

GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
for

Office of **Govt. Hrangbana College : Aizawl**
For the year 2023



Address: Chanmari, Aizawl - 796007

Website: www.ghbc.edu.in

Date of issue: 21st November, 2023

CITIZEN'S CHARTER FOR THE OFFICE OF
GOVT. HRANGBANA COLLEGE (2023)

VISION AND MISSION

VISION

Providing holistic and quality education within the reach of all

MISSION

To mould the students to be intellectually competent, morally upright, socially committed and spiritually inspired and capable of building a more humane social order within the context of the nation's religious and cultural pluralities and diversities

**CITIZEN'S CHARTER FOR THE OFFICE OF
GOVT. HRANGBANA COLLEGE (2023)**

MAIN SERVICES to Students

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including nongovernmental organisations	Responsible official with designation	Email and mobile (Phone No.)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen /client	Fees, if any, for the service with amount
1.	Admissions	Dr. H. Lalzidinga Principal	hrangbanacollege2014@gmail.com Ph. No. 9436142160	Application through admission forms online/ offline	As given in the prospectus	As given in the prospectus
2.	Academic programmes	Academic & Examination Committee	hrangbanacollege2014@gmail.com Ph. No. 9436142160	Lectures Tutorials Remedial Classes Field Trip Study Tour	Attendance Register	Tuition fees given at the time of admission
3.	a) Display of Internal Marks & Attendance b) Rectification of Internal Marks c) Sanction of Leave	Concerned Faculty	Heads of different Departments	Displayed on Notice Boards Leave Application to HODs	Test Papers Assignments Leave Application along with Doctor's certificate or other necessary documents	Nil
4.	Issue of cards and certificates for regular students a) ID card/ Library Card	Lalchatuana, Librarian	Email- librarian1959@gmail.com Ph.No. 9436355362	After checking / Examining of Admission Files	Admission Receipt	Library fee as per prospectus/ ₹ 300/-
	b) Issue of Character / Testimonial/ Transfer Certificate	Daisy Lallianpuii , UDC	Email – hrangbanacollege2014@gmail.com Ph No. 9862726605	Checking of Marksheet	Original / Attested Copy of Marksheet	₹ 20/-
	c) Issue of marksheet / Registration card / Degree Certificate	Daisy Lallianpuii , UDC	Email- hrangbanacollege2014@gmail.com Ph.No. 9862726605	Duly checked & signed by students	Admit Card / Marksheet	Nil

MAIN SERVICES to Staff (Teaching and Non-Teaching)

1	Process leave/ duty leave application	Dr. H. Lalzidinga Principal	hrangbanacollege2014@gmail.com Ph.No. 9436142160	Examining the leave application letter	Leave application letter	Nil
2	Forward various applications of staff to higher office	Dr. H. Lalzidinga Principal	-do-	Examining application letter	Application letters of the staff	Nil
3	Pay all types of renumerations after receiving approval	Ngurliani Sailo, Cashier	Email: ngurisailohbc@gmail. com Ph No. 9862316047	Calculations of renumerations according to extra hours	Record of performance	Nil

MAIN SERVICES to Government of Mizoram

1	Provide information required by the regulating authorities	Dr. H. Lalzidinga Principal	9436142160	Examination of the requirement and collecting relevant informations	Official documents from higher authority	Nil
2	Submit new proposals etc. as per government policy	Dr. H. Lalzidinga Principal	-do-	Thorough study of the infrastructure of the college	-do-	Nil
3	Provide rooms for conducting examinations	Lalthlengliana Hrahsel Vice Principal Email hrangbanacollege2014@gmail.com Ph No. 9436366326	-do-	Checking and arranging of classrooms	-do-	Nil

**CITIZEN'S CHARTER FOR THE OFFICE OF
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SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including nongovernmental organisations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
1.	Admissions	Immediately after declaration of HSSLC Result	
2.	Academic programmes	In accordance with the academic calendar	
3.	a) Display of Internal Marks b) Rectification of Internal Marks c) Sanction of Leave	a) 3 days b) 1 day c) Same day	
4.	Issue of cards and certificates for regular students a) ID card/ Library Card	Within one month of college Re-opening	
	b) Issue of Character /Testimonial / Transfer Certificate	Same day	
	c) Issue of marksheet	4 days after receipt from MZU	
5.	Process leave/ duty leave application	1 day	
6.	Forward various applications of staff to higher office	1 Day	
7.	Pay all types of remunerations after receiving approval	Same day	
8.	Provide information required by the regulating authorities	Before the specified last date	
9.	Submit new proposals etc. as per government policy	On or before last date	
10.	Provide rooms for conducting examinations	As and when needed	

CITIZEN'S CHARTER FOR THE OFFICE OF
GOVT. HRANGBANA COLLEGE (2023)

GRIEVANCE REDRESS MECHANISM

Website address

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievance
1.	Mr. John K Laldinglana, Chairman, Disciplinary and Grievance Redressal Committee	9436156174	hrangbanacollege2014@gmail.com	Immediately after receipt of complaint
2.	Dr.Rohmingliani, Presiding Officer, Internal Complaints Committee	9436354897	rohmingliani41@gmail.com	-do-
3.	Vanlalpeka, Chairman, Anti-Ragging Committee and Legal Aid Cell	9436350235	Vanlalpeka70@gmail.com	-do-

CITIZEN'S CHARTER FOR THE OFFICE OF GOVT.
HRANGBANA COLLEGE (2023)

LIST OF STAKEHOLDERS/ CLIENTS

Sl.No.	Stakeholders/ Clients
1.	Students
2.	Parents
3.	Alumni
4.	Teaching Faculty
5.	Non-Teaching Faculty
6.	Government of Mizoram

**CITIZEN’S CHARTER FOR THE OFFICE OF
GOVT. HRANGBANA COLLEGE (2023)**

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

Sl. No.	Service recipients	Expectations of the office from citizens/ service recipients
1.	Students	Good attendance and good academic performance Follow institutional discipline, rules and regulations Active participation in various curricular, co-curricular activities organized by the institution for all-round development
2.	Parents	Cooperation, feedback and support
3.	Alumni	Cooperation, feedback and support
4.	Teaching Faculty	Regularity and completion of syllabus
5.	Non-teaching Faculty	Performance of office work for the students and staff and the college as a whole
6.	Govt. of Mizoram	Provide sufficient human resource at all levels Provide sufficient infrastructural activities