

GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

COMMERCE & INDUSTRIES DEPARTMENT

2017

ADDRESS : KHATLA; AIZAWL : MIZORAM. PIN 796 001

WEBSITE ID : www.industries.mizoram.gov.in

Citizen's Charter for Commerce & Industries Department (2017)

VISION:

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; and 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; and creation of competitive mind among local entrepreneurs for industrial growth and development.

MAIN SERVICES/ TRANSACTION			
Sl. No	Services/ Transaction	Responsible Person (Designation)	Mobile (Phone No.)
1	Skill development and entrepreneurship building	Joint Director (HTH)	0389 2322047/ 9862538482
2	Promotion and investment market	Project Manager (M&E)	0389 2320246/ 9436195227
3	Development of bamboo and wood based industries	General Manager, Bamboo Development Agency	0389 2300060
4	Support to Mizoram KVI board	Chief Executive Officer, KVIB	0389 2335725/ 9436351536

5	Promotion of Micro, Small and Medium Enterprises (MSME)	Functional Manager	0389 2322505/ 9612166323
6	Development of Textiles, Handloom & Handicrafts	Joint Director (HTH)	0389 2322047/ 9862538482
7	Administration of public sector enterprises	Functional Manager	0389 2322505/ 9612166323
8	Development of industrial infrastructure	Functional Manager	0389 2322505/ 9612166323
9	Development of food processing industries	Assistant Director (Food)	0389 2323417/ 9436145048
10	Implementation of NLUP	Functional Manager	0389 2322505/ 9612166323

SERVICE STANDARD					
Sl. No	Services/ Transaction	Success Indicator	Service Standard	Unit	Data Source
1	Skill development and entrepreneurship building	Training of local artisans.	To train 80 weavers, 135 tailors and 15 crafts persons.	Nos.	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.	Nos.	Planning Section, Directorate of Commerce & Industries
3	Development of bamboo and wood based industries	Establishment of bamboo and wood based units, skill development and market promotion.	Setting up of new bamboo and wood based units in the State. Training of local entrepreneurs and participation in bamboo and wood based exhibitions.	Nos.	Bamboo Development Agency, Mizoram
4	Support to Mizoram KVI board	Support KIVB	Provide administrative costs to KVIB	Nos.	Planning Section, Directorate of Commerce & Industries
5	Promotion of Micro, Small and Medium Enterprises (MSME)	Registration of MSMEs, technical support and market promotion.	Filing of UAM, processing of incentive claims and participation of entrepreneurs in exhibitions.	Nos.	Scheme I Section, Directorate of Commerce & Industries
6	Development of Textiles, Handloom & Handicrafts	Development of skill, market promotion and technology up-	Training of local weavers, arrangement of various level of exhibitions and	Nos.	Handloom & Handicrafts Wing, Directorate of Commerce & Industries

		gradation.	distribution of looms, etc.		
7	Administration of public sector enterprises	Supported 2 (Two) PSUs, KIVB and BDA	Provide administrative costs to PSUs, KVIB and BDA.	Nos.	Planning Section, Directorate of Commerce & Industries
8	Development of industrial infrastructure	Construction of departmental buildings, maintenance of departmental land and existing buildings.	Maintained departmental land and buildings. Constructed new buildings.	Nos.	Infrastructure Section, Directorate of Commerce & Industries
9	Development of food processing industries	Development of food processing by providing plot of land, incentives, motivation, technical support, handholding support.	Establishment of new food processing unit and expansion of existing units.	Nos.	Scheme II Section, Directorate of Commerce & Industries
10	Implementation of NLUP	To cover 27446 families	Coverage as per Model Scheme	Families	NLUP Cell

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 the form of written communication, through telephone and personal meeting.

Sl. No	Name of Office	Address	Whom to contact		Telephone No
			Name	Designation	
1	Directorate of Commerce & Industries	Khatla, Aizawl	Florence Zotluangpuii	Director	0389 2322450
2			Lalhmunsiamia	Additional Director	0389 2316248
3			P.C. Lalvuana	Joint Director (HTH)	0389 2322047
			Henry C. Lalrawnkima	Joint Director (Administration)	0389 2316247
				Functional Manager	0389 2322505
4	Directorate of Commerce & Industries, Commerce Wing	Khatla, Aizawl	H.D.Lalrintluanga	Joint Director, Commerce Wing	0389 2335386

5	District Industries Centre, Aizawl District	Ramhlun North, Aizawl	R. Laltanzuala	DCIO	0389 2347430
6	District Industries Centre, Champhai District	Vengsang, Champhai	Lalrinawma	DCIO	03831 2320609
7	District Industries Centre, Kolasib District	Tuitha Veng, Kolasib	Laldinpuii	DCIO	03837 220161
8	District Industries Centre, Lawngtlai District	Council Veng, Lawngtlai	Biakchungnungi	DCIO	9436149975
9	District Industries Centre, Lunglei District	Venglai, Lunglei	R. Vanlalsanga	DCIO	0372 2324707
10	District Industries Centre, Mamit District	High School Veng, Mamit	C. Dawngzalala	DCIO	0389 2365414
11	District Industries Centre, Siaha District	College Veng, Siaha	C. Ngurchhunga	DCIO	03835 222048
12	District Industries Centre, Serchhip District	Darnam, Serchhip	F. Lalsawmliana	Functional Manager	-

LIST OF STAKEHOLDERS/ CLIENTS		
Sl. No	Stakeholders/ Clients	Indicative expectations from service recipients
1	The Indian Citizens living in Mizoram	a. Development through industrialization. b. Income generation from MSME Sector. c. Sustainable income for entrepreneurs. d. Setting up of MSME units. e. Expansion of existing industrial units.
2	The State Government	a. Provides 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 in the State for Textile Sector. f. Support MSME to avail incentives under various Ministries of Government of India. g. Technical support to local entrepreneurs.
3	The Government of India	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	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 MIFCO	a. Technical support to local entrepreneurs. 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	a. Promote bamboo and wood based industries. b. Support local entrepreneurs for setting up of bamboo and wood based industries. c. Upgradation of skills for production of quality bamboo and wood based products.
7	Mizoram Industries Association	Promote and support MSME Sector in the State.
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.

RESPONSIBILITY CENTRES AND SUBORDINATE ORGANISATIONS				
Sl. No	Responsibility Centres and Subordinate Organisation	Landline Number	Mobile Number	Address
1	District Industries Centre, Aizawl District	0389-2347430		Industry Mual, Ramhlun North, Aizawl
2	District Industries Centre, Champhai District	03831-2320609		Champhai Vengsang, Champhai
3	District Industries Centre, Kolasib District	03837-220161		Tuitha Veng, Kolasib
4	District Industries Centre, Lawngtlai District	-		College Veng, Lawngtlai
5	District Industries Centre,	0372 - 2324707		Venglai, Lunglei

	Lunglei District			
6	District Industries Centre, Mamit District	0389-2365414		High School Veng, Mamit
7	District Industries Centre, Siaha District	03838 - 222048		Council Veng, Siahas
8	District Industries Centre, Serchhip District	-		Darnam, Serchhip, Serchhip District

RIGHT TO INFORMATION ACT, 2005

Departmental Appellate Authority :	Pi Florence Zotluangpuii, MCS Director Khatla, Aizawl – 796 012 Phone No. – 0389 2322450
---	---

State Public Information Officers

<i>Sl. No</i>	<i>Name of Officer</i>	<i>Designation</i>	<i>Office</i>	<i>Address</i>	<i>Phone No</i>
1	Lalhmunsiamia	Additional Director	Directorate of Commerce & Industries	Khatla, Aizawl	0389 2316248
2	R. Laltanzuala	DCIO	District Industries Centre, Aizawl District.	Ramhlun North, Aizawl	0389 - 2347430
3	R. Vanlalsanga	DCIO	District Industries Centre, Lunglei District		0372 - 2324707

State Assistant Public Information Officers

DIRECTORATE OF INDUSTRIES

<i>Sl. No</i>	<i>Name & Designation</i>	<i>Designated as</i>	<i>Office</i>
1	Florence Zotluangpuii, Director	DAA	Director of Industries
2	Lalhmunsiamia, Addl. Director	SPIO	Director of Industries
3	Henry C. Lalrawnkima, Joint Director (Admn)	SAPIO	Director of Industries
4	R. Laltanzuala, DCIO	SPIO	DIC, Aizawl
5	R. Vanlalsanga, DCIO	SPIO	DIC, Lunglei
6		SAPIO	DIC, Aizawl
7		SAPIO	DIC, Lunglei
8	Laldinpuii, DCIO	SAPIO	DIC, Kolasib

9	Lalrinawma, DCIO	SAPIO	DIC, Champhai
10	F. Lalsawmliana, DCIO	SAPIO	DIC, Serchhip
11	C. Dawngzalala, DCIO	SAPIO	DIC, Mamit
12	Biakchungnungi, DCIO	SAPIO	DIC, Lawngtlai
13	C. Ngurchhunga	SAPIO	DIC, Saiha
BAMBOO DEVELOPMENT AGENCY			
S/No.	Name & Designation	Designated as	
1	Lalzarliana Hrahsel, General Manager	SPIO	
2	Lalduhpua Sailo, Deputy General Manager	SAPIO	