NOTIFICATION

In exercise of the powers conferred by clause (i), (k), (m) and (n) of rules 2 of the Mizoram Citizen Services (Electronic Governance) Rules 2010, the Governor of Mizoram is pleased to notify the Rates of the Service Charges, Maximum Timeline for Delivery of Services, Documents required and Approving Authorities for District level delivery of various Government (G2C) Services to the citizens in the manner laid down as under with immediate effect and until further order.

1. G2C Services, Timelines & Charges for Delivery of G2C Services through CSCs:
   (i) The list of G2C services, **Maximum Service Delivery** Timelines & Charges for Delivery of G2C Services through CSCs is as per the **Annexure - I** of this Notification.
   (ii) The Charges shown in Annexure-I includes service charge and Government fee which is required to be deposited in the Treasury/ Government exchequer.
   (iii) The timelines shown in the Annexure-I are maximum time that may be taken for delivery of the service.
   (iv) The Information & Communication Technology Department may revise the Annexure-I from time to time.
   (v) For the G2C Services, the user charges and timelines shall be applicable for every district in the state uniformly.
   (vi) The SCA shall ensure that every VLE prominently displays the Annexure-I in the CSC premises for the benefit of the citizens.
   (vii) The Deputy Commissioners and the SDOs (Civil) shall ensure that the Annexure-I is displayed prominently in the Public Facilitation Centre of their respective offices for the benefit of the citizens.

2. Manner and Procedure of Delivery of the G2C Services:
   (i) A citizen can file an application for any of the G2C services as per Annexure-I in the nearest CSC of his/her district along with all requisite documents mentioned in the Annexure-I and pay the requisite fee/user charges as shown there under.
   (ii) The VLE/SCA shall be responsible for transmitting the application along with the required documents to the concerned Government office as per the Annexure-I.
   (iii) The VLE/SCA shall also be responsible for delivery of the Service in form of Certificate etc. to the citizen at the concerned CSC where the citizen deposited the application.
   (iv) The Information & Communication Technology Department would issue a separate notification on electronic acceptance of applications from citizens and delivery of services through digitally signed certificates concerning the G2C services.
Continuation...

3. Deposit of Govt. Fees and Charges by the CSC/SCA:
   (i) In case any of the G2C Services requires deposit of any Government fee/charges, the same shall also be collected by the VLE from the citizen.
   (ii) However, before collecting such fee, the SCA shall sign an SLA with the concerned Govt. Department/Agency.
   (iii) Deposit and other terms and conditions of the said G2C Service shall be governed by that SLA.
   (iv) Any such service, including collection of fee or charges of any Department of the State Government, or any of its agencies, for the delivery of which the SCA has signed an SLA with the concerned Department or agency, shall be deemed to be a G2C Service.
   (v) The SCA shall submit to the Information & Communication Technology Department and the SDA a copy of any such SLA signed immediately.

4. Remittance of Service Charges and other prescribed charges

(i) Remittance of the amount collected through CSCs

   a) Of the total amount of service charge collected through the Common Service Centres, the share of DeGS shall be remitted by the concerned Service Centre Agency (SCA) on a fortnightly basis with the head of account of District e-Governance Society (DeGS) in lieu of services provided by the District Administration.

   b) Likewise, of the total service charge amount collected through the Common Service Centres, the share of Principal Office shall be remitted by the Service Centre Agency (SCA) on a fortnightly basis with the fund of the Principal Office concerned with the particular Notified Citizen Service transaction to which the service charge relates. In respect of transaction relating to the State Government offices, the aforesaid amount shall be credited with the Government treasury in the appropriate head of account.

   c) The SCA shall also deposit the prescribed charges other than the service charges, as mentioned in sub-section (b) above, as collected through such CSCs managed by such SCA, on a fortnight basis with the Government treasury in the appropriate head of account.

   d) However, the aforesaid remittance shall not apply in respect of application status enquiry services.

(ii) Remittance of the amount collected through e-District Centres

   a) Of the total service charge and other prescribed charges amount that has been collected through the e-District centres, the kiosk operator so appointed by the Principal Office to run the e-district centre shall hand over the total service charges as well as the prescribed charges amount collected, along with the system generated transaction details at the end of each working day to the Nodal Officer so appointed by the Principal Office.

   b) Such amount shall be deposited by such Nodal Officer to the concerned head of account of the DeGS or the Principal Office, as the case may be, on a fortnight basis.
6. Services Related to the Revenue & Disaster Management Department:
(i) The respective SCA shall approach the concerned authority for issue of the requisite License in favor of the VLEs and execute necessary documents on behalf of the VLEs including security deposit etc.
(ii) The applicable rates for the G2C Services which are related to the Revenue and Disaster Management Department shall be revised by the Information & Communication Technology Department in consultation with that Department.
(iii) In case any VLE ceases to be a VLE, he/she shall have to surrender immediately his/her License to the License Issuing Authority.

Sd/- S. S. GARBYAL
Principal Secretary to the Govt. of Mizoram
Information & Communication Technology

Dated Aizawl, the 16th May, 2012

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1. Secretary to the Governor, Mizoram.
2. Secretary to Chief Minister, Mizoram.
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12. Deputy Commissioner, Aizawl/Lunglei/Saiha/Champhai/Mamit/Serchhip /Kolasib/Lawngtlai Districts.
13. Controller, P&S with 6 spare copies for publication in the official Gazette.
15. Guard file.

(LALTHLAMUANA)
Deputy Secretary to the Govt. of Mizoram
Information and Communication Technology

Ph: 0389-2310888/2319637 Fax: 2319632
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Citizen Services</th>
<th>Office in which processed</th>
<th>Documents required</th>
<th>Days within which service will be delivered</th>
<th>Rates/ Fees</th>
<th>Level of security required (none/ password/ biometric/ digital signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Residential Certificate</td>
<td>DC, SDO</td>
<td>1) Chairman, Local council recommendation 2) Voters ID Xerox</td>
<td>3 Working Days</td>
<td>10</td>
<td>20 Digital Signature</td>
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<tr>
<td>2.</td>
<td>Caste/Tribe Certificate</td>
<td>DC, SDO</td>
<td>1) Chairman, Local council recommendation 2) Voters ID Xerox</td>
<td>3 Working Days</td>
<td>10</td>
<td>20 Digital Signature</td>
</tr>
<tr>
<td>3.</td>
<td>Income Certificate</td>
<td>DC, SDO</td>
<td>1) Chairman, Local council recommendation 2) For Govt. Sector, Employee Salary Slip enclosed</td>
<td>3 Working Days</td>
<td>10</td>
<td>20 Digital Signature</td>
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<td>4.</td>
<td>Inner Line Permit (Temporary)</td>
<td>DC, SDO</td>
<td>1) Applicant’s Photos</td>
<td>7 Working Days</td>
<td>100</td>
<td>50 Digital Signature</td>
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<tr>
<td>5.</td>
<td>Inner Line Permit (Permanent)</td>
<td>DC, SDO</td>
<td>1) Applicant’s Photos 2) Applicant’s voter ID or Panchayat ID 3) Sponsors ID 4) Sponsors Photos</td>
<td>7 Working Days</td>
<td>200</td>
<td>50 Digital Signature</td>
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<tr>
<td>S.No</td>
<td>Service Description</td>
<td>DC, SDO</td>
<td>DC, SDO</td>
<td>DC, SDO</td>
<td>DC, SDO</td>
<td>DC, SDO</td>
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<tr>
<td>7.</td>
<td>Land Valuation / Fixation of Rent</td>
<td>DC</td>
<td>DC</td>
<td>DC</td>
<td>DC</td>
<td>DC</td>
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<td>8.</td>
<td>Housing Loan Certificate</td>
<td>NA</td>
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<td>9.</td>
<td>Land Acquisition Order</td>
<td>NA</td>
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<td>NA</td>
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<td>10.</td>
<td>Application for Disaster Management Funds</td>
<td>DC</td>
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<td>DC</td>
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<td>11.</td>
<td>Tax Exemption Certificate</td>
<td>DC</td>
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<td>12.</td>
<td>Public Grievance Redressal</td>
<td>DC</td>
<td>DC</td>
<td>DC</td>
<td>DC</td>
<td>DC</td>
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<td>13.</td>
<td>Right to Information (RTI) services</td>
<td>DC</td>
<td>DC</td>
<td>DC</td>
<td>DC</td>
<td>DC</td>
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<td>14.</td>
<td>1)Information of land like LSC no. per square feet Area</td>
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<td>DC</td>
<td>DC</td>
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<td>15.</td>
<td>2)Chairman, Local council recommendation</td>
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<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
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<td>16.</td>
<td>3)Candidates Photos</td>
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<td>BDO</td>
<td>BDO</td>
<td>BDO</td>
<td>BDO</td>
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<td>17.</td>
<td>4)Chairman, Local council recommendation</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
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<tr>
<td>18.</td>
<td>5)Chairman local council recommendation</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
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<td>19.</td>
<td>6)Chairman local council recommendation</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
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<tr>
<td>20.</td>
<td>7)Chairman local council recommendation</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

Digital Signature: 20
15 Working Days: 10
7 Working Days: 10
Copy of LSC: 20
NA: 20

NOTIFICATION

In exercise of the powers conferred under section 90 read with section 6 of the Information Technology Act, 2000 and the Mizoram Citizen Service (Electronic Governance) Rules, 2010, issued vide Notification No.B.16012/4/2009-PLG(ICT) dated Aizawl, 7th October, 2010, issuance of Notified Citizen Services by duly appointed Authorized Citizen Services Centres is hereby authorized. Further, the digitally signed documents delivered for the Notified Citizen Services through the Authorized Citizen Services Centres are hereby declared to be legally valid.

Sd/- S.S.GARBYAL
Principal Secretary to the Govt. of Mizoram
Information & Communication Technology


Copy to:

1. Secretary to the Governor, Mizoram.
2. Secretary to Chief Minister, Mizoram.
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4. P.S. to Ministers/Minister of States, Mizoram.
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12. Deputy Commissioner,
Aizawl/Lunglei/Champhai/Saiha/Mamit/Kolasib/Lawngtlai/Serchhip Districts.
13. Controller, P&S with 6 spare copies for publication in the official Gazette.
15. Guard file.

(LALTHLAMUANA)
Deputy Secretary to the Govt. of Mizoram
Information and Communication Technology
NOTIFICATION

In exercise of the powers conferred by clause (a) of rule 3 of the Mizoram Citizen Services (Electronic Governance) Rules 2010, the Secretary, Information & Communication Technology Department is hereby appointed as the ‘Competent Authority’ under the said Rules.

Sd/- VAN HELA PACHUAU
Chief Secretary to the Govt. of Mizoram


Copy to:
1. Secretary to the Governor, Mizoram.
2. Secretary to Chief Minister, Mizoram.
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(LALTHLAMUANA)
Deputy Secretary to the Govt. of Mizoram
Information and Communication Technology
NOTIFICATION

In exercise of the powers conferred by rules 4 and 6 of the Mizoram Citizen Services (Electronic Governance) Rules 2010, the services in respect of the following Certificates/ Licenses/ documents are declared as Notified Citizen Services and the offices shown against each are notified as the Principal Offices for the purposes of the said Rules.

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<td>10</td>
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Secretariat Building Annex.- 'I', Aizawl - 796001, Mizoram.
Ph: 0389-2310888/2319637 Fax: 2319632
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Sd/- S.S.GARBYAL  
Principal Secretary to the Govt. of Mizoram  
Information & Communication Technology  

Dated Aizawl, the 16th May, 2012  

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Deputy Secretary to the Govt. of Mizoram  
Information and Communication Technology
NOTIFICATION

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Ph: 0389-2310688/2319637 Fax: 2319632
Continuation...

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Sd/- S.S. GARBYAL  
Principal Secretary to the Govt. of Mizoram  
Information & Communication Technology  

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Deputy Secretary to the Govt. of Mizoram  
Information and Communication Technology  

Secretariat Building Annex-I, Aizawl – 796001, Mizoram  
Ph: 0389-2310688/2319637 Fax: 2319632
GOVERNMENT OF MIZORAM
DEPARTMENT OF INFORMATION & COMMUNICATION TECHNOLOGY
AIZAWL :: MIZORAM


CORRIGENDUM

The word ‘Inner Line Permit (Temporary)’ and ‘Inner Line Permit (Permanent)’ appeared in Annexure – I of Timelines and Charges for delivery of G2C Services through CSCs vide Notification of even No. dated 16.5.2012 should be read as ‘Inner Line Permit (renewal/reissue)’ and ‘Inner Line Permit (Fresh)’ respectively.

Sd/- S.S.GARBYAL
Pr. Secretary to Govt. of Mizoram,
Information & Communication Technology Department.


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1. Secretary to the Governor, Mizoram.
2. Secretary to Chief Minister, Mizoram.
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Information & Communication Technology Department