

CITIZEN'S CHARTER, 2026



**Administrative Training Institute
Government of Mizoram**



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THE INSTITUTION AND THE INFRASTRUCTURE

Mandate of the State Administrative Training Institute

The State Administrative Training Institute (ATI) is the apex training institution of Mizoram, as envisaged under the National Training Policy, 2012. It is mandated to play a leading role in coordinating training across departments and sectors and to ensure effective implementation of the Mizoram State Training Policy, 2013 through adequate manpower, infrastructure, and financial support.

The key mandates of ATI include:

1. Mainstreaming training in the process of Governance.
2. Conducting need-based training programmes for government employees at all levels.
3. Achieving excellence in training quality through self-assessment and benchmarking.
4. Providing technical support to departments in preparing Annual Training Plans and outsourcing training where required.
5. Establishing networks with other institutions to share resources, expertise, and best practices.
6. Maintaining a comprehensive database of trained personnel.
7. Continuously upgrading the skills of trainers and evaluating their performance.
8. Reviewing and developing curricula, course content, and training methodologies based on feedback and client needs.
9. Undertaking evaluation studies to assess the impact of training on organizational performance.
10. Giving special emphasis to behavioural and attitudinal training.

Organizational Set-up

The Administrative Training Institute (ATI), Government of Mizoram, established in 1983, stands as the premier institution dedicated to strengthening the capacities of government personnel across all levels—from Group ‘A’ officers to Group ‘D’ staff. Since its inception, the Institute has played a pivotal role in enhancing administrative efficiency and promoting effective governance within the State.

Over the years, ATI has steadily broadened its scope of training programmes, deepened its engagement with stakeholders, and continuously upgraded its infrastructure to meet emerging administrative and developmental challenges.

The Institute is led by a Director, supported by two Joint Directors overseeing Administration and Training respectively. Its academic and administrative responsibilities are carried forward by a team comprising Deputy Directors, Assistant Directors, Core Faculties, a Superintendent, and dedicated supporting staff. The total strength of the Institute is 40 personnel. The Department of Personnel & Administrative Reforms, Government of Mizoram, functions as the administrative department of ATI.

Financial support for the Institute’s core and routine activities is provided by the Government of Mizoram. In addition, various training programmes are strengthened through grants from the Government of India’s Department of Personnel & Training, while scheme-specific trainings receive funding from the respective Central Ministries.

Through its sustained commitment to capacity building and professional excellence, ATI continues to serve as a cornerstone of administrative development in Mizoram.

Infrastructure and Facilities

The Institute campus comprises five distinct blocks: Block 'A' (Administrative Block), Block 'B', Block 'C', an Auditorium, and a Garage building - each contributing to the smooth functioning of academic and residential activities.

Block 'A', the Administrative Block serves as the nucleus of the Institute, accommodating three well-equipped training halls, administrative offices, and a resourceful library. Block 'B' houses two additional training halls, a spacious conference hall, a cafeteria, DLL Studio and comfortable guest rooms for visiting faculty and officials. Block 'C' is equipped with a modern computer laboratory featuring 30 computers, along with a hostel facility comprising 15 rooms (with 30 beds) and five guest rooms to accommodate trainees and guests.

The Auditorium, with a seating capacity of 200, provides an ideal venue for seminars, conferences, and large-scale training programmes.

Altogether, the Institute boasts five training halls, a fully functional auditorium, 15 hostel rooms, and five guest rooms. All training facilities are furnished with modern teaching aids, including interactive boards, LCD projectors, computers, and Wi-Fi connectivity, ensuring a conducive and technology-enabled learning environment.

The Institute library houses over 5,000 volumes and is continually expanding its collection while striving to establish linkages with reputed libraries for enhanced knowledge sharing. Additionally, a canteen and limited staff quarters are available within the campus, contributing to the overall convenience and functionality of the Institute.

Training Programmes

In pursuance of the directives issued by the DP&AR, the institute conducts Mandatory Foundation Training for all Group A, B, C, and D employees during their probation period. Successful completion of this training is a prerequisite for confirmation in service. The duration of the programme is two weeks for Group A, B, and C employees, and one week for Driver and Group D employees.

In addition to these foundation courses, the Institute conducts specialized Foundation Trainings for the Combined Civil Services—namely the Mizoram Civil Service (MCS), Mizoram Finance & Accounts Service (MF&AS), and Mizoram Information Service (MIS) once annually. Similarly, Foundation Training for the Junior Grade of the Mizoram Secretariat Service (MSS) is conducted once each year.

The Institute also organizes in-service and mid-career training programmes for officers of MCS, MSS, and MF&AS under the State Training Programmes framework, thereby promoting continuous professional development and administrative excellence.

Further, ATI conducts approximately 50 training programmes annually under the Department of Personnel & Training's State Category Training Programme (DoPT-SCTP). These programmes cater not only to government officials but also to local bodies, village councils, and non-governmental organizations. Special training programmes for departmental officers are also organized on request, subject to the availability of slots in the training schedule. Apart from this, Trainer/Faculty Development Training programmes like Direct Trainers' Skill and Design of Training are also conducted.

Most programmes are delivered by in-house faculty members, with Course Directors and Coordinators designated for each training. For highly specialized or technical subjects, external resource persons with domain expertise are invited as and when required.

An Annual Training Calendar is prepared and published on the Institute's official website and circulated to all Government Departments, Commissions, and Boards to ensure maximum participation and benefit. The training plans are aligned with the State Training Policy issued by the Government of Mizoram, as well as the guidelines of the Government of India.

The Institute strives to maintain a balanced approach between generic and domain-specific training to ensure relevance and comprehensive coverage of professional needs. Awareness programmes are extended to NGOs and citizen groups, while technical courses are primarily designed as refresher programmes focusing on strengthening basic and foundational skills.

National Standards for Civil Services Training Institutions

Under Mission Karmayogi, the flagship initiative of the Government of India aimed at building a future-ready and competent civil service, the Capacity Building Commission (CBC) has introduced the National Standards for Civil Services Training Institutions (NSCSTI) to promote excellence and continuous improvement in training institutions across the country. These standards provide a structured framework for systematic assessment across eight critical domains of institutional performance.

The Administrative Training Institute (ATI), Mizoram, was successfully onboarded onto the NSCSTI portal and completed the rigorous three-stage accreditation process, which included self-assessment, desktop assessment, and on-site evaluation. The desktop assessment received approval on 10 June 2024, followed by a comprehensive on-site assessment conducted from 24 - 25 June 2024. Subsequently, ATI was formally granted accreditation by the Capacity Building Commission on 26 June 2024 - an important milestone reflecting its commitment to quality and institutional excellence.

Going forward, the CBC will continue to extend its support to ATI through expert guidance in course development and uploading on the iGOT Karmayogi platform, facilitation of digital laboratories for in-house content creation, and strengthening collaboration between iGOT and the State Government to advance capacity-building initiatives.

Establishment of Digital Learning Laboratory

In alignment with the vision of Mission Karmayogi, the Administrative Training Institute, Mizoram has initiated and submitted a Project proposal for creation of Digital Learning Laboratory (DLL) under the Augmentation of Capacity of Training Institutes (ACTI) component of the TFA Scheme to create new e-content or convert existing content into e-learning content on identified competencies in line with objectives of Mission Karmayogi, National Priorities and competency requirement of Urban Local Bodies (ULBs)/ Panchayati Raj Institutions (PRIs) and other government organizations in States/UTs.

The proposal was approved by the DoPT (Training Wing) on 28th May, 2025, on a reimbursement basis. As ATI, Mizoram does not have an independent funding source to implement the project, financial support was sought from the Finance Department, Government of Mizoram, which has kindly sanctioned the required amount. The expenditure incurred will subsequently be reimbursed by DoPT.

The DLL will facilitate translation of courses into the local language and enable the uploading of Mizo-language content on the iGOT Karmayogi portal. Moreover, the DLL will create a dynamic learning environment - whether physical, virtual, or hybrid designed to strengthen and modernize training delivery through the effective use of digital tools and technologies. This will significantly enhance the Institute's capacity to conduct training programmes and related activities in a more efficient, inclusive, and technology-driven manner.

Smart Class room

The ATI is committed to strengthening the administrative and governance capacities of government officials through quality training. At present, classroom instruction relies largely on traditional methods such as whiteboards and projectors. While functional, these methods do not fully meet the demands of modern technology-driven learning environments. To enhance training effectiveness, ATI initiates to transform all classrooms into smart classrooms equipped with interactive boards, establish a robust networking infrastructure across the institute, and develop an Online Training Management System for streamlined registration and scheduling.

The introduction of interactive boards will enable dynamic, multimedia-based teaching, real-time annotations, and participatory learning, thereby improving trainee engagement, comprehension, and retention. Upgrading the networking infrastructure will ensure seamless connectivity, high-speed internet access, and support for cloud-based resources, facilitating online and hybrid training models. Additionally, the Online Training Management System will automate course registration, attendance tracking, scheduling, and reporting, reducing administrative burden and improving efficiency.

Through these integrated initiatives, ATI aims to modernize its training ecosystem, enhance operational efficiency, and promote digital transformation in governance training, ensuring a competent and future-ready administrative workforce in Mizoram.

VISION

- ✓ To emerge as a premier institution of excellence in capacity building.
- ✓ To nurture knowledge and enhance professional skills of public servants.
- ✓ To foster ethical awareness and strengthen responsiveness in governance.
- ✓ To promote citizen-centric administration.
- ✓ To ensure inclusive capacity-building by engaging all stakeholders.
- ✓ To conduct meaningful training programmes, collaborative initiatives, and innovative projects.
- ✓ To contribute to transparent, accountable, and effective public service delivery.
- ✓ To transform traditional classrooms into smart classrooms, integrating modern technology and digital tools to enhance learning effectiveness and improve the overall training experience for trainees.

MISSION

- ✓ To adopt a systematic and structured approach to training, ensuring proper training needs assessment, planning, implementation, and evaluation.
- ✓ To actively collaborate with client departments in the formulation of training plans, aligning programmes with departmental goals, emerging challenges, and policy priorities.
- ✓ To design and deliver relevant, need-based training programmes, addressing competency gaps and enhancing the knowledge, skills, and attitudes of public servants.
- ✓ To institutionalize and promote good practices, fostering a culture of continuous improvement, innovation, and excellence in governance.

FUNCTIONS

- ✓ To adopt a systematic approach to training, ensuring proper planning, implementation, and evaluation.
- ✓ To collaborate with client departments in preparing training plans, aligning them with departmental needs and priorities.
- ✓ To introduce relevant and need-based training programmes to address competency gaps.
- ✓ To institutionalize and promote good practices for continuous improvement in governance.

STAKEHOLDERS/CLIENTS

A Within the Government

- Officer Trainees of the Mizoram Civil Service (MCS)
- Officer Trainees of the Mizoram Secretariat Service (MSS)
- Officer Trainees of the Mizoram Finance and Accounts Service (MFAS)
- Fresh recruits in various cadre/posts (Direct, regularization, absorption) for Mandatory Foundation Training during their probation period
- In-service Officials of various levels in the Government

B Outside the State Government

- Members of the NGOs.
- Local Councils & Village Councils
- Private suppliers and service providers
- Training/Academic institutes and organizations
- Trainings of Under Secretary (Senior Grade) Section Officers in Central Secretariat on attachment basis
- Attachment of All India Service
- Training/Awareness on Consumer Rights, Sevottam, RTI

SERVICE STANDARDS

MAIN SERVICES

Training related Services

Sl. No.	Main Services	Officer Responsible for delivery of service	Contact
1	Training Calendar	Lalrimawii Hmar, Joint Director(Trg.)	8730971042
2	Training for Govt. Officials (including officials of Autonomous District Councils), Civil Society Organizations & NGOs.	Lalbiakenga, Dy. Director (Trg.)	9436197512
		B. Tlangdingliana, Asst. Director (Trg.)	7005346981
		Joseph Lalhmangaiha, Asst. Director	9612540901
		Lalnunmawii Varte, Core Faculty	8794575896
		Golda Dell Zohmangaihi, Core Faculty	9615711854

Management related Services

Sl. No.	Main Services	Officer Responsible for delivery of service	Contact
1	Procurement of stocks	F. Lalremmawia, Dy. Director (F&A) & Lalbiakkimi, Dy. Director (Adm.) & DDO	9862710980 & 9862331950
2	Procurement of services		
3	Settlement of bills		
4	Record Management & Establishment Administration	Zoramthangi, Superintendent	9436145324
6	Internal Complaint Committee	Lalnunmawii Varte, Core Faculty & Zoramthangi, Superintendent	8794575896 9436145324
7	Right to Information Act, 2005 (Nodal Officer)	B. Tlangdingliana, Asst. Director (Trg.)	9612112410
8	Sevottam (Nodal Officer)	Lalbiakenga, Dy. Director (Trg.)	9436197512

Management related Services

Sl. No.	Main Services	Officer Responsible for delivery of service	Contact
1	<u>Misc. Services</u> Pension matters of retired Govt. servants	Lalbiakkimi, Dy. Director (Adm.) & Zoramthangi, Superintendent	9862331950 & 9436145324

TRAINING CALENDAR

Name of Service	Process followed	Name & designation of official for individual steps	Name & designation of official for overall steps	Time taken for individual services
Training Calendar	Drafting of Training Calendar	Jt. Director (Trg.) Dy. Director (Trg.) Asst. Directors, Core Faculties	Joint Director (Training)	December & January
	Approval of Training Calendar	Director, Jt. Director (Trg.) Dy. Director (Trg.) Asst. Director (Trg.)	Secretary DP&AR (G&TW)	February
	Printing of Training Calendar	Dy. Director (Trg.) Asst. Director (Trg.)		On or before 15 th March
	Distribution of Training Calendar	Dy. Director (Admn.)		March
Nomination for Training	Issue of inviting nomination	Course Directors concerned	Joint Director (Trg.)	30days before commencement of Training
	Last date for submission of nomination			Within 15 days from date of issue of nomination
	Selection of candidates for training	Course Directors concerned	Director	7 days before commencement of Training

SERVICE STANDARDS

TRAINING RELATED SERVICES

Name of Service	Process followed	Name & designation of official for individual steps	Name & designation of official for overall steps	Time taken for individual services
Training to Government officials	Designing new training programme and updating existing programmes	Course Directors and Course Coordinators concerned	Joint Director (Trg.)	15 days (from receipt of request from other Depts.)
	Vetting of training Programme by the client department		Joint Director (Trg.)	10 days
	Approval of the training design	Jt. Director (Trg.)	Director	2 days
	Preparation for conducting the training	Course Directors concerned Dy. Director (Admn.) & Superintendent		2 days
Training for Citizen Groups/ NGOs	Designing/updating of Training programme	Course Directors concerned	Jt. Director (Trg.)	15 days
	Approval of training design	Jt. Director (Trg.)	Director	2 days
	Preparation for Conducting training	Course Directors concerned Dy. Director (Admn.) &		2 days

SERVICE STANDARDS

SUPPORT SERVICES FOR TRAINING/OFFICE MANAGEMNET

Name of Service	Process followed	Name & designation of official for individual steps	Name & designation of official for overall steps	Time taken for individual services	Time norm for services
Procurement of Stock	Assessment of need	Dy. Director D(Admn.)	Jt. Director (Admn.)	3 days	30 days
	Estimation of quantity	Dy. Director (Admn.)	Jt. Director (Admn.)	1 day	
	Approvals and sanctions	DD/JD(Adm.)	Director	4 days	
	Tendering & procurement			20 days	
	Stock entry & distribution			2 days	
Procurement of services	Assessment of need	Dy. Director (Admn.)	Jt. Director (Admn.)	2 days	28 days
	Estimation of scope of service	Dy. Director (Admn.)	Jt. Director (Admn.)	3 days	
	Approvals & sanctions	Director, Dy. Director (F&A) Dy. Director (Admn.)	Director	3 days	
	Tendering & award			20 days	
Settlement of bills	Scrutiny	Dy. Director (Admn.)	Jt. Director (Admn.)	2 day	10 days
	Processing	Dy. Director (Admn.)	Jt. Director (Admn.)	1 day	
	Approval	Dy. Director (F&A)	Director	2 days	
	Disbursement & payment	Dy. Director (Admn.)		5 days	
Record Management	Listing	Superintendent	Dy. Director (Admn.)	30 days	55 days
	Shifting	Superintendent	Dy. Director (Admn.)	10 days	
	Weeding	Superintendent	Dy. Director (Admn.)	10 days	
	Storing	Superintendent	Dy. Director (Admn.)	5 days	

SERVICE STANDARDS

MISCELLANEOUS SERVICES

Name of Service	Process followed	Name & designation of official for individual steps	Time taken for individual services	Time norm for services
Matters, if any, Pertaining to Government servants	Examination & Processing of applications/ reports	Superintendent	5 days	10 days
	Approval/rejection	Dy. Director D(Admn.)	3 days	
	Response & communication to the applicant	Dy. Director (Admn.)	2 days	

GRIEVANCE REDRESS MECHANISM

Name of the office	Administrative Training Institute,
Address	New Secretariat Complex, Aizawl

WHOM TO CONTACT

1	Director
2	Joint Director (Administration)
3	Joint Director (Training)
4	Deputy Director (Administration)

HOW TO CONTACT

1	Personal Meeting
2	Written Communication
3	Telephone

TIMELINES FOR RESPONSE

Acknowledgement	Immediately
Final Resolution	30 days

ORGANIZATION CHART

