

## **CITIZEN'S 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 neighboring 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, facilitation and development of trade and commerce.

### **III. Mission**

1. Facilitation 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 Trade Facilitation 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	<ol style="list-style-type: none"> <li>Promotion Officer (Marketing) Directorate</li> <li>Marketing Inspector, i/c Check-gates, Kolasib District</li> <li>Promotion Officer (Marketing) Lunglei</li> <li>Promotion Officer (Marketing) Champhai</li> </ol>	<p>9862329543</p> <p>9366196292</p> <p>9862362767</p> <p>9862228230</p>	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 <a href="https://tradeandcommerce.mizoram.gov.in/">https://tradeandcommerce.mizoram.gov.in/</a>
2	Allotment of seats and stalls at various markets	<ol style="list-style-type: none"> <li>Additional Director(C) C&amp;I Department for Aizawl District</li> <li>Promotion Officer (Marketing) at DMO, Champhai</li> <li>Promotion Officer (Marketing) at DMO, Lunglei</li> <li>Marketing Inspector i/c DMO, Kolasib</li> </ol>	<p>0389-2333058/ 9436361231</p> <p>9862228230</p> <p>9862362767</p> <p>9366196292</p>	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	<p>* Daily Fees are collected at prescribed rates</p> <p>* Stall rent are collected monthly at prescribed rates</p> <p>visit <a href="https://tradeandcommerce.mizoram.gov.in/">https://tradeandcommerce.mizoram.gov.in/</a></p>
3	Auctioning of Market Fee Collection	<ol style="list-style-type: none"> <li>Deputy Director, Commerce &amp;</li> </ol>	9380761405	1. Public auction notice is publicized	Earnest money at prescribed rates to be	Highest bidder selected is required to

		<p>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>9862228230</p> <p>9862362767</p>	<p>in local daily newspapers . Interested bidders may apply in the offices concerned.</p> <p>2. Fees collected upto 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>submitted in the form of call deposits</p>	<p>submit bid amount to the Department</p>
4	<p><b>Selection of contractors for disposal of garbage</b></p>	<p>1. Additional Director, Commerce &amp; Industries (Commerce Wing) for Aizawl, Kolasiband Serchhip Districts.</p> <p>2. Promotion Officer (Marketing) at DMO, Champhai.</p> <p>3. Promotion Officer (Marketing) at DMO, Lunglei</p>	<p>0389 - 2333058</p> <p>9862228230</p> <p>9862362767</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 the lowest bidder for disposal of market garbage</p> <p>3. Bill submitted by the</p>	<p>* Tender Form may be obtained from Directorate and District Offices.</p> <p>* Photo ID Xerox attested</p> <p>* Residential Certificate</p> <p>* House Tax payment Certificate</p>	<p>Selected contractor will have to submit 6% of his/her bid amount as security deposit</p>

				selected contractor shall be passed for payment.		
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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 - <a href="https://tradeandcommerce.mizoram.gov.in/">https://tradeandcommerce.mizoram.gov.in/</a> 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 12months 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

## **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.

<b>Sl No.</b>	<b>Officers</b>	<b>Contacts</b>	<b>E-mail</b>	<b>Time Limit for disposal of grievances</b>
1	Lalsangpuii Additional Director	0389-2333058/ 9436361231	<a href="mailto:tradecommerce09@gmail.com">tradecommerce09@gmail.com</a>	30 days from the date of submission of grievances/complaints
2	Ronald Lalchhuanawma, Deputy Director	9380761405		
3	C. Lalthangkima, Promotion Officer(Marketing)	9862329543		
4	K.Khiangzarliana, Marketing Inspector, Kolasib	9366196292		
5	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**

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

## **VII. Expectation of citizens/service recipients by the department**

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 citizen shall transfer his/her permit to any other persons.
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