
Government of Mizoram

address :

Khatla North, Aizawl
Mizoram - 796001

www.industries.mizoram.gov.in

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Industrial Development Wing

Vision

Prosperity of the State through the promotion, regulation and development of trade and commerce; to achieve long term and sustainable industrial development, specially under MSME Sector; to motivate local entrepreneurs; to enhance quality of produces for better income ; better utilization of natural resources and other available resources ; create more employment opportunities for local people, both direct and indirect.

Mission

To develop industrial sector in the State of Mizoram through better infrastructures; better and improved manpower; providing guidance to local industry owners how to produce higher quality of produces; creation of competitive mind among local entrepreneurs for industrial growth and development.

Objectives

The following are the key objectives of the Department -

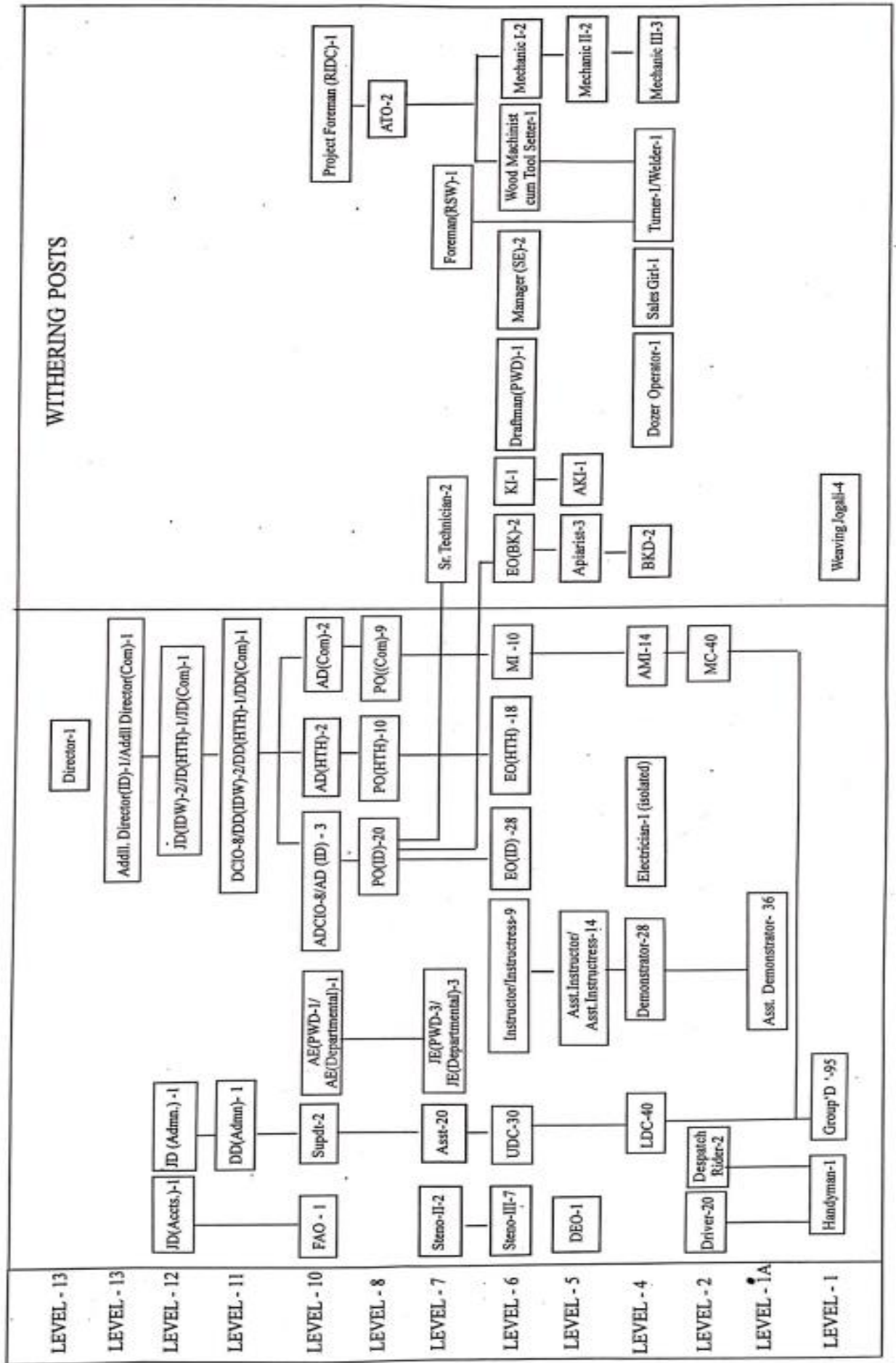
1. To create infrastructure facilities, provide incentives and marketing as well as technical support to industries.
2. To create employment opportunities particularly to the vulnerable section of the society and people in rural area, ensuring inclusive development.
3. To provide skill development and training for educated youth to develop entrepreneurial skills and make them self-employed.
4. To attract investment in the state.
5. To reduce procedural formalities to speed up industrialization.
6. To reduce sectoral and regional imbalance in the industrial development in the State by promoting industries under all sectors.
7. To create proper linkage of processing industries with the farm produce of agriculture, horticulture, forest and livestock.

Organizational set up

The Department is headed by the Secretary to the Government of Mizoram who supervises and controls the functioning of all the 3(three) Wings of the Department viz. Industrial Development Wing, Commerce Wing and Handloom, Textiles and Handicrafts Wing through officers subordinate to him. Secretary, C & I is also the Administrative Head of Geology and Mining Department. Boards such as, KVI, ZOHANDCO, ZIDCO, MIFPA and MAMCO are under the supervision of Director, C & I. The Organizational structure of the Department is as follows:-

ORGANISATIONAL CHART UNDER COMMERCE & INDUSTRIES DEPARTMENT

ANNEXURE-IV



MAIN SERVICES / TRANSACTION			
Sl. No.	Services/ Transaction	Responsible person (Designation)	Phone/ Mobile No.
1	Skill development and entrepreneurship building	Joint Director (HTH)	0389 2322047
2	Promotion and investment market	Joint Director (ID) & Joint Director (HTH)	0389 2326003 0389 2322047
3	Development of Bamboo	General Manager, Bamboo Development Agency	0389 2316247
4	Support to Mizoram KVI Board	Chief Executive Officer, KVIB	0389 2335725
5	Development of food processing industries	Joint Director (Food)	0389 2313417
6	Administration of public sector enterprises	Joint Director (PSU)	0389 2322047
7	Implementation of SEDP	Joint Director (ID)	0389 2322047
8	Development of industrial infrastructures	Joint Director (Infrastructure)	0389 2326003
9	Allotment and maintenance of land in Industrial Estates	Joint Director (Infrastructure)	0389 2326003
10	Ease of Doing Business (EOBD)	Joint Director (ID)	0389 2313417
11	Promotion of Micro, Small and Medium Enterprises (MSME)	Joint Director (MSME)	0389 2326003
12	Development of Textiles, Handloom & Handicrafts	Joint Director (HTH)	0389 2322047

Sl. No.	Services/Transaction	Success Indicator	Service Description	Undertaken by
1.	Skill development and entrepreneurship building	Training of local artisans.	To train weavers, tailors and crafts persons for skill development.	Handloom & Handicrafts Wing, Directorate of Commerce & Industries.
2.	Promotion of investment and market	Attraction of investment from outside the State and participation in various levels of exhibition to promote market for MSME Sectors.	To attend IITF and various levels of exhibitions in and outside the State.	Planning Section Directorate of Commerce & Industries
3.	Development of bamboo	Establishment of bamboo units, skill -development and market promotion.	Setting up of new bamboo units, Training of local artisans and entrepreneurs	Bamboo Development Agency (BDA)

Sl. No.	Services/Transaction	Success Indicator	Service Standard	Undertaken by
4	Support to Mizoram KVI Board	Support KIVB	Provide administrative costs to KVIB	Planning Section, Directorate of Commerce & Industries
5	Development of food processing industries	Establishment of new food processing unit and expansion of existing units.	Development of food processing industries by providing plot of land, incentives, motivation, technical support, handholding support.	Planning Section Directorate of Commerce & Industries.
6	Administration of public sector enterprises	Support PSUs, KVIB and BDA	Provide administrative support to PSUs, KVIB and BDA	Planning Section, Directorate of Commerce & Industries
7	Implementation of SEDP	To cover selected families.	Coverage as per Model Scheme.	SEDP Cell, Planning Section, Directorate of Commerce & Industries.
8	Development of industrial infrastructure	Construction of department buildings, maintenance of department land and existing buildings.	Maintained department land and buildings. Constructed new buildings.	Infrastructure Section, Directorate of Commerce & Industries
9	Allotment and maintenance of land in Industrial Estates	Issuing and Receiving of Application for plot allotment in Industrial Estates	Application scrutiny and allotment through Industrial Area Management Committee and maintenance of estates.	Infrastructure Section, Directorate of Commerce & Industries
10	Ease of Doing Business (EOBD)	Nodal Department for Implementation of EOBD	Carry out Business Reform Action Plan (BRAP) in collaboration with stakeholder departments.	Policy Section, Directorate of Commerce & Industries.
11	Promotion of Micro, Small and Medium Enterprises (MSME)	Registration of MSMEs, technical support and market promotion.	Filling of Udyam Registration, processing of incentive claims and participation of entrepreneurs in exhibitions.	Policy Section, Directorate of Commerce & Industries
12	Development of Textiles, Handloom & Handicrafts	Development of skill, market promotion, technology upgradation.	Training of local weavers, arrangement of various level of exhibitions and distribution of looms, etc	Handloom & Handicrafts Wing, Directorate of Commerce & Industries.

PSUs/Boards/Agency			
Sl. No.	Name	Profile	Objectives
1	ZIDCO	Zoram Industrial Development Corporation Limited was set up in 1978 under the Companies Act, 1956. It is owned jointly by Government of Mizoram and Industrial Development Bank of India (IDBI). The percentage of share capital contribution by the Government of Mizoram is 73%.	<ol style="list-style-type: none"> 1.To assist, finance, protect and promote the interests of Industries in Mizoram 2.To promote and operate schemes in collaboration with the Government. 3.To undertake procurement and distribution of raw materials and establish export and marketing facilities
2	ZOHANDCO	Zoram Handloom and Handicrafts Development Corporation Limited was established in the year 1988 to promote the development of Handloom and Handicrafts to earn revenue for the State and to provide avenues of large scale employment of youths, particularly residing in the rural areas.	<ol style="list-style-type: none"> 1.To develop, aid, advice, assist, finance, protect and promote interest of handloom and handicrafts unit in the State. 2.To enter into contracts with, and take up indents for the Government of India and State Governments.
3	MIFPA	Constituted on 19th December 1989 as Mizoram Food and Allied Industries Corporation Ltd. (MIFCO), it was changed to Mizoram Food Processing Agency (MIFPA) on 1 st April 2023.	<ol style="list-style-type: none"> 1.To engage in the processing and preservation of all food materials of animal, agricultural origin. 2.To deal in processed food, plant/machinery, implements, accessories and pre-requisites of food processing. 3.To render necessary assistance for processing and preservation of agricultural produce, forest produce and produce of animal origin for the purposes of increasing quantity of availability.
4	KVIB	Mizoram KVI Board was established in March 1986 by an Act of Assembly i.e. the Mizoram Khadi & Village Industries Act, 1982. The Board is a statutory body and promotional body, but having power to take up trading and business activities for the benefit of its registered Village Industries units, so as to promote Village Industries.	<ol style="list-style-type: none"> 1. To start, encourage, assist and carry on Mizoram Khadi & Village Industries and to carry on trade or business in such industries. 2.To give loans and other form of monetary help to individuals, registered co-operative societies and registered institutions. 3.To train people with a view to equipping them with the necessary knowledge for starting or carrying on Khadi and Village Industries.
5	BDA	Established on 9th January, 2002 as a Society under Government of Mizoram, Industries Department	To encourage, start, organize, carry on assist, lease, develop and regulate resources, plantation, utilization, research and development of bamboo and perform such functions as the Government may prescribe from time to time.

GRIEVANCE REDRESS MECHANISM

Any citizen having complaints or grievances may submit complaints or suggestions to any of the following officers. Complaints and suggestions can be submitted in writing, through telephone and personal meeting.

Sl. No	Name of Office	Address	Whom to contact		Telephone
			Name	Designation	
1	Directorate of Commerce & Industries	Khatla, Aizawl	Florence Zotluangpuii	Director	0389 2322450
			Lalhmunsiamia	Additional Director	0389 2316248
			Henry C. Lalrawnkima	Joint Director (Administration)	0389 2316247
			P.C Lalvuana	Joint Director (HTH)	0389 2322047
			R.Laltanzuala	Joint Director (I.D)	0389 2326003
			Elizabeth Lalremthangi Hmar	Joint Director (I.D)	0389 2313417
2	Commerce Wing	Khatla, Aizawl	Lalsangpuii	Addl. Director	0389 2335386
3	District Industries Centre, Aizawl District	Ramhlun North, Aizawl	Laldinpuii	DCIO	0389 2347430
4	District Industries Centre, Champhai District	Vengsang Champhai	V.Lalhmangaiha	DCIO/Assistant Director(ID)	0381 2320609
5	District Industries Centre, Kolasib District	Tuitha Veng, Kolasib	B. Zoramchhana	DCIO/Assistant Director(CW)	0387 220161
6	District Industries Centre, Lawngtlai District	College Veng, Lawngtlai	Biakchungnungi	DCIO	9436149975
7	District Industries Centre, Lunglei District	Venglai, Lunglei	R. Vanlalsanga	DCIO	0389 2324707
8	District Industries Centre, Mamit District	High School Veng	C. Dawngzalala	DCIO	0389 2365414
9	District Industries Centre, Siaha District	Council Veng, Siaha	Biakchungnungi	DCIO	03835 222048
10	District Industries Centre, Serchhip District	Darnam, Serchhip	F. Lalsawmliana	DCIO	-
PSUs					
11	ZIDCO	New Capital Complex Rd, Aizawl,	Lalthlengliana	Chairman	0389 2322849
12	ZOHANDCO	Chaltlang	C Lalrammawia	Chairman	
13	MIFPA	Canteen Square, Aizawl	Dr. Lalthangliana	Hon'ble Minister & Chairman	
14	MAMCO	Old Secretariat	K Laldawngliana	Chairman	0389 2321545

LIST OF STAKEHOLDERS/CLIENTS		
Sl. No	Stakeholders/Clients	Indicative expectations from service recipients
1	Citizens living in Mizoram	<ul style="list-style-type: none"> a. Development through industrialization. b. Income generation from MSME Sector. c. Sustainable income for entrepreneurs. d. Setting up of MSME. e. Expansion of existing industrial units.
2	State Government	<ul style="list-style-type: none"> a. Provide incentives to entrepreneurs. b. Registration of new units. c. Promotion of markets for MSME. d. Constitution of Facilitation Council for MSME. e. Constitution of Project Management Committee for Textile Sector. f. Support MSME to avail incentives under various Ministries of Government of India. g. Technical support to local entrepreneurs.
3	Government of India	<ul style="list-style-type: none"> a. Announcement of MSMED Act to suit local entrepreneurs of the NER States. b. Provide financial support to local entrepreneurs. c. Provide infrastructure to State on need based.
4	KVIB	<ul style="list-style-type: none"> a. Promote local weavers and entrepreneurs in the State. b. Promote local youths by providing PMEGP loans. c. Preparation of model scheme for PMEGP. d. Technical support to local entrepreneurs. e. Setting up of village industries.
5	PSUs like ZIDCO and MIFPA	<ul style="list-style-type: none"> a. Technical support to local entrepreneurs in the State. b. Availing loan from financial institutions other than the State Government for further investment amongst local entrepreneurs for development of MSME Sector. c. Establishment of model units in food processing.
6	BDA	<ul style="list-style-type: none"> a. Promote bamboo based units/industries. b. Support local entrepreneurs for setting up of bamboo based units/industries. c. Upgradation of skills for production of quality bamboo based products.
8	Mizoram Chamber of Industries	Support the State Government in implementation of various State Plan /Schemes as well as Government of India's Schemes.
9	Mizoram Handloom Association	Promote and support State Plan Schemes as well as various Schemes of Government of India.

Sl. No.	Responsibility Centres and Subordinate Organisations	Landline Number	Address
1	District Industries Centre, Aizawl District	0389-2347430	Ramhlun North, Aizawl
2	District Industries Centre, Champhai District	03831-2320609	Champhai Vengthlang
3	District Industries Centre, Kolasib District	03837-220161	Tuitha Veng, Kolasib
4	District Industries Centre, Lawngtlai District		College Veng, Lawngtlai
5	District Industries Centre, Lunglei District	0372-2324707	Venglai, Lunglei
6	District Industries Centre, Mamit District	0389-2365414	High School Veng, Mamit
7	District Industries Centre, Siaha District	03838-222048	Council Veng, Siaha
8	District Industries Centre, Serchhip District	-	Darnam, Serchhip,

RIGHT TO INFORMATION ACT, 2005

Administrative Department					
Sl. No.	Name of Officers	Designation	Designation under RTI Act, 2005	Address	Phone No.
1	Madhup Vyas, IAS	Commissioner & Secretary	Departmental Appellate Authority(DAA)	New Secretariat Building, Mineco, Khatla.	9625989001
2	Lalnunvula MSS	Deputy Secretary	State Public Information Officer(SPIO)	New Secretariat Building, Mineco, Khatla.	9862373400
3.	Lalmachhuani MSS	Under Secretary	State Assistant Public Information Officer(SAPIO)	New Secretariat Building, Mineco, Khatla.	9436361341

Directorate (Commerce & Industries Department)

Sl. No.	Name of Officers	Designation	Designation under RTI Act, 2005	Address	Phone No.
1	Florence Zotluangpuii, MCS	Director	Departmental Appellate Authority(DAA)	Directorate of Commerce & Industries	0389 2322450
2	Lalmunsiamama	Addl. Director (IDW)	State Public Information Officer (SPIO)	Directorate of Commerce & Industries	0389 2316248
3	R. Laltanzuala	Joint Director (IDW)	State Assistant Public Information Officer(SAPIO)	Directorate of Commerce & Industries	0389 2326003
4	Lalsangpuii	Addl. Director (CW)	State Assistant Public Information Officer(SAPIO)	Directorate of Commerce & Industries	0389 2335386

COMMERCE WING

Peter's Street, Mission Veng, Aizawl - 796001

website: <https://tradeandcommerce.mizoram.gov.in/>

Citizens' Charter

I. Introduction

Trade and Commerce Department was established in the year 1987. It was amalgamated with Industries Department in the year 2016 and is now called Commerce & Industries Department (Commerce Wing). Though young and small, it is one of the most important departments under the Government of Mizoram. Since its inception, the department has taken the initiative of promoting and regulating trade in the state. Promotion and regulation of local trade, promotion of inter-state and border trade are the main responsibilities of the department. The main goal of the department is to develop and to ensure security to the people by promoting trade & commerce throughout the State.

The Peace Accord of 1986 bestowed Commerce & Industries Department (Commerce Wing) with the obligation of promoting border trade and inter-state trade with the neighbouring countries and states. The department is fully committed to implement border trade and transform Mizoram into a major player in India's Act East Policy. The responsibility of constructing markets, market sheds and road-side markets for quick disposal of agriculture and allied products in different locations of the state is also one of the duties of Commerce & Industries Department (Commerce Wing).

II. Vision

Ensuring prosperity and progress of the state through promotion, regulation and development of trade and commerce.

III. Mission

1. Regulation of trade
2. Construction of markets for selling of agricultural and allied products
3. Generation of more employment opportunities through marketing business.
4. Construction of Border trade centres and Border Trade Townships
5. Promotion of International, Inter-State and Local Trade

IV. Main services offered

Commerce & Industries Department (Commerce Wing) provides important services to the people of Mizoram for movement of agricultural and allied products, allotment of market seats and selection of contractors for garbage disposal.

Sl. No	Services delivered	Responsible Officers	Email and Contact No	Process for delivery of service	Document Required	Rates/ Fees/ Rental
1	Issue of permits for movement of agricultural produce through inter-state border	1. Promotion Officer (Marketing) Directorate 2. Marketing Inspector, i/c Check-gates, Kolasib District 3. Promotion Officer (Marketing) Lunglei 4. Promotion Officer (Marketing) Champhai	9862329543 9366196292 9862362767 9862228230	Through market section in the Directorate of Commerce & Industries (Commerce Wing) or, DMO Office, Kolasib or, DMO Office Lunglei or, DMO Office Champhai and the Checkgates at Vairengte, Bairabi, Kanhmun	Application form along with attested photocopy of Voter ID	Log in to https://tradeandcommerce.mizoram.gov.in/
2	Allotment of seats and stalls at various markets	1. Additional Director (C) C&I Department for Aizawl District 2. Promotion Officer (Marketing) at DMO, Champhai 3. Promotion Officer (Marketing) at DMO, Lunglei 4. Marketing Inspector i/c DMO, Kolasib	0389-2333058/ 9436361231 9862228230 9862362767 9366196292	Application in plain paper addressing any of the responsible officers to be submitted according to the location of the market seats.	Application letter along with attested photocopy of Voter ID	* Daily Fees are collected at prescribed rates * Stall rent are collected monthly at prescribed rates visit https://tradeandcommerce.mizoram.gov.in/

3	Auctioning of Market Fee Collection	<p>1. Assistant Director, Commerce & Industries (Commerce Wing) for Aizawl, Saitual and Serchhip Districts.</p> <p>2. Promotion Officer (Marketing) at DMO, Champhai and Khawzawl Districts.</p> <p>3. Promotion Officer (Marketing) at DMO, Lunglei and Hnahthial District</p>	<p>9380761405</p> <p>9862228230</p> <p>9862362767</p>	<p>1. Public auction notice is publicized in local daily newspapers . Interested bidders may apply in the offices concerned.</p> <p>2. Fees collected up to the bid amount by the selected fee collector to be submitted to the Department and the surplus amount shall be earned by the fee collector.</p>	<p>Earnest money at prescribed rates to be submitted in the form of call deposits</p>	<p>Highest bidder selected is required to submit bid amount to the Department</p>
4	Selection of contractors for disposal of garbage	<p>1. Additional Director, Commerce & Industries (Commerce Wing) for Aizawl, Kolasib and Serchhip Districts.</p> <p>2. Promotion Officer (Marketing) at DMO, Champhai.</p>	<p>0389 - 2333058</p> <p>9862228230</p>	<p>1. Earnest money at call deposit at 2% of the bid amount should be submitted within a prescribed period after Sealed Tender Notice is publicized in a local newspaper</p> <p>2. DWAB will recommend</p>	<p>* Tender Form may be obtained from Directorate and District Offices.</p> <p>* Photo ID Xerox attested</p> <p>* Residential Certificate</p>	<p>Selected contractor will have to submit 6% of his/her bid amount as security deposit</p>

		3. Promotion Officer (Marketing) at DMO, Lunglei	9862362767	the lowest bidder for disposal of market garbage 3. Bill submitted by the selected contractor shall be passed for payment.	* House Tax payment Certificate	
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V. Service delivery standard

Commerce & Industries Department (Commerce Wing) provides important services to the people of Mizoram for carrying in and out of agricultural and allied products and allotment of seats and garbage disposal.

Sl. No	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	Issue of permits for movement of agricultural produce through inter-state border	Permit is issued at all working days for 3 months validity	Visit - https://tradeandcommerce.mizoram.gov.in/ for rates and fees
2	Allotment of seats and stalls at various markets	Market seats/stall are generally allotted for 4 years subject to availability of vacant seats and stalls	Rate of fees and rentals vary according to the items of trade selected and location of shops rented. Fees are collected daily and rentals are collected monthly.
3	Auctioning of Market Fee Collection	Auction is held twice annually for a period of 6 months in the month of March and September	Highest bidder who is selected is required to submit 10% of his/her bid amount as security deposit

4	Disposal of Garbage	One term lasts for a period of 12 months and before the end of 12 months, fresh Tender Notice will be publicized for the subsequent term.	Selected contractor will have to submit 6% of his/her bidding amount as security deposit
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VI. Grievance Redressal Mechanism

As the Department does not have a separate Grievance Redressal Cell or Public Grievance Officer, anyone who has grievances or complaints against the services rendered by the Department may submit his/her complaints directly to the officials mentioned below through hand-written or computer-typed letter and by clearly indicating the ground in support of his or her grievances. All complaints/queries may be replied to the aggrieved party with the decision and clarification of the competent authority within 30 days.

Sl No.	Officers	Contacts	E-mail	Time Limit for disposal of grievances
1	Lalsangpuii Additional Director	0389-2333058/ 9436361231	tradecommerce09@gmail.com	30 days from the date of submission of grievances/ complaints
2	T. Lalfamkima, Superintendent	9856722827		
3	Ronald Lalchhuanawma, Assistant Director	9380761405		
4	C. Lalthangkima, Promotion Officer (Marketing)	9862329543		
5	K. Khiangzarliana, Marketing Inspector, Kolasib	9366196292		
6	Vanlalsawma, AMI, New Market	9436140751		

Citizens can also lodge their complaints/queries through 'Fakselna Box' maintained by the Department. All complaints/queries will be dealt with by the Department at the earliest possible.

VII. List of stakeholders/clients

Sl.No	Stakeholders/Clients
1	Vegetable Wholesalers
2	Retail sellers at the market managed by Commerce & Industries Department
3	Market Fee collectors
4	Contractor for disposal of market garbage
5	Agriculture producers

VIII. Expectation from citizens/service recipients

Citizens/service recipients are expected to abide by the Rules and Regulations framed by the Government / Commerce and Industries Department (Commerce Wing) from time to time.

1. Citizens shall obtain movement permit for agricultural produce only through proper channel i.e. from the Directorate of Commerce & Industries Dept (Commerce Wing) and District Marketing Offices at Lunglei, Champhai and Kolasib.
2. No permit holder shall sell items other than the items mentioned in the permit and outside the permitted area of operation.
3. No citizen shall transfer his/her permit to any other person.
4. Citizens shall not indulge in illegal trade practices or smuggling which can be detrimental to the smooth flow of the economy
5. Charging or selling agricultural produce and garments at exorbitant rates shall not be promoted.
6. Market seats allotted by the Department shall not be rented or sold to any third party.
7. Maintenance of cleanliness shall be strictly observed and promoted.
8. Citizens are expected to abide by the rules and regulations of trade related acts and rules
9. To assist the Government for promotion and development of trade and commerce