

GOVERNMENT OF MIZORAM CITIZEN'S CHARTER

Office of Govt. Hrangbana College: Aizawl

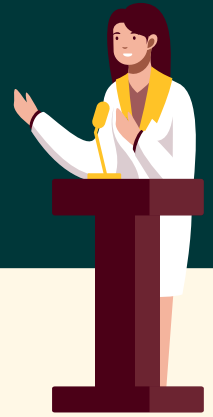


Address: Chanmari, Aizawl - 796007

Website: www.ghbc.edu.in

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CITIZEN'S CHARTER FOR THE OFFICE OF GOVT. HRANGBANA COLLEGE (2025)



Citizen's Charter for Govt. Hrangbana College

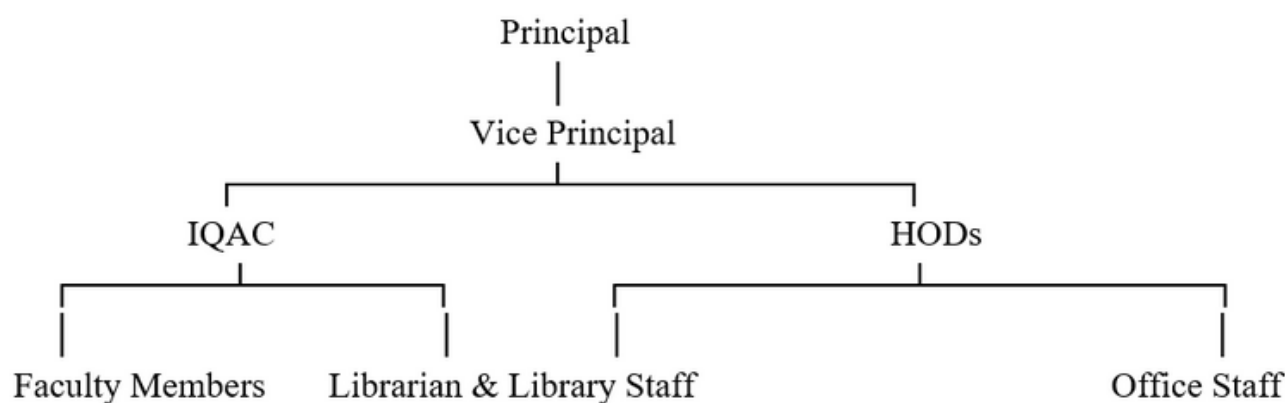
Introduction

Our Citizen's Charter demonstrates our dedication to achieving educational excellence, creating a supportive and an all-inclusive environment, and upholding the highest levels of transparency and accountability. We are committed to fulfilling the expectations of our students, faculty, staff, and stakeholders with resolute professionalism, steadfast dedication, and integrity.

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 humanesocial order within the context of the nation's religious and cultural pluralities and diversities

Organizational Setup



This chart shows the hierarchical structure of Govt. Hrangbana College. The Principal heads the organization, followed by the Vice Principal, supported by the IQAC (Internal Quality Assurance Cell) and the HODs (Heads of Departments). The HODs oversee Faculty Members, while Librarian & Library Staff and Office Staff assist in their respective functional areas. Supporting staff falls under each of these divisions as necessary.

Services Offered

I. MAIN SERVICES

1. Admission

a. Notification Methods: Admission-related information is disseminated through a multi-channel approach to ensure accessibility and reach:

- i. **Website:** Notices are published on the institution's official website for easy access.
- ii. **Social Media:** The institution's social media platforms are used extensively to share updates on all activities, including admission notifications, events, and other institutional announcements.
- iii. **Students' Handbook/Prospectus:** Detailed admission information is provided in the handbook or prospectus distributed to students during the admission process.

b. Contact for Further Information:

- i. **Office:** H. Lalropianga (Phone: 9862075971)
- ii. B. Lalrawngbawla, Associate Professor & Head, Department of Geography (Phone: 98625 38863).

II. ACADEMIC SUPPORT SERVICES

a. Classroom Teaching:

i. **Schedule:** Classes are conducted from 9:00 AM to 4:00 PM.

ii. **Contact Information:** The names and phone numbers of all Heads of Departments (HODs) are available for queries and academic assistance.

Sl.No	Department	Name of HOD	Contact No.
1	English	Ms Zomuani Cherpoot	9436198064
2	Mizo	Ms H D Lalrinkimi	8575677976
3	History	Ms Zonunsangi	7005670826
4	Political Science	Ms H Lalengzuali	8257945896
5	Public Administration	Ms Lianchhingpuii	9862304838
6	Geography	Mr B Lalrawngbawla	9862538863
7	Economics	Dr C Lalthantluangi	9862819356
8	Education	Ms Lynda Vanlalruati	9436144318
9	Psychology	Dr Juliet Lalremmawii Ralte	9436153929
10	Commerce	Prof. Lalbiakzuali	9436197946

III. ACADEMIC PROGRAMS

The institution offers programs across two primary streams: Arts and Commerce

IV. ACADEMIC REQUIREMENTS AND ASSESSMENT

a. Assignment Requirements:

All students across departments must submit a semester assignment, which carries 8 marks every semester.

b. Internal Examination Requirements:

- Two compulsory internal tests, each carrying **12 marks**, is conducted every semester.
- The **average of the two tests** will be calculated and used to consolidate the final internal marks for the semester.
- If a student appears for only one test, their internal marks will be calculated solely based on the marks obtained in the test they attended.

c. Mentoring:

Mentoring services are provided to guide and support students academically and personally.

V. EXAMINATION

a. Conduct of University Examination:

The university oversees all aspects of the examination process, including schedules, rules, and procedures, ensuring academic integrity. Examination dates are announced at the start of the semester through the academic calendar.

b. Conduct of Internal Examination:

Dates for the two internal tests are included in the academic calendar distributed at the beginning of each semester, allowing students ample time for preparation.

c. Display of Internal Marks and Attendance:

Internal test papers are returned to students after assessment for review. Consolidated internal marks, including attendance scores, are communicated to students to ensure transparency and accuracy.

d. Contact for Examination-Related Information:

For further details, contact B.Lalrawngbawla, Co-ordinator, Examination Committee(Phone: 98625 38863)

VI. STUDENT SUPPORT SERVICES

a. Support through different Cells and Committees

SLNo	Name of Committee	Chairman/Coordinator	Contact
1	Internal Complaints Committee	Dr H Rohmingliani	94363 54897
2	Anti-Ragging & Legal Aid Cell	Ms Laldinpuii	94361 55485
3	Equal Opportunity and Women Development Cell	Dr B Lalfakawmi	98620 26794
4	Health and Medical Committee	Ms Zonunsangi	9436152728
5	Hostel Management Committee	Vice Principal	9436154595
6	Psychological and Academic Counselling Cell	Dr Juliet Lalremmawii Ralte	9436153929
7	Sports Cell	Dr Lalmalsawma Ralte	9436149346
8	Drugs Awareness Committee	Ms H Lalengzuali	8257945896
9	Students' Grievance Redressal Committee	Prof Zothanzami	9436142207
10	Mental Health Club	Ms H Lalengzuali	8257945896

VII. STUDENTS UNION

Sl. No	Name of Post/Department	Name of Students	Semester	Core / Roll No	Contact
1	Vice President	Vanlalmuanpuia	V BCom	Commerce 2203BCOM070	8787450014
2	General Secretary	Timothy Lalrintluanga	V B.A	Political Science 2203BA465	6009526603
3	Outdoor Games Secretary	Zothanpuia	V BA	Education 2203BA528	7085072275
4	Socio & Cultural Secretary	Lalfakzuala Sailo	V BA	Geography 2203BA210	9863772610
5	Debating Secretary	C. Lalhmingmawii	V BA	Education 2203BA028	8798764972
6	Magazine Editor	Jacob Malsawmtluanga	V BA	Public Administration 2203BA134	6009743268
7	Asst. General Secretary	T.Vanlaldinpuia	III BA	History 2303BA401	8415891962
8	Asst. Outdoor Secretary	Lalruatfela	III BA	Political Science 2303BA246	8837062724
9	Asst. Indoor Secretary	Alfred Vanlalrengpuia	III BA	Economics 2303BA007	9366814224
10	Asst. Debating Secretary	Fifi Lalbiakzuali Zadeng	III BA	History 2303BA073	9774415455
11	Asst. Socio & Cultural Secretary	Zorinfela Pachuau	III BA	English 2303BA451	9366935524
12	Asst. Magazine Secretary	Grace Malsawmkimi	III BA	English 2303BA081	7005425983

VIII. LIBRARY SERVICES

a. Library Hours

- Monday to Friday: **9:30 AM – 4:00 PM**
- Saturday & Sunday: Closed

b. Available Resources

- Books:** A vast collection of textbooks, reference materials, and scholarly publications.
- Journals:** Access to a wide range of print and electronic journals.
- E-Resources:** Online databases, e-books, and digital journals accessible via the library portal.
- Special Collections:** A curated selection of rare books, manuscripts, and archival materials.

c. Services Provided

- Book Lending:** Borrowing and returning of books and other materials.
- Research Assistance:** Guidance on research methodologies and locating relevant academic resources.
- Study Facilities:** Dedicated quiet study areas, group discussion spaces, and computer workstations.
- Internet Access:** Complimentary Wi-Fi throughout the library and the campus.
- Reprographic Services:** Photocopying and printing facilities for academic and research purposes.

d. Membership and Borrowing Policies

- Eligibility:** Library membership is open to all students, faculty, and staff.
- Borrowing Limits:**
 - Students:** Can borrow up to five items for a period of 15 days.
 - Faculty and Staff:** Can borrow up to 15 items for a maximum duration of three months.

e. Issuance of Library Cards

Library cards are issued to students upon enrollment in their first semester and remain valid for a period of three years.

f. Contact Information

- Librarian:** Dr Lalchatuana (Contact:9436355362)
- Library Assistant:** Vacant

MAIN SERVICES TO STUDENTS

Sl. No	Services delivered by the office to citizens or other offices/ organisations including non governmental organisations	Shri Lalthlengliana Hrahse hrangbanacollege2014@gmail.com Ph. No. 9436366326	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 the amount
1.	Admissions	Shri Lalthlengliana Hrahse hrangbanacollege2014@gmail.com Ph. No. 9436366326	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 Four	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	Leave Application along with Doctor's certificate or other necessary documents	Nil
4.	a) Issue of cards and certificates for regular students ID card/ Library Card	Dr. Lalchatuana, Librarian Email- librarian1959@gmail.com Ph.No. 9436355362	After checking / Examining of Admission	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	₹ 50/-
	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	Shri Lalthlengliana Hrahse, Principal hrangbanacollege2014@gmail.com Ph.No. 9436366326	Examining the leave application letter	Leave application letter (E-Leave. LAMS)	Nil
2	Forward various applications of staff to higher office	Shri Lalthlengliana Hrahse, Principal hrangbanacollege2014@gmail.com Ph.No.9436366326	Examining the application letter	Application letters of the staff	Nil
3	Pay all types of remunerations after receiving approval	C. Lalrinsangi, Cashier Email: marinichawngthu16@gmail.com Ph No. 9612652802	Calculations of remunerations according to extra hours	Record of performance	Nil

MAIN SERVICES TO GOVERNMENT OF MIZORAM

1	Provide information required by the regulating authorities	Shri Lalthlengliana Hrahsel, Principal hrangbanacollege2014@gmail.com Ph.No. 9436366326	Examination of the requirement and collecting relevant informations	Official documents from higher authority	Nil
2	Submit new proposals etc. as per government policy	Shri Lalthlengliana Hrahsel, Principal hrangbanacollege2014@gmail.com Ph.No. 9436366326	Thorough study of the infrastructure of the college	-do-	Nil
3	Provide rooms for conducting examinations	Shri Lalchangliana, Vice Principal hrangbanacollege2014@gmail.com Ph No. 9436154595	Checking and arranging of classrooms	-do-	Nil

CITIZEN'S CHARTER FOR THE OFFICE OF GOVT. HRANGBANA COLLEGE (2025)

SERVICE DELIVERY STANDARD

Sl. No.	Services Delivered by the office to the students/stakeholders or other offices/ Organisations including Non-Governmental Organisations	Stipulated Time Limit for Delivery of Service (days/ weeks/ months)	Remarks, if Any
1	Admissions	Immediately after declaration of MBSE HSSLC Result	
2	Academic Programmes	Per the Academic Calendar	
3	Internal Marks and Leave Sanctions		
	a) Display of Internal Marks	3 days	
	b) Rectification of Internal Marks	1 day	
	c) Sanction of Leave	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 Mizoram University (MZU) (Certificates and Marksheets are issued every working Friday from 1:00 PM onwards)	

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Sl. No.	Services Delivered by the office to the students/stakeholders or other offices/ Organisations including Non-Governmental Organisations	Stipulated Time Limit for Delivery of Service (days/ weeks/ months)	Remarks, if Any
5	Processing Leave / Duty Leave Applications	1 Day	
6	Forwarding Various Applications of Staff to Higher Offices	1 Day	
7	Payment of All Types of Remunerations (After Receiving Approval)	Same day	
8	Providing Information Required by Regulating Authorities	Before the specified last date	
9	Submission of New Proposals as per Government Policy	On or before last date	
10	Providing Rooms for Conducting Examinations	As and when needed	

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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.	Dr Zothanzami, Chairperson, Students' Grievance Redressal Committee	9436142207	Zothanzami19@gmail.com	Immediately after receipt of complaint
2.	Dr.Rohmingliani, Presiding Officer, Internal Complaints Committee	9436354897	_rohmingliani41@gmail.com	-do-
3.	Ms Laldinpuii, Chairperson, Anti-Ragging Committee and Legal Aid Cell	9436155485	ldpuii02@gmail.com	-do-

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

EXPECTATIONS OF THE OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

SL. NO.	SERVICE RECIPIENTS	EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS
1	Students	<ul style="list-style-type: none">- Attend classes regularly and strive for excellent academic performance.- Comply with institutional discipline, rules, and regulations, maintaining decorum and respect within the campus.- Actively engage in curricular, co-curricular, and extracurricular activities organized by the institution to ensure all-round development of personality and skills.- Demonstrate responsible behaviour as future representatives of the institution.
2	Parents	<ul style="list-style-type: none">- Cooperate with the institution in matters concerning the academic and overall development of their ward.- Provide constructive feedback to the institution for continual improvement.- Attend parent-teacher meetings and maintain regular communication with the college administration to stay informed about their ward's progress and institutional initiatives.
3	Alumni	<ul style="list-style-type: none">- Act as ambassadors of the institution and maintain an active connection with the college.- Offer cooperation, feedback, and support for the growth and development of the college.- Contribute towards institutional initiatives, including mentoring current students, providing career guidance, and offering financial or logistical support when possible.
4	Teaching Faculty	<ul style="list-style-type: none">- Maintain regularity and punctuality in academic duties, ensuring high standards in teaching and learning processes.- Complete the syllabus within the stipulated timeframe while incorporating innovative teaching methodologies to enhance student learning outcomes.- Actively participate in professional development programs, research, and institutional activities to contribute to the growth of the college.

SL. NO.	SERVICE RECIPIENTS	EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS
5	Non-teaching Faculty	<ul style="list-style-type: none"> - Deliver efficient and accurate administrative support to ensure the smooth functioning of the college. - Provide timely assistance to students, staff, and other stakeholders. - Maintain professionalism and contribute to the overall development and reputation of the institution.
6	Govt. of Mizoram	<ul style="list-style-type: none"> - Allocate sufficient human resources across various levels to meet the academic and administrative needs of the institution. - Provide necessary infrastructural facilities, including classrooms, laboratories, libraries, and ICT resources, to create an optimal learning environment. - Support the institution through financial aid, policy frameworks, and capacity-building initiatives to enhance its role in shaping society.

IX. INSTITUTIONAL COMMITMENTS

At **Govt. Hrangbana College**, we are dedicated to upholding excellence in education, administrative transparency, and service efficiency. Our commitments include:

- **Quality Education** – Ensuring a high standard of teaching, learning, and research opportunities.
- **Transparency and Accountability** – Maintaining fair and ethical processes in admissions, examinations, and student evaluation.
- **Inclusivity and Accessibility** – Providing an equitable and inclusive educational environment for all students.
- **Efficiency in Service Delivery** – Responding to student and stakeholder needs promptly and effectively.
- **Sustainability and Social Responsibility** – Implementing eco-friendly policies and fostering community engagement.

X. RIGHTS AND ENTITLEMENTS OF STUDENTS

Students of **Govt. Hrangbana College** are entitled to:

- **Quality education** and access to well-equipped learning resources.
- A **safe, inclusive, and non-discriminatory campus** environment.
- **Fair and transparent evaluation** processes in academic and extracurricular activities.
- Opportunities for **active participation in extracurricular and community engagement programs**.
- Access to **academic, career, and personal support services**.

XI. RESPONSIBILITIES OF STUDENTS

Students are expected to:

- **Abide by institutional rules, policies, and ethical guidelines.**
- **Respect faculty, staff, and fellow students**, promoting a culture of inclusivity.
- **Uphold academic integrity** by avoiding plagiarism and other forms of misconduct.
- **Engage actively in academic and extracurricular programs** for holistic development.
- **Provide constructive feedback** to contribute to continuous institutional enhancement.

XII. GRIEVANCE RESOLUTION MECHANISM

The college is committed to handling grievances efficiently and fairly through the following channels:

- **Grievance Redressal Committee** – A dedicated committee for reviewing and resolving complaints.
- **Feedback Forms** – Available at the administrative office and online for submitting concerns.

XIII. ANNUAL REVIEW AND CONTINUOUS IMPROVEMENT

- The **Citizens' Charter** undergoes an **annual review** to ensure its continued relevance and effectiveness. Stakeholders are encouraged to submit suggestions for improvement to the **Officer-in-Charge**.

XIV. EXPECTATIONS FROM STAKEHOLDERS

For effective institutional governance and grievance resolution, stakeholders are expected to:

- Submit **clear, specific, and well-documented complaints or feedback**.
- Engage in **constructive and respectful communication** with the administration.
- **Follow institutional protocols** when submitting requests or grievances.

XV. CONTACT INFORMATION

For queries, feedback, or support, please contact:

- **Office of the Principal:** Ph. No.9436366326
- **Citizens' Charter Nodal Officer/Contact Officer:** Marie Zodinpuui Ph.No.9436159349
- **Official Website:** <https://ghbc.edu.in/>

XVI. CONCLUSION

At Govt. Hrangbana College, we are committed to fostering a dynamic, inclusive, and academically enriching environment. We encourage all students, faculty, and stakeholders to actively participate in shaping a culture of excellence, integrity, and innovation. Through collective effort and dedication, we strive to empower individuals with knowledge, skills, and values that transcend the classroom, preparing them to excel in an ever-evolving world. Together, we build a legacy of academic distinction, intellectual curiosity, and societal contribution, ensuring our institution remains a beacon of progress and inspiration for future generations.