



GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Directorate of Science and Technology

Consisting of
Directorate of Science and Technology
Mizoram Remote Sensing Application Centre
Mizoram Science Technology and Innovation Council
Mizoram Science Centre

For the year 2022

Address: S&T Building, MINECO, Aizawl, Mizoram

Website: dst.mizoram.gov.in

**CITIZEN'S CHARTER FOR DIRECTORATE
OF SCIENCE AND TECHNOLOGY FOR THE YEAR 2022**

VISION AND MISSION

VISION:

- Science and Technology for sustainable development.

MISSION:

- To promote Science, Technology and Innovation across all sectors and domains for sustainable development.
- To foster Science, technology and Innovation ecosystem for accelerating economies, self-sustenance and addressing grand challenges.
- To promote Science, Technology and Innovation for building knowledge based economies in line with National priorities
- A Nodal Agency and an Apex organization in the State for advising, implementing and disseminating multi disciplinary & thematic Remote Sensing Technology, Geographic Information System and related technology to various user Departments/Agencies in the State
- To encourage and promote Science and Technology within the state.

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MAIN SERVICES:

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents , if any, required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount
A	Directorate of Science and Technology					
1	Daily Data collection and meteorological forecast dissemination	Pu K.Lalrammuana Scientific Officer, i/c Principal Scientific Officer, DST	<i>k.mamuana@mizoram.gov.in</i> 8415924626	Distributed Online	NIL	NIL
2	Grant of financial assistance for International travel support Scheme	Pu K.Lalrammuana Scientific Officer, i/c Principal Scientific Officer, DST	<i>k.mamuana@mizoram.gov.in</i> 8415924626	1) Meeting of the Selection Committee to consider the proposal 2) Conveying selection (if any) to the applicant 3) Obtaining Government approval 4) Processing bill for payment	1) Three copies of completed proforma 2) Report of the participation in prescribe proforma 3) Three copies of claim sheet for reimbursement in prescribe proforma	NIL
3	Grant of financial assistance for scientific research and technological innovation	Pu K.Lalrammuana Scientific Officer, i/c Principal	<i>k.mamuana@mizoram.gov.in</i> 8415924626	1) Sending of proposal to subject expert for evaluation 2) Meeting of the Selection Committee	1) Five copies of the completed scientific proposal in prescribe proforma (5	NIL

		Scientific Officer, DST		to consider the proposal 3) Obtaining Government approval 4) Processing bill for payment 5) Issuing release order by conveying terms and conditions of the project. 6) Evaluation of the project	Hard copies & soft copy) 2) Progress report in prescribe proforma	
4	Financial assistance for publication of scientific journal	Pu K.Lalrammuana Scientific Officer, i/c Principal Scientific Officer, DST	<i>k.mamuana@mizoram.gov.in</i> 8415924626	1) Meeting of the Selection Committee to consider the proposal 2) Obtaining Government approval 3) Processing bill for payment 4) Issuing release order by conveying terms and conditions of the grant	1) Five copies of the completed proforma	NIL
5	Grant of Financial Assistance for organizing Scientific Programmes	Pu K.Lalrammuana Scientific Officer, i/c Principal Scientific Officer, DST	<i>k.mamuana@mizoram.gov.in</i> 8415924626	1) Obtaining Government approval 2) Processing bill for payment 3) Issuing release order by conveying terms and conditions of the grant	1) Application in prescribed proforma 2) Feedback on the organized programme in prescribe proforma	NIL
B	Mizoram Remote Sensing Application Centre					
1	Remote sensing & GIS services within scope of Agriculture & Land Use, Geosciences, Urban Planning & Engineering.	Hmingthanpuii Principal Scientist	<i>mirsac_aizawl@yahoo.com</i> 9436151051	1. Pre & post processing of data & services for area of interest. 2. Delivery in the form of hard or soft copies of data required.	Submission of standard application /letter for service required with well defined area of interests.	Depends on size and no. of map copies & services required.
2	Preparation of User demand GIS data, maps & services	Hmingthanpuii Principal Scientist	<i>mirsac_aizawl@yahoo.com</i> 9436151051	1. Pre & post processing of map data & services for area of interest. 2. Delivery in the form of hard or soft	Submission of standard application /letter for service required with	Depends on size and no. of map copies & services required.

				copies of data required.	well defined area of interests.	
3	Remote sensing & GIS related Training & Capacity building to users/stakeholders	Hmingthanpuii Principal Scientist	<i>mirsac_aizawl@yahoo.com</i> 9436151051	1. Training imparted on request from user/stakeholders. 2. Theory & hands-on training for approved users/stakeholders.	Submission of standard request application /letter for required training.	Depends on topic/theme and duration of training required.
C Mizoram Science Technology and Innovation Council						
1	Research, Development and innovation	Samuel Lalmalsawma Senior Scientific Officer	<i>mistic.dst@gmail.com</i> 8794173412	Delivery in the form of hard or soft copies through letter or e-mail.	Submission of detailed project report along with financial requirements of the project	NIL
2	Science Popularization - Awareness Campaign, Science Exposure tour, Essay Writing Competition, Science Quiz, Organizing Science Seminar, Science Conference, Talk Show, etc.	Samuel Lalmalsawma Senior Scientific Officer	<i>mistic.dst@gmail.com</i> 8794173412	Delivery in the form of hard or soft copies through letter or e-mail.	Submission of required documents for organizing events along with financial requirements	NIL
3	Falicitating IP Protection including Patent, Trademark, Copyright, Geographical Indication, etc.	Samuel Lalmalsawma Senior Scientific Officer	mistic.dst@gmail.com 8794173412	Delivery in the form of hard or soft copies through letter or e-mail.	Submission of necessary documents for the materials to be registered.	NIL
D Mizoram Science Centre						
1	Demonstration of indoor and outdoor exhibits present at forest gallery, fun science gallery and outdoor science park. Conducting 3d shows and planetarium shows for visitors.	Pu F. Lalramchuana, Senior Scientific Officer, DST. i/c Sr. Curator MSC.	<i>lrfanai.fanai@gmail.com</i> 9612158190	Ticket issue at entry	Student ID for students	Entry fee: Rs10/- per head 3D Show @Rs20/- Planetarium: Rs.50/- Student Group: Entry fee:Rs10/- per head

						3d Show:Rs10/- per head Planetarium: Rs.30/- per head
2	Outreach programme for science popularization	Pu F. Lalramchuana, Senior Scientific Officer,DST. i/c Sr. Curator MSC.	<i>lrfanai.fanai@gmail.com</i> 9612158190		Submission of standard application /letter for service	Nil

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SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months) ²	Remarks , if any
A	Directorate of Science and Technology		
1	Daily meteorological forecast dissemination	Daily	
2	Grant of financial assistance for International travel support Scheme	2 months	
3	Grant of financial assistance for scientific research and technological innovation	1 month	
4	Financial assistance for publication of scientific journal	1 month	
5	Grant of Financial Assistance for organizing Scientific Programmes	1 month	
B	Mizoram Remote Sensing Application Centre		
1	Services rendered by providing custom GIS data requirements of State Line Departments & other users.	Min. 1 week	Based on existing GIS data archives

2	Remote sensing & GIS application services in Project mode	24 – 60 months	Based on nature of Project
3	Remote sensing & GIS based training & capacity building for User Departments.	1 – 7 days	Based on content & thematic nature of knowledge impartment
C	Mizoram Science Technology and Innovation Council		
1	Formulation of Research & Development Project.	1-2 month	Based on nature of the Project
2	Seminar, Conference, Talk Show, etc.	1 month	Based on nature of the Program.
3	Patent filing, Trademark, Copyright, Geographical Indication, etc.	1-12 months	Depending upon the type of Intellectual Property Rights
4	Science Popularization – Awareness Campaign, Science Exposure tour, Essay Writing Competition, Science Quiz, etc.	1 month	Based on the nature of the program and client/stakeholder
D	Mizoram Science Centre		
1	Visit to MSC	Arrival on site	Working days
2	Outreach programme	5 days	

² The time limit may be entered in the Citizen’s Charter as far as possible. If the time limit cannot be written specifically or it depends upon the fulfilment of certain conditions beyond the control of the department/office, then, it may be written like “.....days/weeks/months....subject to conditions”

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GRIVANCES REDRESS MECHANISM:

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1	H. Lalsawmliana, Chief Scientific Officer, Science and Technology	0389-2336159	Cso.dst- miz@gov.in	2 weeks

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LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stake Holders/ Clients
1	State Government Departments.
2	Public Sector Undertaking(PSU)
3	Schools, colleges and other institutions.
4	Society / Organisation relating to Science and Technology
5	Local grass-root innovators
6	Tourist
7	Citizens of India.

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

Sl. No.	Expectations of the department/office from citizens/service No. recipients
1	Submission of proposal complete in all respects as per the prescribed format.
2	Cross checking for information/latest position in the matter with concerned officials before raising a query/grievance.
3	Time lines stipulated, if any, for completion of formalities for the service delivery are to be adhered to.