

**No.H.12017/1/2014-P&AR(GGC)**  
**GOVERNMENT OF MIZORAM**  
**DEPARTMENT OF PERSONEL & ADMINISTRATIVE REFORMS**  
**(GOOD GOVERNANCE CELL)**

**Dated Aizawl, the 18<sup>th</sup> Nov., 2015**

**NOTIFICATION**

In the interest of public service and in exercise of the powers conferred by Section 4 of the Mizoram Right to Public Services Act, 2015 (Act No. 6 of 2015), the Governor of Mizoram is pleased to notify the services listed in Annexure-I as public services for the purpose of this Act along with the respective Designated Officer, First Appellate Authority, Second Appellate Authority and stipulated time limit to be effective from 01.12.2015.

**Sd/- V. LALREMTHANGA**

Secretary to the Government of Mizoram

**Memo.No.H.12017/1/2014-P&AR(GGC) Dated Aizawl, the 18<sup>th</sup> Nov., 2015**

Copy to:

1. Secretary to Governor, Mizoram
2. Principal Secretary to Chief Minister, Mizoram
3. P.S. to Speaker/Ministers/Deputy Speaker/Ministers of State
4. P.S. to Vice Chairman, State Planning Board/Government Deputy Chief Whip/Parliamentary Secretaries
5. Sr. P.P.S. to Chief Secretary
6. All Administrative Departments
7. All Heads of Departments
8. All Deputy Commissioners
9. All Nodal Officers under Mizoram Right to Public Services Act, 2015
10. Controller, P&S with 5 spare copies for publication in the Mizoram Gazette
11. Website Manager, DP&AR for uploading in the official website
12. Guard File



**(LALROHLUA)**

Nodal Officer

Deptt. of Personnel & Administrative Reforms  
(Good Governance Cell)

**LIST OF PUBLIC SERVICES NOTIFIED UNDER MIZORAM RIGHT TO PUBLIC SERVICES ACT, 2015**  
**(See sub-section (1) of Section (4))**

<b>Sl.No</b>	<b>Name of Public Services</b>	<b>Name of Department</b>	<b>Designated officer</b>	<b>Stipulated time limit (in days)</b>	<b>Fist Appellate Authority</b>	<b>Second Appellate Authority</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1	Issue of Ration Card	Food, Civil Supplies & Consumer Affairs	District Civil Supply Officer of the concerned District	2 days	Director, FCS&CA	Secretary, FCS&CA
2	Issue of Duplicate Ration Card	Food, Civil Supplies & Consumer Affairs	District Civil Supply Officer of the concerned District	2 days	Director, FCS&CA	Secretary, FCS&CA
3	Addition/Deletion in a Ration Card	Food, Civil Supplies & Consumer Affairs	District Civil Supply Officer of the concerned District	2 days	Director, FCS&CA	Secretary, FCS&CA
4	Transfer of Ration Card from one Fair Price Shop to another Shop	Food, Civil Supplies & Consumer Affairs	District Civil Supply Officer of the concerned District	5 days	Director, FCS&CA	Secretary, FCS&CA
5	Transfer of Ration Card from one District to another District	Food, Civil Supplies & Consumer Affairs	District Civil Supply Officer of the concerned District	5 days	Director, FCS&CA	Secretary, FCS&CA
6	Job Card under MGNREGA	Rural Development Department	Block Development Officer/Programme Officers in each R.D. Block	15 days	Project Director, DRDA in concerned District.	Deputy Commissioner of the concerned District
7	Payment of unemployment allowance under MGNREGA	Rural Development Department	Block Development Officer/Programme officer in each R.D. Block	15 days	Project Director, DRDA in concerned District.	Deputy Commissioner of the concerned District
8	Grievance Redressal under IAY	Rural Development Department	Block Development Officer in each R.D. Block	7 days	Project Director, DRDA in concerned District.	Secretary, R.D. Department

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
9	Certificate of registration in Form No.2 to dealers under Mizoram Value Added Tax Act, 2005	Taxation Department	Asistant Commissioner in each Zone	5 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
10	Way Bill in Form No.33	Taxation Department	Asistant Commissioner in each Zone	3 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
11	Clearance Certificate for Work Contract in Form No.36	Taxation Department	Asistant Commissioner in each Zone	3 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
12	Clearance Certificate in Form No.38	Taxation Department	Asistant Commissioner in each Zone	3 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
13	Profession Tax Clearance Certificate	Taxation Department	Asistant Commissioner in each Zone	3 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
14	Declaration Form 'C' & 'F' under Central Sales Tax (R&T) Rules, 1957	Taxation Department	Asistant Commissioner in each Zone	5 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes
15	Eligibility Certificate in EXEMVAT form 'B'	Taxation Department	Commissioner of Taxes	3 days	Secretary, Taxation	Chief Secretary
16	Certificate of Authorization in EXEMVAT Form 'D'	Taxation Department	Asistant Commissioner in each Zone	3 days	Jt. Commissioner of Taxes in Aizawl District/Addl. D.C in other Districts	Commissioner of Taxes

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
17	Certificate of Registration in Form 'B' to dealers under Central Sales Tax Act, 1956	Taxation Department	Commissioner of Taxes	5 days	Secretary, Taxation	Chief Secretary
18	Registration Certificate in Form-II under the Mizoram Societies Registration Act, 2005	Taxation Department	Registrar, Firms & Societies	5 days	Secretary, Taxation	Chief Secretary
19	Partnership Firm Registration under Indian Partnership Act, 1932	Taxation Department	Registrar, Firms & Societies	5 days	Secretary, Taxation	Chief Secretary
20	Driving Licence with Smart Card	Transport Department	District Transport Officer of the concerned District	4 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
21	Duplicate Driving Licence with Smart Card	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
22	Renewal of Driving Licence with Smart Card	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
23	Change of address in Driving Licence with Smart Card	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
24	International Driving Permit with Smart Card	Transport Department	District Transport Officer of the concerned District	1 day	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
25	Learner's Driving Licence	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
26	Renewal of Learner's Licence	Transport Department	District Transport Officer of the concerned District	1 day	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
27	Conductor's Licence	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
28	Renewal of Conductor's Licence	Transport Department	District Transport Officer of the concerned District	1 day	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
29	Duplicate Conductor's Licence	Transport Department	District Transport Officer of the concerned District	1 day	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
30	Registration of Vehicles with Smart Card	Transport Department	District Transport Officer of the concerned District	4 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
31	Duplicate Vehicle Registration Certificate with Smart Card	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
32	Alteration of Vehicle Registration Certificate with Smart Card.	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
33	Transfer of ownership of vehicle with Smart Card	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
34	Change of address of owner of a vehicle with Smart Card.	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
35	Certificate of Fitness of vehicle	Transport Department	District Transport Officer of the concerned District	2 days	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
36	Duplicate Certificate of Fitness of vehicle	Transport Department	District Transport Officer of the concerned District	1 day	Joint Director (MV). Transport in Aizawl District/Addl.DC in other District	Director, Transport
37	Duplicate provisional permit for vehicle	Transport Department	Deputy Director (STA)	7 days	Joint Director (STA) Transport	Director, Transport
38	Plying permit for vehicle	Transport Department	Deputy Director (STA)	1 day	Joint Director (STA) Transport	Director, Transport
39	Renewal of Plying permit for vehicle	Transport Department	Deputy Director (STA)	1 day	Joint Director (STA) Transport	Director, Transport
40	Duplicate Plying permit for vehicle	Transport Department	Deputy Director (STA)	1 day	Joint Director (STA) Transport	Director, Transport

<b>Sl.No</b>	<b>Name of Public Services</b>	<b>Name of Department</b>	<b>Designated officer</b>	<b>Stipulated time limit (in days)</b>	<b>Fist Appellate Authority</b>	<b>Second Appellate Authority</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
41	Hiring of MST Bus	Transport Department	Deputy Director (Operations)	7 days	Joint Director (Operations) Transport	Director, Transport
42	Hiring of Ambulance & Receovery Van	Transport Department	Deputy Director (Operations)	7 days	Joint Director (Operations) Transport	Director, Transport
43	Concession Card for old aged/Cancer patients/HIV+	Transport Department	Deputy Director (Operations)	1 day	Joint Director (Operations) Transport	Director, Transport
44	Domestic Water Supply connection to house holds	Public Health Engineering Department	Sub-Divisional Officer concerned	1) From submission of application till sanctioning of the connection = 30 days 2) From payment\deposit of required fund by applicant till installation (Supply of Water) to Consumer = 30 days	Executive Engineer concerned	Superintending Engineer concerned
45	Test and re-calibration of water meter	Public Health Engineering Department	Sub Divisional Officer concerned	2 days from the date of receipt of water meter in the Testing laboratory at Aizawl	Executive Engineer concerned	Superintending Engineer concerned

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
46	Transfer of ownership of water connection	Public Health Engineering Department	Sub Divisional Officer concerned	1. Divisional headquarters: 7 days 2. Other Towns: 15 days	Executive Engineer concerned	Superintending Engineer concerned
47	Disability Certificate	Social Welfare Department	Assistant Director, SWD	10 days	Deputy Director, SWD	Director, SWD
48	Adoption Certificate	Social Welfare Department	Programme Manager, State Adoption Resource Agency (SARA)	30 days	Deputy Director, SWD	Director, SWD
49	GPF Final Payment authority	Finance Department	Deputy Director (GPF)	Within 2 (two) months from the date of receiving application papers which are complete and correct in all respects OR Within 1 (one) month from the date of posting of GPF Subscriptions for the month following the month of cessation of service, whichever is later	Joint Director (F)	Director (LFA)



Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
50	Payment of GIS	Finance Department	Deputy Director (Pensions) for Aizawl, Champhai, Serchhip, Mamit and Kolasib Districts/ Assistant Director, Southern Zone for Lunglei, Saiha and Lawngtali Districts.	<p>1. Superannuation Pension: PPO issue on the last working day of the month if Pension claim papers complete and correct in all respects are submitted 6 months prior to the date of retirement.</p> <p>2. In case of Voluntary/Invalid/Death etc. within 30 working days from the date of receipt of claim papers complete and correct in all respects from the Department.</p>	Director (Pensions) for Aizawl, Champhai, Serchhip, Mamit/Kolasib District/Joint Director, Southern Zone for Lunglei, Saiha & Lawngtlai Districts.	Chief Controller of Accounts

Sl.No	Name of Public Services	Name of Department	Designated officer	Stipulated time limit (in days)	Fist Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
51	Pension Payment Order	Finance Department	Deputy Director (Pensions) for Aizawl, Champhai, Serchhip, Mamit and Kolasib Districts/ Assistant Director, Southern Zone for Lunglei, Saiha and Lawngtali Districts.	1. Superannuation Pension: PPO issue on the last working day of the month if Pension claim papers complete and correct in all respects are submitted 6 months prior to the date of retirement.  2. In case of Voluntary/Invalid/Death etc. within 30 working days from the date of receipt claim papers complete and correct in all respects from the Department.	Director (Pensions) for Aizawl, Champhai, Serchhip, Mamit/Kolasib District/Joint Director, Southern Zone for Lunglei, Saiha & Lawngtlai Districts.	Chief Controller of Accounts