



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
For

Department/Office of Mizoram Scholarship Board
For the year 2025

Address: Dawrpui Vengthar, Aizawl Mizoram
Website: <https://msb.mizoram.gov.in>
Date of issue: 01.01.2025

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF MIZORAM SCHOLARSHIP BOARD (2025)

VISION AND MISSION

VISION

To provide financial assistance to meritorious, ST/SC and NE students in the form of scholarship/stipend/book grant through various scholarship schemes implemented under the State and Central Sponsored Schemes to enable them to complete their education.

MISSION

To implement various scholarship schemes and formulate policies aimed at encouragement and development of meritorious students to achieve their goal.

- ✓ To formulate and implement policies and schemes for all round development of the student and encouraging them to achieve their goals.
- ✓ To formulate and implement policies and programmes aimed at involving the youth in various nation-building activities.

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF MIZORAM SCHOLARSHIP BOARD (2025)

MAIN SERVICES

Sl No.	Services delivered by the department/ office to citizens or other departments/ organizations including non-governmental organizations.	Responsible official with designation	Email and Mobile (phone No)	Process for delivery of service within the department/ office	Documents, if any, require for obtaining the services to be submitted by the citizen/client.	Fees, if any for the services with amount
1	Disseminate information to all school, Colleges and other Institutions within Mizoram about various scholarship schemes, eligibility criteria etc. for their students.	Superintendent or any other officer	snomizoram@gmail.com 9862363908	Obtaining approval from concerned department	Leaflet/handout containing scholarship schemes and process of scholarship application	NIL
2	Imparting training to all school, Colleges and other Institution within Mizoram, the process involving in verification of scholarship application, through online and offline mode.	Joseph L Hauhnar Under Secretary & State Nodal Officer	snomizoram@gmail.com 9862363908	Obtaining approval from concerned department to conduct the training	Leaflet/handout containing step by step process of scholarship application and verification by schools/colleges /Institutions	NIL
3	Ready the scholarship application form and online scholarship application portal			Print offline application and online portal	Printout application form	Rs 20/ form
4	Scholarship application, Scrutiny, Verification and approval of scholarship application in offline and online mode for further submission to the concerned Ministry through online and offline mode for payment of scholarship.			Verification of scholarship application alongwith document submitted	Application form duly filled up (offline/online) with document required to be submitted for verification and approval	NIL
5	Payment of Scholarship	Joseph L Hauhnar Under Secretary & State Nodal Officer	snomizoram@gmail.com 9862363908	Payment through PFMS(NSP) aadhaar bridge payment	Beneficiaries data submitted to National Scholarship Portal	NIL
5a	Central Scheme			Payment through IFMIS-DBT	Beneficiaries data submitted to Bank	NIL
5b	State Scheme	DDO, MSB	9862363908			

6	Complaint against non-receipt of payment of scholarship	Joseph L Hauhnar Under Secretary & State Nodal Officer Officer	<u>snomizoram@gmail.com</u> 9862363908	Examining scholarship application on NSP portal (CSS)/ hard copy for state scheme and Bank Account	PFMS (NSP) admin & agency portal for CSS Printout application form and updated Bank Account	NIL
7	Uploading of all beneficiaries data to DBT Portal, Govt. of India.	Joseph L Hauhnar Under Secretary & State Nodal Officer Officer	<u>snomizoram@gmail.com</u> 9862363908	Uploading data to DBT Portal, Govt. of India.	All beneficiaries data	NIL

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
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SERVICE DELIVERY STANDARD

Sl No.	Services delivered by the department/office to citizens or other departments/organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks if any
1	Disseminate information to all school, Colleges and other Institutions within Mizoram about various scholarship schemes, eligibility criteria etc. for their students.	April - May 2 months	
2	Imparting training to all school, Colleges and other Institution within Mizoram, the process involving in verification of scholarship application, through online mode.	May- June 2 months	Conducting training to all District Headquarters by calling responsible persons from schools/colleges /Institutions etc.
3	Open the scholarship application form and online portal for scholarship application	June-November 6 months	
4	Scholarship application, Scrutiny, Verification and approval of scholarship application in online mode for further submission to the concerned Ministry through online and offline mode for payment of scholarship.	August - December 5 months	Verification/scrutiny by institutes and State
5	Payment of Scholarship	December-March 4 months	Depending upon receiving the sanction
6	Complaint against non-receipt of payment of scholarship	3 days	
7	Uploading of all beneficiaries data to DBT Portal, Govt. of India.	2 days	

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
MIZORAM SCHOLARSHIP BOARD (2025)**

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance - <https://msb.mizoram.gov.in>

Sl No.	Name of responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1	Joseph L Hauhnar Under Secretary & State Nodal Officer Officer	9862363908	<u>snomizoram@gmail.com</u>	5 days

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
MIZORAM SCHOLARSHIP BOARD (2024-25)**

LIST OF STAKE HOLDERS/CLIENT

SI No	Stakeholders/Clients
1	Student & their Parents.
2	Teachers
3	Head of Schools.
4	Lecturer/Asst. Professor and Staff of Colleges.
5	Principal of all Institutes
6	District Education Officers and Employees

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF
MIZORAM SCHOLARSHIP BOARD (2020)**

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

Sl No.	Expectations of the department/office from citizens/service recipients
1	All institution should be reigstered on the NSP portal & KYC done
2	Every student applying for scholarship(Central Scheme) should biometrically register themselves on NSP
3	All mandatory fields in the scholarship application must be correctly filled up
4	Residential certificate must be upto date
5	Income certificate must be upto date and issued by the competent authority only
6	Bank account to be seeded with Aadhaar and opened for DBT
7	Aadhaar card must be updated and bank account frequently updated in order to avoid ineligibility/dormant account
8	Verification done by Schools/Colleges/Institution must be within the stipulated timeline given to them