

RIGHT TO INFORMATION MANUAL

OF DIRECTORATE OF COMMERCE & INDUSTRIES SECTION 4(1) (b) OF RTI ACT, 2005

INTRODUCTION

Background of this Handbook/Manual:

The RTI Act is the basic structure of the Constitution of India. It acknowledges and proceeds to implement the right to information for citizens with respect to the information under the control of public authorities in order to promote transparency and accountability in the working of every public authority and may also be stated as a keystone to Good Governance. The Right to Information Act, 2005 is a stimulus for the growth of knowledge of the right to the citizen, equality before law or the equal protection of the laws within the territory of India conferred by Article 14 of the Constitution of India and protect the Right to Freedom of Speech and Expression in Article 19 of the Constitution based on the foundation of freedom of Right to Know. The secrecy of government activities in the old times now became transparent under this Act by way of disclosure of information to the public. Requiring the public authorities to give all the information pertaining to their organizational structure and functioning on proactive basis is an essential feature of the Act.

Objective/Purpose of this Handbook/Manual:

The objective/purpose of this handbook is to maintain all relevant information, records and documents in respect of Directorate of Commerce & Industries both in print and in electronic forms for easy access of information as and when required to educate, guide and motivate the public in the right direction so that citizens are able to perform the fundamental duties conferred by the Constitution and to develop scientific temper, humanism and the spirit of inquiry and reforms.

Intended users:

Any citizens of the country in India except Jammu & Kashmir can have access information under this Act.

Organization of the information in this Handbook:

Department of Commerce & Industries, Govt. of Mizoram, Khatla, Aizawl – 796001.

Procedure and Fee Structure for getting information and available in the Handbook:

As per Rule 4 of the Mizoram Right to Information Rules, 2010, the fees/amount to be charged for providing information is as below:

PART – I

Fees/Amount to be charged for providing information

(a) Application	Rate to be charged	Mode of deposit
Application for seeking information	Rupees Ten per application	Treasury Challan/ Cash

PART – II

(b) Amount to be charged for providing information

i) Inspection of documents	No fee for the first hour and a fee of Rs. 5.00 per each subsequent hour or fraction thereof	By cash/Treasury Challan/Demand Draft
ii) Information created or copied in A4 or A3 size paper	Rs. 1.00 for each page	-do-
iii) Copy in larger paper	Actual charge or cost	-do-
iv) For sample or model	Actual charge or cost	-do-
v) Information provided in soft copy.	Rs. 30.00 per CD	-do-
vi) Information provided in printed form from.	The price fixed for such publication or Rs. 1.00 per page of photocopy for extracts from the publication	-do-

As per Rule 5 of the Mizoram Right to Information Rules, 2010, any fee collected from the information provided under the RTI Act, 2005 shall be deposited under the Head of Accounts given below:

- 0070 - Other Administrative Services
- 60 - Other Services
- 118 - Receipts under RTI Act, 2005

Procedure for getting information:

- 1) Submit an application form to the State Public Information Officer (SPIO) or State Assistant Public Information Officer (SAPIO). Information/document will be supplied only after application fee/further fee is deposited as the case may be.
- 2) For providing copies of documents/inspection of documents, etc. the applicant has to pay further fee at the rate prescribed.
- 3) In case the applicant belongs to BPL category, furnished the proof of the same.
- 4) The SPIO can reject the application seeking information the disclosure of which appears to be harmful in the eye of the provision of Section 8 of the Act.
- 5) Any applicant feeling aggrieved by the decision of SPIO or if the information requested for is not provided within the time specified by the Act may file an appeal before the Departmental Appellate Authority (DAA) within 30 (thirty) days. An appeal fee of Rs. 40.00 (Rupees Forty) only in the form of Court Fee Stamp should be pasted in the Appeal Memorandum.
- 6) Any person aggrieved by the decision of the Departmental Appellate Authority (DAA) may, within 90 days from the date of such decision, prefer a second appeal to the Mizoram State Information Commission on payment of Rs.50/- (Rupees Fifty) only in the form of Court Fee Stamp. The decision of the Commission shall be final.

Details of DAAs, SPIOs and SAPIOs under Directorate of Commerce & Industries:

DAA	SPIO	SAPIO
Dr. H. Lianzela, IAS	Lalrinawma MCS	K. Malsawmkimi
Director	Joint Director (Admn)	Deputy Director (Admn)
Contact	Contact	Contact
0389-322450 (Office)	0389-2322505 (Office)	
9612157628 (Mobile)	8974452004 (Mobile)	9863695254 (Mobile)

1. ORGANIZATION, FUNCTION AND DUTIES

[With reference to Section 4(1)(b)(i) of the Right to Information Act, 2005]

Commerce & Industries Department is divided into 3 (three) Wings, such as:

Industrial Development Wing:

In the erstwhile Assam State, the Mizo Hills District had a small Rural Industrial Unit headed by a Project Officer. Since the establishment of Mizoram Union Territory in 1972, Industries Department was created with a directorate headed by Director embracing Sericulture as one of its Wings. Later on, during the year 1985, the Sericulture was moulded into a separate Department.

ZIDCO, MKVIB, ZOHANDCO, MIFCO and ZENICS were also created as corporate bodies under the administrative control of Industries Department. It was amalgamated with Trade & Commerce Department in 2016 and is now called Commerce & Industries Department (Industrial Development Wing).

The Department is headed by the Director who supervises and controls the functioning of all the 3 (three) Wings of the Department viz. Industrial Development Wing, Commerce Wing and Handloom, Textiles & Handicrafts Wing through officers subordinate to him. Boards such as, KVI, ZOHANDCO, ZIDCO, MIFPA and MAMCO are under the supervision of Director of Commerce & Industries.

Vision

- Sustainable Industrial growth especially in the MSME sector in Mizoram
- Encourage increasing value addition in various local produces and giving better income to farmers.
- Conducive environment for investment.
- Promote direct and indirect employment opportunities.

Mission

Our mission is to accelerate industrial development in Mizoram by maximizing investment, output, growth, employment and competitiveness through development of infrastructure, human resource, incentives and administrative support network.

Objectives

- To create infrastructure facilities, provide incentives and marketing as well as technical support to industries.

- To create employment opportunities particularly to the vulnerable section of the society and people in rural area, ensuring inclusive development.
- To provide skill development and training for educated youth to develop entrepreneurial skills and make them self-employed.
- To attract investment in the state.
- To reduce procedural formalities to speed up industrialization.
- To reduce sectoral and regional imbalance in the industrial development in the State by promoting Industries under all sectors.
- To create proper linkage of processing Industries with the farm produce of agriculture, horticulture, forest and livestock's.

Commerce Wing:

Trade and Commerce Department was established in the year 1987. It was amalgamated with Industries Department in 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 Wing. The main goal of the Wing 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).

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

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

Handloom, Textiles & Handicrafts Wing:

Introduction:

The Textiles, Handloom & Handicrafts sector in Mizoram—overseen by the Commerce & Industries Department and the Mizoram Handloom and Handicrafts Development Corporation (MHHDC)—is dedicated to preserving the state's rich indigenous heritage, such as the traditional **Puan** and cane crafts, while fostering sustainable rural livelihoods.

Brief History & Evolution:

- **1972:** Following the attainment of Union Territory status, the Department of Industries was established, featuring the Handloom & Handicrafts Wing as a distinct establishment headed by a Joint Director.
- **1980s:** A dedicated Handloom Centre was established in Thenzawl, which became the heart of Mizoram's weaving industry. Prior to the pandemic, Thenzawl alone generated a production value exceeding ₹10 crores annually.
- **Modernization:** The Centre was later upgraded to the "Mizoram Handloom Export Facilitation Hub" under the ASIDE and NEDP schemes. However, it currently faces operational challenges due to manpower shortages.
- **Renaming:** Following the amalgamation with the Trade & Commerce Department, the wing was initially named "Handloom,

Textiles and Handicrafts Wing." It has recently been renamed to Textiles, Handloom & Handicrafts Wing vide Government Notification No. A. 60/10/2025-ESTAB-C&I, dated 23.07.2026.

Vision:

To achieve the sustainable development of the handloom and handicrafts sector, ensuring improved livelihoods for weavers and artisans while preserving Mizo craft heritage for future generations.

Mission:

To preserve, promote, and commercialize Mizo handloom and handicrafts through skill upgradation, technological intervention, financial assistance, and robust market linkages, thereby enhancing the socio-economic status of rural women and artisans.

Objectives:

- To preserve traditional Mizo puan designs through documentation and digitization.
- To provide sustainable employment to unemployed youths in the relevant field.
- To provide skill development and training for youths to develop entrepreneurial skills and make them self employed.
- To attract investment in the State.
- To create employment opportunities particularly to the vulnerable section of the society and people in rural area, ensuring inclusive development.
- To create infrastructure facilities, provides incentives and marketing as well as technical.
- To create market linkage via e-commerce.

Address of the main Office:

Directorate of Commerce & Industries Office,
Khatla, Aizawl – 796001, Mizoram,

Office working hours:

9:00 AM to 5:00 PM (IST) : During Summer
9:00 AM to 4:00 PM (IST) : During Winter

2. POWERS AND DUTIES OF OFFICERS AND EMPLOYEES:

[With reference to Section 4(1)(b)(ii) of the Right to Information Act, 2005]

1. **Director:** The Director is the executive head of Department. He/She exercises the powers conferred by or under Delegation of Financial Power Rules, 1979 and order issued there under from time to time by the Govt. of Mizoram. He/She is the overall administrator and ultimate responsibility for the Department's overall performance.
2. **Additional Director:** The Additional Director assists the Director in technical works relating to General Administration, Industrial Policy with its related matters, Industrial Infrastructure, Industrial Growth Centres, Incentive Subsidies, etc. He/She Manages internal human resources and departmental disciplinary matters and represents the Department in high-level committees with Finance and Power Departments
3. **Joint Director (Administration):** The Joint Director (Admn) exercises his/her duties and responsibilities in relation to efficiency of administration in the Department. Though the Joint Director (Admn.) is not vested with financial and statutory power he/she is also functioned to assists and supports the Director to carry out financial and statutory power and decision making as well.
4. **Joint Director, Industrial Development (ID):** Joint Director (ID) assists the Director and he/she acts as the processing officer for various statutory clearances and industrial registrations. He/She Designs training programs and entrepreneurship development modules. He/She oversee matters relating to industrial infrastructure, development and maintenance of industrial areas, allotments of industrial plots, land and buildings, development of logistics infrastructure, construction of Flatted Factory buildings, establishment of Special Investment Zone. Monitoring of PSU's, Boards and Agencies, matter relating to different Department's projects and schemes like Govt. Flagship programme, State Incentive Subsidy Scheme, UNNATI, etc.
5. **Joint Director, Handloom Textiles & Handicrafts):** He/She monitors the progress of centrally sponsored schemes and state-funded projects under Handloom, Textiles & Handicrafts Sector. He/She acts as the processing officer for various statutory clearances and industrial registrations and designs training programs and entrepreneurship and various expo and exhibitions in and outside the state under HTH Programmes. He/she also oversees matters relating to Handloom Textiles & Handicrafts.
6. **Joint Director, Commerce (Com):** He/She assists the Director and he/she deals promotion and investment market. He/She monitors the

progress of centrally sponsored schemes and state-funded projects under Commerce Sector.

7. **Joint Director (Finance & Accounts):** The Joint Director (Fin & Accts) maintains and monitors matters relating to Finance & Accounts including budgeting and all related matters audit, C&AG reports, etc. He/She also oversees Government e-Marketplace (GeM), matters relating to Trade and Commerce including Management of Markets, Check Gates, Border Trades, etc., and trade promotion including EXIM.
8. **Deputy Director (Administration):** He/She deals with general administration and establishment matter, office accommodation and Department's quarters, stationery, furniture, etc. He/She compiles data from districts for the Director's review. He/She also oversees and examines matters relating to establishment and administration including e-Office, RTI, Citizen's Charter, FAQ, etc., matters relating to policy including policies of the Govt. of India and State EoDB, Single Window Clearance System, Business Reforms Action Plan, Matters relating to IEC/Propagation of Department's schemes and programmes including, publication of Industry Meichher, Maintenance of Department website.
9. **Deputy Director (ID & Commerce):** Deals with planning & monitoring, correspondence with bank and financial institutions, industrial loans, raw materials, industrial policy, infrastructure, departmental protocol, etc. He/She is direct supervision of specific cells (e.g., Credit, Raw Materials, or Marketing) and ensures that field offices (DCIOs) are complying with financial guidelines and audit requirements. He/She oversees and examines matters relating to PMKSY and monitoring of MFPTRC, matters relating to Trade and Commerce including management of Markets, Check Gates, Border Trades, etc., Trade Promotion including EXIM.
10. **Assistant Engineer:** Responsible in all matters of engineering works in the Department and acts as the technical head for departmental construction projects. They approve structural designs for industrial parks and common facility centres. Grants technical approval for estimates prepared by Junior Engineers. Ensures that all civil and electrical works comply with national building codes and safety standards.
11. **Assistant Director (ID):** The first level of scrutiny for subsidy applications and industrial files at the headquarters. Often assigned to specific sub-sectors like Handicrafts, Handloom, or Food Processing. Oversee and examine matters relating to Industrial Incentives & Scheme including State Incentive Subsidy Scheme, UNNATI, NEIDS, NEIIPP and MPPP, MSME schemes and programmes including MSME-RAMP, MSME-ATI, MSE-CDP, CGTMSE, MSEFC etc., Udyam

Registration, PM Vishwakarma, SFURTI, PMEGP, Handholding Scheme. Assisting superior officers in relating to planning including preparation of work programmes and monitoring thereof matters relating to NITI Ayog and State Planning Board Investment Promotion and Evaluation of Project Proposals Projects under NEC and DoNER, MPLAN, matters relating to Policy including, Policies of the GoI and State, EoDB, Single Window Clearance System, Business Reforms Action Plan.

12. **Assistant Director (HTH):** The first level of scrutiny for subsidy applications and industrial files at the headquarters. Often assigned to specific sub-sectors like Handicrafts, Handloom, or Food Processing. Oversees and examines matters relating to Handloom Textiles & Handicrafts including NHDP, Matters relating to Tea Development, Monitoring of PSUs, MKVIB & BDA.
13. **Promotion Officer:** Working as field officer he/she conducts spot verification in industrial estates and performing supervision of industrial units. Organizes industrial exhibitions, seminars, and "Awareness Camps" for aspiring entrepreneurs. Assists the DCIO in verifying physical assets of industrial units claiming incentives. Conducts surveys to identify market trends for local products.
14. **Superintendent:** He/She is a supervisory officer in-charge of the section responsible for maintenance of discipline and punctuality in office attendance. Supervises the ministerial staff (UDCs/LDCs) and ensures the smooth movement of files. Custodian of important departmental files and policy documents. Overseeing matters related to staff service conditions, including appointments, promotions and leave. Ensuring smooth functioning of the office by coordinating between different sections and with other department. Handling establishment matters and ensuring compliance with government rules and procedures.
15. **Office Assistant:** Execution and disposal of various proposals, submission of various reports and to dispose of other business assigned to him/her by him/her superior officers from time to time. Assists senior officers in drafting notes and maintaining calendars and meeting minutes. Process and examine cases, including noting and drafting on files, in accordance with government rules and procedures. Maintain and manage official records, files and correspondence for the section. Compile and prepare reports, statements, and other documents as required by senior officers. Handle administrative matters such as processing bill, managing leave records, and coordinating logistic. Address public queries and provide information as per guidelines.
16. **Junior Engineer (Civil):** Assists Assistant Engineer and Officers in all engineering works and to prepare plans, estimate, etc. Conducts site

surveys and prepares detailed cost estimates for new industrial sheds, drainage systems, and approach roads. Directly supervises daily construction activities on-site to ensure contractors meet specific technical requirements. Responsible for recording measurements of work done for payment processing.

17. **Junior Engineer (Electrical):** Manages the electrification of industrial estates, including the installation of transformers, street lighting, and high-tension (HT) lines. Conducts electrical safety audits for industrial units to prevent hazards. Coordinates with the State Power Grid/Electricity Board to ensure uninterrupted power supply for industrial consumers.
18. **Extension Officer:** His/her nature of function and duty is to contact industrial entrepreneurs at the site of industrial units both in urban and rural areas to help them in setting up of new industry and extending extension services to the existing industrial units. Conducting spot verifications in various subsidies and incentives. Creation of awareness of the policy of the Govt. to the industrial entrepreneurs, to guide entrepreneurs in bookkeeping and diversification of products, market analysis, etc in short the management of industrial units. Identify and motivate rural artisans and small-scale entrepreneurs. Provides on-ground assistance for filling out registration forms (Udyam) and loan applications
19. **Stenographer:** Assists Director, Addl. Director, Jt. Director in taking dictation, registering of Daks and files, entertaining visitors, record meeting and tour of concerned officers.
20. **Upper Division Clerk (UDC):** Dealing under the supervision of superior officer or superintendent as the case may be. Maintains registers, prepares bills, and handles slightly more complex clerical tasks like pension or increment cases. Prepares drafts of routine correspondence and official orders. Maintain registers, records, and files related to the assigned subject matter, ensuring they are up-to-date. Guide and supervise the work of LDCs and other junior staff in the section. Compile information and prepare statements and report as required.
21. **Market Inspector:** Analyzes price trends and demand-supply gaps to advise local entrepreneurs on what products are currently viable. Ensures that industrial products meet the required grading and marking standards (like AGMARK or ISI) before entering the market. Plays a lead role in organizing departmental stalls at state and national-level trade expos.
22. **Assistant Market Inspector:** Visits local wholesale markets (Mandis) and retail hubs to collect primary data on commodity prices and stock levels. Prepares daily or weekly market bulletins for the Marketing

Inspector and the Director. Assists in collecting product samples from industrial units for quality testing.

23. **Data Entry Operator:** Responsible for inputting, updating and maintaining information in computer systems. Transcribing data from source documents, verifying information for accuracy and organizing files. Handle office tasks like scanning papers, printing files and filing documents.
24. **Lower Division Clerk (LDC:** Dealing under the supervision of superior officers or superintendent as the case may be. They are also responsible for receipt of Daks, issue of letters and maintenance of records and any other works as assigned by superior. Responsible for typing, dispatching mail, diarizing incoming files, and maintaining basic files. Perform accurate and timely data entry to support the computerization. Assist in the proper maintenance, movement, and tracking of official files within the department. Support administrative tasks related to establishment matters and office management. Ensure proper filing, scanning, and archiving of documents to maintaining an organized recorded-keeping system.
25. **Khadi Inspector/Inspectress:** Supervising and inspecting Khadi unit. Imparts training and demonstrates the process of Khadi (a handloomed plain-weave cotton fabric).
26. **Instructor/Instructress:** Instructor in the field of Handicrafts, Knitting & Tailoring, Blacksmithy etc. under RIDC.
27. **Driver:** To maintain and drive the vehicle of the Department.
28. **Electrician:** Look after all electrical connection, appliances and connected duties of the Offices as well as industrial estates
29. **Turner:** Look after all electrical connection, appliances and connected duties of the Offices as well as industrial estates.
30. **Mechanic:** Impart training on mechanical under RIDC as well as look after all the machines and vehicles of the department.
31. **Sales Manager:** Manages Department's Sales Emporium and supervise staff deployed at the Sales Emporium.
32. **Apiarist:** Look after the apiarist of the Department and to impart training on beekeeping to trainees and assist the EO (BK) in taking care of the apiarist
33. **Assistant Instructor/Instructress:** Assists Instructor/Instructress.
34. **Demonstrator:** Helping and assisting of Weaving Inspector/Inspectress in demonstration of the process of weaving to loom owners.
35. **Assistant Demonstrator:** Assists the Demonstrator in demonstration in the process of weaving to loom owners.
36. **Market Checker:** Regularly visits local markets to monitor the prices of essential commodities and industrial raw materials. Checks for hoarding or illegal trade practices within industrial zones.

37. **Handyman:** Help driver in repair, maintenance, etc of department's vehicles.
38. **Peon/Chowkidar/Sweeper:** To do the routine works of the office and market.
39. **Weaving Jogali:** Perform duties as Peon, Sweeper, Chowkidar, etc

3. **DECISION MAKING PROCESS, CHANNEL OF SUPERVISION AND ACCOUNTABILITY**

[With reference to Section 4(1)(b)(iii) of the Right to Information Act, 2005]

Commerce & Industries Department operates under a structured government framework dictated by the Manual of Office Procedure (MOP) and the Right to Information (RTI) Act 2005. This system governs how policy is made, who checks the work, and how officials are held responsible.

Here is a breakdown of the department's decision making process, channel of supervision, and accountability mechanisms:

1. **Decision-Making Process:** The decision-making process follows a bottom-up approach for initiation and a top-down approach for final approval. Decisions are divided into three broad categories; Administration, Financial and Technical/Policy.

Initiation: A proposal or case file is opened at the lowest level.

Examination and Note-making: The section Officer collects data, checks relevant documents/policies and creates a detailed note citing applicable rules and guidelines.

Committee Scrutiny: For specialized tasks like Department Internal Administration or large-scale procurement- the file passes through internal Committees for decision making.

Escalation: The file is routed through intermediary levels (Dealing clerks-Superintendent/Assistant Director - Deputy Director - Joint Director - Additional Director - Director)

Final Approval: Final approval is granted by the competent authority based on the delegation of powers. Minor decisions stop at the Director level , whereas major policy changes or high value budgets require approval from the government.

2. **Channel of Supervision:** Supervision ensures that the department's schemes, trade regulations, and industrial set-ups

function correctly. The hierarchical chain flows directly from the ministry level down to field operations or desk of clerks.

Field-Level Supervision: Industrial Promotion Officers and Extension officers conduct site visits, verify industrial units, and monitor progress locally.

District-Level Supervision: District Commerce and Industries Officers manage District Commerce and Industries Offices ensuring local micro, small and medium enterprises (MSMEs) receive state support.

State-Level Supervision: the Director and Secretariat track data, review monthly progress reports, and align field actions with broader economic targets.

3. **Accountability:** Accountability structures prevent misuse of power and keep the department answerable to both the government and the public.

Individual processing Accountability: Each officer in the approval chain is personally accountable for the accuracy of facts and compliance with rules in the files they sign off on.

Ultimate Approval Accountability: The highest authority approving a final proposal carries the ultimate responsibility for its outcome.

Financial Accountability: All expenditure, subsidies, and grants are strictly bound by the state's budget allocations. These accounts are audited regularly by internal audit wings and externally by the CAG.

Public Accountability (RTI): Under Section 4(1)(b) of the RTI Act 2005, the department must publish its organizational structure, powers, and duties. Designated Public Information Officers (PIOs) handle public inquiries to maintain transparency.

4. **NORMS SET BY THE DIRECTORATE FOR THE DISCHARGE OF ITS FUNCTIONS**

[With reference to Section 4(1)(b)(iv) of the Right to Information Act, 2005]

The Directorate of Commerce & Industries operates under a structured framework of timelines, regulatory protocols, and statutory rules to ensure

the transparent, efficient and objective discharge of its functions. Published proactively under Section 4(1)(b)(iv) of the Right to Information (RTI) Act, 2005, these benchmark govern service delivery to businesses and entrepreneurs.

- 1. Adherence to Core operational Rules :** The directorate carries out daily administrative, financial and promotional operations according to standardized government – wide acts and manuals.

Administrative Guidelines: Central Secretariat Manual of Office Procedure and the State Allocation of Business Rules.

Financial Propriety: Evaluated strictly through the general Financial Rules (GFR) and State Delegation of Financial Powers Rules to regulate budget usage and industrial incentives.

Statutory Frameworks: adherence to the MSME Development Act, Local trading Regulation Acts and specific industrial site allotment regulations.

- 2. Time-Bound Service delivery Norms:** To minimize bureaucratic delay, the Directorate establishes exact timelines for major procedures. Key delivery benchmarks include:

Function/Service Offered :

- Industrial registration (Udyam/MSME)
- Projects Proposal (EOU/SEZ)
- Incentive and Subsidy claims
- Land Allocation in Industrial Areas

- 3. Systematic delegation of Authority:** Functions are discharged through a clear internal hierarchy where each tier handles distinct technical and administrative tasks to maintain accountability:

Director/ Secretary: Holds the final decision-making power regarding policy execution, major industrial clearances and overall department control.

Additional Directors: Holds the final decision-making power regarding policy execution, major industrial clearances and overall department control in the absence of Director if charge is delegated to him.

Joint/Deputy Directors: Manage localized portfolios (eg. Handloom, Accounts, Planning, Administration or commerce) and perform field inspections to verify data accuracy.

4. **Public Accountability via Citizens' charters:** The Directorates publishes a formal Citizens' Charter detailing service targets, employee contact points, and dedicated grievance channels. This guarantees that citizens have access to a transparent mechanism for appeals if the department's processing norms are breached.

5. RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS HELD BY THE DIRECTORATE OR USED BY THE EMPLOYEES FOR THE DISCHARGING ITS FUNCTIONS

[With reference to Section 4(1)(b)(V) of the Right to Information Act, 2005]

Under Section 4(1)(b)(v) of the Right to Information Act, 2005, the Directorate of Commerce & Industries All employees in the discharge of their functions adhere to all Central Rules and Regulations, instructions as adopted by the Government of Mizoram. All the Central Civil Service Rules adopted by the Government of Mizoram are being followed including orders, instructions, etc. issued by Government of Mizoram are followed as and when necessary.

Rules, Regulations, and Instructions

Service & Conduct Rules: Central Civil Services (CCS) Conduct Rules and Classification, Control and Appeal (CCA) Rules as adopted and modified by the state government.

Financial & Administrative Guidelines: General Financial Rules (GFR), Treasury Rules, and Delegation of Financial Power Rules.

Office Procedures: Secretariat and Directorate Manual of Office Procedure (MOP) governing file movement, noting, recording, and indexing of files.

Departmental Schemes & Acts: State-specific industrial promotion policies, MSME guidelines, and regulations concerning licensing, subsidies, and commerce development managed under the control of the Industries Department.

Manuals and Records Held

Establishment & Service Records: Service books, personal files, seniority lists, and leave records of officers and staff.

Financial Records: Budget allocations, cash books, bill registers, vouchers, and audit reports.

Operational & Scheme Records: Files and registers related to industrial registrations (such as Udyam/MSME), subsidy disbursement files, land/shed allotment records in industrial estates, and promotional program documentation.

RTI Disclosures: Proactive disclosure manuals compiled under Section 4(1)(b) of the RTI Act, 2005.

6. CATEGORIES OF DOCUMENTS HELD BY THE DIRECTORATE OR UNDER ITS CONTROL

[With reference to Section 4(1)(b)(vi) of the Right to Information Act, 2005]

Under Section 4(1)(b)(vi) of the RTI Act 2005, the Directorate of Commerce & Industries holds administrative, financial, and industrial promotion-related files and documents under its control. These categorize into policy guidelines, industrial registration records, establishment files, and scheme implementation records.

Administrative and Establishment Records

- Service books and personal files of directorate staff
- Orders, notifications, and transfer/posting files
- Annual Confidential Reports (ACRs) and staff performance logs
- Pension and retirement benefit papers

Financial and Budgetary Files

- Annual budget allocations and expenditure statements
- Bill registers, vouchers, and audit reports
- Cash books and grant-in-aid registers

Industrial Promotion and Scheme Documents

- Files relating to MSME registration and industrial/factory licenses
- Records and applications for state/central industrial subsidies and incentives
- Scheme guidelines, beneficiary lists, and implementation reports
- Correspondence with central and state ministries on trade and commerce

Public and Legal Records

- RTI application logs and replies
- Court cases, legal opinions, and departmental inquiry files
- Circulars, office memorandums, and standard operating manuals

7. PARTICULARS OF ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH REPRESENTED BY THE MEMBERS OF THE PUBLIC IN RELATION TO FORMULATION OF ITS POLICY OF IMPLEMENTATION OF ITS POLICY

[With reference to Section 4(1)(b)(vii) of the Right to Information Act, 2005]

Under Section 4(1)(b)(vii) of the Right to Information (RTI) Act, 2005, every public authority must publish the particulars of any arrangement that exists for consultation with, or representation by, the members of the public regarding the formulation or implementation of its policy.

Because this requirement applies to *each specific public authority individually*, there is no single universal answer. Every government department, ministry, or public body maintains its own distinct Manual (often Manual 7 or 8) detailing these arrangements.

Public Consultation Arrangements:

Depending on the specific public authority you are querying, the arrangement generally falls into one of the following categories:

No Formal Arrangement: Many administrative, judicial, or internal operational bodies (such as high courts or specialized internal departments) state that policies are governed strictly by statutory rules or internal memorandums, meaning no direct public consultation arrangement exists.

Stakeholder and Expert Consultations: Regulatory bodies or policy-making ministries often hold structured meetings, invite written comments, or consult specific industry experts, investors, or academics before finalizing policies.

Public Notices and Pre-Publication: Certain bodies utilize draft pre-publication of rules or notifications on their official websites, inviting citizens and stakeholders to submit objections or feedback within a set window.

Committees and Advisory Bodies: Public participation is sometimes facilitated via designated advisory councils, Resident Welfare Associations (RWAs), or public panels attached to the specific authority.

8. STATEMENT OF BOARD/COUNCIL CONSTITUTED FOR THE PURPOSE OF ADVICE

[With reference to Section 4(1)(b)(viii) of the Right to Information Act, 2005]

Under Section 4(1)(b)(viii) of the Right to Information Act, 2005 requires every public authority to publish a clear statement detailing all internal or advisory boards, councils, committees, and other bodies

consisting of two or more persons, and specify whether their meetings or minutes are open to the public.

Requirements of the Disclosure

Under this specific proactive disclosure mandate (often organized as Manual 8 or Manual 9 by public bodies), public authorities must provide:

Name of the Body: The official title of the board, council, committee, or group.

Composition: Names and designations of the members (must consist of two or more persons).

Purpose/Role: Whether they form a core part of the authority or act in an advisory capacity.

Public Access to Meetings: A clear declaration stating whether their proceedings or meetings are open to general citizens.

Accessibility of Minutes: Information on whether the meeting records and minutes are open and accessible for public inspection.

9. DIRECTORY OF OFFICERS AND EMPLOYEES OF DIRECTORATE OF COMMERCE & INDUSTRIES

[With reference to Section 4(1)(b)(ix) of the Right to Information Act, 2005]

1. DIRECTORATE			
a) Regular Employees			
Sl. No	Name	Designation	Pay Level
OFFICERS			
1	Dr. H. Lianzela, IAS	Director	L-13
2	Lalhmunsiamama	Additional Director	L-12
3	R. Laltanzuala	Joint Director	L-12
4	Lalrinawma, MCS	Joint Director (Admn)	L-12
5	J. Vanlalbiakdika	Joint Director (Fin & Acct)	L-12
6	P.C. Lalvuana	Joint Director	L-12
7	Elizabeth Lalremthangi Hmar	Joint Director	L-12
8	Laldinpuii	Joint Director	L-12
9	B. Zoramchhana	Deputy Director	L-11

10	Ronald Lalchhuanawma	Deputy Director	L-11
11	Hunthianglimi	Deputy Director	L-10
12	K. Malsawmkimi	Deputy Director (Admn)	L-11
13	Zosangliani	Superintendent	L-10
14	F. Lalhmingliani	Superintendent	L-10
15	Lalrohloi	Assistant Director	L-10
16	PC Zaliana	Assistant Director	L-10
17	Lalremsiami	Assistant Director	L-8
18	Lalsangliana Sailo	Assistant Director	L-10
19	Lalchhandama	Assistant Engineer	L-10
20	PC Lianchungnunga	Promotion Officer	L-8
21	HC Thahnianpari	Promotion Officer	L-8
22	Malsawmdawngliana	Promotion Officer	L-8
23	Lucy Lalremruati	Promotion Officer	L-8
24	Hauthanglura Hauhnar	Junior Engineer (PWD)	L-7
25	Samson Rosangzuala	Junior Engineer	L-7
26	Lalbiaklala	Junior Engineer	L-7
STAFF			
27	Lalhlimpui Ralte	Assistant	L-7
28	Linda Lalrengpuui	Assistant	L-7
29	B. Lalremsiami	Assistant	L-7
30	Lianhmingthangi	Assistant	L-7
31	Laldinpuui	Assistant	L-7
32	Biakhlunchhungi	Assistant	L-7
33	Darkhawnggingi	Assistant	L-7
34	Helen Lalhlimpuui	Stenographer-II	L-7

35	Nelson Vanlalneiha Chakchhuak	Extension Officer	L-6
36	F. Lalngaihsaka	Extension Officer	L-6
37	Andrew Remlalnghaka	Extension Officer	L-6
38	Brigitte Zohmingi	UDC	L-6
39	Ramnunmawii	UDC	L-6
40	Margareth Lalchhuanmawii	UDC	L-6
41	Lallianzami	UDC	L-6
42	Lalbuatsaihi	Khadi Inspectress	L-6
43	K. Lalthlamuani	Marketing Inspector	L-6
44	C. Chuausangliana	Marketing Inspector	L-6
45	Lalthangliani	Instructor/Instructress	L-6
46	C. Zonunhlimi	Assistant Instructress	L-5
47	Lalvenhima	Assistant Instructor	L-5
48	Lalhriattira	Data Entry Operator	L-5
49	Zothanmawii	LDC	L-4
50	Lalliansangi	LDC	L-4
51	Chawngdingliani	LDC	L-4
52	Lalremruati	LDC	L-4
53	Lalbiakzuali	LDC	L-4
54	Zohmingthanga	LDC	L-4
55	P.B. Lalthangmawii	LDC	L-4
56	Ngoziki	LDC	L-4
57	Lalnunpuui Sailo	LDC	L-4
58	B. Vanlalthruaii	LDC	L-4

59	Helizi T. Azyu	LDC	L-4
60	Lalmuanpuii	LDC	L-4
61	Lalnunhlui	Asst. Marketing Inspector	L-4
62	Vanlalmangaihi	Demonstrator	L-4
63	R. Lalhminglangi	Demonstrator	L-4
64	Lalngaihawmi	Demonstrator	L-4
65	Lalrintluanga	Demonstrator	L-4
66	Laldinthara	Demonstrator	L-4
67	Lalngaizuali	Demonstrator	L-4
68	Thantluangi	Demonstrator	L-4
69	C. Lalzuia	Demonstrator	L-4
70	K. Lalmalsawmi	Demonstrator	L-4
71	F. Laldinpui	Demonstrator	L-4
72	Lamthanga	Driver Special Grade	L-7
73	Ahimsa	Driver Special Grade	L-7
74	Vanlalruata	Driver Special Grade	L-7
75	Lalsawimawia	Driver Special Grade	L-7
76	Tlangrema	Driver Grade I	L-6
77	Ralliantawna	Driver Grade I	L-6
78	Vanlallawma	Driver Grade I	L-6
79	Zohriata	Driver Grade II	L-4
80	Lalhmingliana	Driver Grade II	L-4
81	Zathangpuia	Driver Grade-III	L-2
82	Saihmingthanga Sailo	Despatch Rider	L-2
83	R.Lalmuanpuii	Market Checker	L-2
84	C. Lalhmingliana	Market Checker	L-2
85	Saichampuii	Market Checker	L-2

86	Rosangzuala	Group D	L-1
87	Lalmalsawmi	Group D	L-1
88	Runkunga	Group D	L-1
89	R. Lalhmingliana	Group D	L-1
90	Lalbiaksanga	Group D	L-1
91	Lalramchungnunga	Group D	L-1
92	R. Vanlalhruaia	Group D	L-1
93	PB Hmangaihzuali	Group D	L-1
94	Lalbiaktluanga	Group D	L-1
95	C. Zohmangaiha	Group D	L-1
96	Zonunpari	Group D	L-1
97	Zoremsiami	Group D	L-1
98	Lalsangzuali	Group D	L-1
99	Lallungmuana	Group D	L-1
100	Lalthankima	Group D	L-1
101	Saidingpuii	Group D	L-1
102	Lalhmingmawia	Group D	L-1
103	Lallianmawii	Group D	L-1
104	Ram Thapa	Group D	L-1
105	Milan Ramfangzauva	Group D	L-1
106	Ramfangzauvi	Group D	L-1
107	Vanlalsangi	Group D	L-1
108	Lalrinmawia	Group D	L-1
(b) Provisional Employees			

1	Lalmuanpuii Sailo	Data Entry Operator	L-5
2	R. Lalrinmawia	Data Entry Operator	L-5
3	S. Lalramnghaka	Data Entry Operator	L-5
4	Lalbiakchami	LDC	L-4
5	PC Zosangzuala	LDC	L-4
6	Lawrence Ramnghahmawia	LDC	L-4
7	Lalhruaitluanga Chawngthu	Electrician	L-4
8	Lalramtiamia	Demonstrator	L-4
9	H. Laltlanmawia	Driver	L-2
10	Lalchuaailova	Market Checker	L-2
11	Zorama Murmu	Market Checker	L-2
12	Lianzami	Market Checker	L-2
13	Lalhriatkimi	Market Checker	L-2
14	Lallawmawma	Handyman	L-1
15	Lalmuanpuia	Group D	L-1
16	Zarzoliani	Group D	L-1
17	Ramdinsanga	Group D	L-1
18	R. Lalramsangzuala	Group D	L-1
(c) Scheme-based Staff (RAMP)			
1	Zorema Darkim	Consultant	
2	Lalchhanhimi	State Head	
3	Daniel Rosangluaia	Project Lead	
4	Regina Ramngaihzuai	Project Assistant	
5	Julie Ramhlunmawii	Project Assistant	

6	Lalremruata	Project Assistant
7	Mark Lalduhsaka	State Lead Project Manager
8	Christopher Lalbiaknia	Data Scientist
9	Johny Lalmalsawma	Relationship Manager
10	Lalramdina	M&E Lead
11	Lalrammawia	Accountant
12	Francisca Mary Lalnunsangi	Data Analyst
13	Teresa Zodinpuui	Admin Assistant
14	Tlangthanpuui	Relationship Assistant
15	Teresa Lalrimawia	M&E Assistant
16	Zochhuanthangi	Consultant
17	Sainunthara Zote	Tech Consultant
18	F. Zosangzuala	Tech Lead
19	Lalhmingmawia	Tech Developer
20	John Lalrinchhana	Tech Developer
21	LTL Fela	App Consultant
22	HC Lalduhbera	App Lead
23	Alvin K. Lalrintluanga	App Developer
24	Lalnuntluanga	App Developer
25	Lalmangaihzuai Khalthanga	Helpline Lead
26	Lalpekthari	Helpline Agent
27	PC Lianzampuii	Helpline Agent
28	Laltlanmawii	Helpline Agent
29	B. Malsawmkima	Helpline Agent
2. VARIOUS MARKETS, AIZAWL		
a) Regular Employees		

1	B. Vanlalvena	Promotion Officer (Mkt)	L-8
2	Daniel Lalthlamuana	Asst. Marketing Inspector	L-4
3	Lalhmgaiha	Market Checker	L-2
4	Piangzathanga	Market Checker	L-2
5	Lalrisangi	Group D (Market Sweeper)	L-1
6	Lalmuanpuii	Group D (Market Sweeper)	L-1
7	Lalchhandami	Group D (Market Sweeper)	L-1
8	Saihlupuii	Group D (Market Sweeper)	L-1
9	Lalnuntluangi	Group D (Market Sweeper)	L-1
10	B. Zohmingliani	Group D (Market Sweeper)	L-1
11	R. Lalramliana	Asst. Marketing Inspector	L-4
12	Lalrithanga	Market Checker	L-2
13	Vanlalvena Fanai	Market Checker	L-2
14	N.C. Duhpianga	Group D (Market Sweeper)	L-1
15	Lalnunmawii	Group D (Market Sweeper)	L-1
b) Provisional Employees			
1	C.Vanlalmangaiha	Market Checker	L-2
2	C.Lalengliana	Market Checker	L-2
3	Kawlchhingpuii	Group D (Market Sweeper)	L-1
4	Nancy Vanlalhriati	Group D (Market Sweeper)	L-1
5	Lalmuanpuia	Group D (Market Sweeper)	L-1
6	Lalsangliani	Group D (Market Sweeper)	L-1
7	Lalthansangi	Group D (Market Sweeper)	L-1
8	Laltanpuii	Group D (Market Sweeper)	L-1

**10. MONTHLY REMUNERATION RECEIVED BY OFFICERS & EMPLOYEES
OF DIRECTORATE OF COMMERCE & INDUSTRIES**

[With reference to Section 4(1)(b)(ix) of the Right to Information Act, 2005]