

CITIZENS CHARTER 2013



**Administrative Training Institute
Government of Mizoram**



New Secretariat Complex, Khatla
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Website : www.ati.mizoram.gov.in

THE INSTITUTION AND THE INFRASTRUCTURE

The Administrative Training Institute (ATI), Government of Mizoram, is a state level training institute. It was established in 1983 with the sole purpose of catering to the training needs of various levels of employees of the Government of Mizoram and build capacity for efficient and effective governance. In three decades of its existence, the Institute has been consistent in its efforts for imparting quality training, increasing number of courses, initiating programmes to reach various stakeholders and improving infrastructural facilities.

The ATI is headed by a Director, who is assisted by two senior officers of the rank of Joint Directors. They are assisted by a team of Deputy Directors, Assistant Directors, Superintendent and supporting staff and training faculty. The total strength of officers and staff of the ATI is 49. Department of Personnel & Administrative Reforms, Government of Mizoram, is the administrative department of the ATI

As mainstream of the Government, the funds, both under Plan and Non-Plan are provided by the Government to meet all routine and required expenditure on heads ranging from the core activities to common activities. For the Financial Year 2013 – 2014, the ATI has projected a requirement of Rs. 110.00 Lakhs under Plan and Rs. 150.65 under Non-Plan. The core activity of training is undertaken both through the fund provided by the Government of Mizoram and the Department of Personnel & Training, Ministry of Personnel, Public Grievances & Pensions, Government of India. Scheme-specific trainings are conducted through funding by concerned Ministries of Government of India.

ADMINISTRATIVE TRAINING INSTITUTE GOVERNMENT OF MIZORAM

VISION

Developing knowledge, skills, awareness and responsiveness for citizen centric governance by involving all stakeholders in training activities and other related projects.

MISSION

- (1) Mainstreaming training in the process of governance.
- (2) Maintaining high standards of training programmes.
- (3) Making training a holistic and inclusive activity.
- (4) Maximising opportunities for systematic reforms.

FUNCTIONS

- (1) Initiative systematic approach to training.
- (2) Involve with client departments in formulation for training plans.
- (3) Introduce appropriate training programmes to serve training needs.
- (4) Institutionalize good practices

**ADMINISTRATIVE TRAINING INSTITUTE
GOVERNMENT OF MIZORAM**

STAKEHOLDERS/CLIENTS

A Within the Government

- (i) Officer Trainees of the Mizoram Civil Service (MCS)
- (ii) Officer Trainees of the Mizoram Finance and Accounts Service (MFAS)
- (iii) Officer Trainees of the Mizoram Secretariat Service (MSS)
- (iv) Fresh recruits in various cadre/ex cadre posts
- (v) Officials of various levels in the Government

B Outside the Government

- (i) Members of the NGOs.
- (ii) Private suppliers and service providers
- (iii) Training/Academic institutes and organizations
- (iv) Officers and staff who retired from the ATI

**ADMINISTRATIVE TRAINING INSTITUTE
GOVERNMENT OF MIZORAM**

SERVICE STANDARDS

TABLE – I MAIN SERVICES

Sl.No.	Main Services	Officer Responsible for delivery service	Contact Details
1	<u>Training related services</u> (i) Training Calendar	Joint Director (Trg)	0389-2335838(O) 0389-2342048(R) 9436191582 (M)
	(ii) Training for Govt. Officers /Officials (including officials of Autonomous District Councils), Civil Society Organizations & Non-Government Organizations	Course Coordinator (Training Section – I)	0389-2335840(O) 0389-2335843(O) lalsangpuia7@gmail.com plalhimpuii@yahoo.com
		Course Coordinator (Training Section–II)	0389-2335839(O) vl.t@rediffmail.com mawiivarte@gmail.com
		Course Coordinator (Training Section-III)	0389-2335841(O) kmazuala@gmail.com goldazo@rediffmail.com
		Course Coordinator (Training Section-IV)	0389-2335836(O) kimamizo@gmail.com billyzuala@gmail.com
	Course Coordinator (Training Section–V)	0389-2335835(O) vlvuana@gmail.com mawiivarte@gmail.com	
2	<u>Management</u> (i) Procurement of stocks	DD (Administration)	0389-2335835(O)
	(ii) Procurement of services	DD (Administration)	0389-2335835(O)
	(iii) Settlement of bills	DD(Administration)	0389-2335835(O)
	(iv)Record Management	Superintendent	0389-2335837(O)
3	<u>Misc. Services</u> Pension matters of retired Govt. servants	DD (Administration)	0389-2335835(O)

**ADMINISTRATIVE TRAINING INSTITUTE
GOVERNMENT OF MIZORAM**

TABLE – II

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	Time norm for services
Training Calendar	Drafting of Training Calendar	DD/AD (Training) concerned	Joint Director (Training)	November & December	3 months (Maximum)
	Approval of Training Calendar	DD/AD (Training) concerned	Secretary (Training)	On or before 15 th February	
	Printing of Training Calendar	DD/AD (Training) concerned		On or before 1 st March	
	Distribution of Training Calendar	DD (Admn.)		1 st March – 15 th March	
Nomination for Training	Issue of inviting nomination	Course Director concerned	Joint Director (Training)	30 days before commencement of Training	3 months (Maximum)
	Last date for submission of nomination			Within 15 days from date of issue of letter inviting nominees	
	Selection of candidates for training	Course Director concerned	Director	10 days before commencement of Training	

**ADMINISTRATIVE TRAINING INSTITUTE
GOVERNMENT OF MIZORAM**

SERVICE STANDARDS

TABLE – III 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	Time norm for services
Training to Government officials	Designing new training programme and updating existing programmes	Course Coordinator (Trg. Section – I)	Joint Director (Training)	15 days (from receipt of request from other Depts.)	30 days
		Course Coordinator (Trg Section – II)			
		Course Coordinator (Trg. Section – III)			
		Course Coordinator (Trg. Section – IV)			
		Course Coordinator (Trg. Section – V)			
Vetting of training programme by the client department	DD/AD (Training) concerned and the client department	Joint Director (Training)	10 days		
Approval of the training design	DD/AD (Training) concerned and JD (Training)	Director	3 days		
Preparation for conducting the training	DD/AD (Training) concerned		2 days (Depending upon availability of candidates)		
Training for Citizen Groups/ NGOs	Designing/ updating of training programme	DD/AD (Training) concerned	Joint Director (Training)	15 days	20 days
	Approval of training design	DD/AD (Training) concerned	Director	3 days (Starting from 1 st August)	
	Preparation for conducting training	DD/AD (Training) concerned		2 days	

**ADMINISTRATIVE TRAINING INSTITUTE
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SERVICE STANDARDS

**TABLE – IV SUPPORT SERVICES FOR TRAINING/OFFICE
MANAGEMENT**

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	DD(Admn)	JD(Admn)	3 days	
	Estimation of quantity	DD(Admn)	JD(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	DD(Admn)	JD(Admn)	2 days	
	Estimation of scope of service	DD(Admn)	JD(Admn)	3 days	
	Approvals & sanctions	DD/JD(Adm)	Director	3 days	
	Tendering & award			20 days	
Settlement of bills	Scrutiny	DD(Admn)	JD(Admn)	2 day	10 days
	Processing	DD(Admn)	JD(Admn)	1 day	
	Approval	DD(Acct)	Director	2 days	
	Disbursement & payment	DD(Admn)		5 days	
Record Management	Listing	Supdt	DD(Admn)	30 days	
	Sifting	Supdt	DD(Admn)	10 days	
	Weeding	Supdt	DD(Admn)	10 days	
	Storing	Supdt	DD(Admn)	5 days	

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SERVICE STANDARDS

TABLE – V MISCELLANEOUS 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	Time norm for services
Matters, if any, pertaining to Government servants	Examination & Processing of applications/reports	Supdt	DD(Admn)	5 days	10 days
	Approval/rejection	DD(Admn)	Director	3 days	
	Response & communication to the applicant	DD(Admn)		2 days	

**ADMINISTRATIVE TRAINING INSTITUTE
GOVERNMENT OF MIZORAM**

GRIEVANCE REDRESS MECHANISM

Name of the office	Administrative Training Institute,
Adress	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 Comunication
3	Telephone / Fax

TIME LINES FOR RESPONSE

Acknowledgement	Immediately
Final Resolution	30 days

COURSE COORDINATORS

Training Section	Names of the Section Incharge & Staff	Charter & functions of the Section	Telephone numbers		e-mail address
			Landline	Mobile	
Training Section I	1)Pu Lalsangpuia, Assistant Director 2)Pi Daphne Zosangpuui, Aisstant Director	Functional Efficiency Courses	0389-2335840 0389-2335843	9862383404	Lalsangpuia7@gmail.com
Training Section II	1) Pu Thara Lungtau, Deputy Director(Acct.) 2) Pi Lalnunmawii Varte, Associate Professor	Managerial Competence Course	0389-2335839	8794575896	mawiiarte@gmail.com
Training Section III	1)Pu K.Lalhmangaihzuala, Deputy Director(Trg) 2)Pi Golda Dell Zohmangaihi, Associate Professor	Good Governance & Personality Development Courses	0389-2335841	9436190344 9615711854	kmazuala@gmail.com goldazo@rediffmail.com
Training Section IV	1)Dr. Lalrokima Chenkual, Head Faculty 2)Er. Lalbiakzuala, Associate Professor	Technical and Skill Development Courses	0389-2335836	9436195861 9436142263	kimamizo@gmail.com billyzuala@gmail.com
Training Section V	1)Pu Vanlalvuana, Deputy Director(Admn) 2)Pi Lalnunmawii Varte, Associate Professor	General Awareness Courses	0389-2335835	8974038752 8794575896	ylvuana@gmail.com mawiiarte@gmail.com

Contact Address:

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Aizawl- 796001
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Contact details of the Institute:

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ORGANIZATION CHART

