



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
For

Department/Office of Mizoram Scholarship Board
For the year 2020

Address: Dawrpui Vengthar, Aizawl Mizoram
Website: <https://msb.mizoram.gov.in>
Date of issue: 01.06.2020

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

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 (2020)**

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.	Lawmthangpuii Superintendent	9862320116 lawmthangpuiiv@gmail.com	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.	Er. Lalmuankima Sailo OSD cumNodal Officer	mtsailo@gmail.com 9436147515	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	Er. Lalmuankima Sailo OSD cumNodal Officer	mtsailo@gmail.com 9436147515	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.	Er. Lalmuankima Sailo OSD cumNodal Officer	mtsailo@gmail.com 9436147515	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	Lalhlimpuii LDC	9774367276	Payment through DBT	Beneficiaries data submitted to Bank	NIL
6	Complaint against non-receive of payment of scholarship	Er. Lalmuankima Sailo OSD cumNodal Officer	mtsailo@gmail.com 9436147515	Examining scholarship application and Bank Account	Printout application form and updated Bank Account	NIL
7	Uploading of all beneficiaries data to DBT Portal, Govt. of India.	Er. Lalmuankima Sailo OSD cumNodal Officer	mtsailo@gmail.com 9436147515	Uploading data to DBT Portal, Govt. of India.	All beneficiaries data	NIL

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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.	May- June 2 month	
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.	May- June 2 month	Conducting training to all District Headquarters by calling responsible persons from schools/colleges /Institutions etc.
3	Ready the scholarship application form and online portal for scholarship application	April-May 2 month	
4	Scholarship application, Scrutiny, Verification and approval of scholarship application in offline/ online mode for further submission to the concerned Ministry through online and offline mode for payment of scholarship.	May-November 7 months	
5	Payment of Scholarship	December-March 3 week	Depending upon receiving the sanction
6	Complaint against non-receive of payment of scholarship	3 days	
7	Uploading of all beneficiaries data to DBT Portal, Govt. of India.	2 days	

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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	Er. Lalmuankima Sailo OSD cum Nodal Officer	9436147515	mtsailo@gmail.com	3 days

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

Sl No.	Expectations of the department/office from citizens/service recipients
1	All mandatory fields in the scholarship application must be correctly filled up
2	Residential certificate must be upto date
3	Income certificate must be upto date and issued by the competent authority only
4	Bank account No., IFSC code must be correctly filled up
5	Bank account must be update frequently in order to avoid dormant
6	Verification done by Schools/Colleges/Institution must be within the stipulated timeline given to them