

**CITIZEN’S CHARTER FOR OFFICE OF THE AIZAWL SMART CITY LIMITED  
A GOVT. OF MIZORAM UNDERTAKING (2020).**

**VISION AND MISSION**

**VISION**

The vision of Aizawl Smart City proposal is “Aizawl will be an inclusive, sustainable and resilient city by leveraging its human capital through technology and celebrating its culture and nature”. The vision statement relates to the city’s profile in the following ways:

- The Vision is aligned with the unique opportunity for the city to enhance its position as a healthy and an environmentally sustainable city leveraging on its topography, ambient climate and district culture & heritage.
- The city poses serious challenges in the provision of basic services such as water supply, power supply, street lighting, storm drain systems, traffic & transportation, motor parking, housing, development of market centers, garbage disposal and many other amenities. Therefore, the vision is to make Aizawl a livable city.
- The City’s Vision takes into account the existing human capital in the city. People are very high on literacy, but not diversified and skilled enough to contribute towards tertiary economic activities. The creation of ample amount of skill development initiatives, employment opportunities through developing different assets and amenities will help in achieving the economic sustainability.

**MISSION**

The Aizawl Smart City Proposal focuses on achieving the following goals:

- 1) Promoting Aizawl’s Identity, Culture and Nature
- 2) Inclusive Society:
  - (a) Access to all places
  - (b) Institutional strengthening and reforms
  - (c) Affordable housing
- 3) Economic Sustainability:
  - (a) On developing a sustainable environment for the available human resources in the city.
  - (b) The financial sustainability through improving revenue streams.
- 4) Promoting Resilience: The prime objective of the Aizawl Smart City Mission is to make the city resilient from service delivery, retaining urban environment and disaster management. Increasing usage of solar energy, increasing green cover, proper solid and liquid waste management and promoting rainwater harvesting, promotion of retaining walls, development of smart infrastructure, disaster management facilities etc.

**Area Based Development Proposal:** The area based proposal is the key element of the Smart City Proposal. An area from Chaltlang to Sikulpuikawn has been selected as area based development for retrofitting development.

**CITIZEN'S CHARTER FOR OFFICE OF THE AIZAWL SMART CITY LIMITED  
A GOVT. OF MIZORAM UNDERTAKING (2020).**

**MAIN SERVICES:**

<b>Sl/ No</b>	<b>Services delivered by Aizawl Smart City Ltd.</b>	<b>Responsible official with designation</b>	<b>Email and Mobile (Phone No.)</b>	<b>Process for delivery of services within the department/ office</b>	<b>Documents, if any, required for obtaining the service to be submitted by citizen/client</b>	<b>Fees, if any, for service with amount</b>
1.	1. Consultation with clients/ stakeholders (3 to 6 weeks) 2. Formulation of Projects (3 months) 3. Preparation of DPR (2 months)	Er. Lalrothanga, Chief Executive Officer	9436146077 <a href="mailto:smartcityaizawl@gmail.com">smartcityaizawl@gmail.com</a> / <a href="mailto:ar_tey@yahoo.com">ar_tey@yahoo.com</a>	1. Examination/ Checking of Project proposals. (1 - 2 weeks) 2. Submission to the Board of Director for final approval (2 weeks) 3. Submission/ Approval of Financial Sanction 1 week 4. Process of Tender & Issue of Tender Notice 1 week 5. Process of Tender & Selection of Contractor for Issue of Notice 5 week	Approval of application by CEO and preparation of document (1 week)	As per RTI Act.

**CITIZEN'S CHARTER FOR OFFICE OF THE AIZAWL SMART CITY LIMITED  
A GOVT. OF MIZORAM UNDERTAKING (2020).**

**SERVICE DELIVERY STANDARD:**

<b>Sl/No</b>	<b>Services delivered by the department/office to citizens or other departments/organizations including non-governmental organizations</b>	<b>Stipulated time limit for delivery of service (days/weeks/months)</b>	<b>Remarks, if any.</b>
1.	Consultation	3 – 6 weeks	
2.	Formulation of Projects Proposals	3 months	
3.	Preparation of DPR	2 months.	

**GRIEVANCE REDRESS MECHANISM:**

<b>Sl/No</b>	<b>Name of responsible officer to handle public grievance in the department/office</b>	<b>Contact Number</b>	<b>Email</b>	<b>Time Limit for redress of grievances</b>
1.	Er. Lalrothanga Chief Executive Officer.	9436146077	<a href="mailto:smartcityaizawl@gmail.com">smartcityaizawl@gmail.com</a> / <a href="mailto:ar_tey@yahoo.com">ar_tey@yahoo.com</a>	

**LIST OF STAKEHOLDERS/CLIENTS:**

<b>Sl/No</b>	<b>Stakeholders/Clients</b>
1.	Public Work Department, Govt. of Mizoram
2.	Public Health Engineer Department, Govt. of Mizoram
3.	Power & Electricity Department, Govt. of Mizoram
4.	Police/Home Department, Govt. of Mizoram
5.	Aizawl Municipal Corporation.
6.	Urban Development & Poverty Alleviation Department, Govt. of Mizoram
7.	Tourism Department, Govt. of Mizoram
8.	Art & Culture Department, Govt. of Mizoram
9.	Sport & Youth Services, Govt. of Mizoram
10.	Health Services Department, Govt. of Mizoram
11.	Commerce & Industries Department, Govt. of Mizoram
12.	Information & Communication Technology (ICT), Govt. of Mizoram

**CITIZEN'S CHARTER FOR OFFICE OF THE AIZAWL SMART CITY LIMITED  
A GOVT. OF MIZORAM UNDERTAKING (2020).**

**EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE  
RECIPIENTS:**

<b>Sl/No</b>	<b>Expectations of the department/office from citizens/service recipients</b>
1.	Timeline stipulation from clients/service recipients
2.	Active Coordination.

**CITIZEN’S CHARTER FOR OFFICE OF THE AIZAWL SMART CITY LIMITED  
A GOVT. OF MIZORAM UNDERTAKING (2020).**

**IMPLEMENTATION ARRANGEMENT:**

**National Level (GoI)**

Nodal Department : \_\_\_\_\_

National Executing Agency (NEA) : Ministry of Urban Development (MoUD)

National Steering Committee (NSC) : Chaired by \_\_\_\_\_

Implementing Cell :

**State Level (Govt. of Mizoram)**

Nodal Department : \_\_\_\_\_

State Executing Agency (SEA) : Department of urban Development & Poverty Alleviation. (UD&PA)

State Steering Committee (SSC) : Chaired by Secretary, UD&PA Department

Implementing Cell : Aizawl Smart City Limited (ASCL) headed by Chief Executive Officer.