



GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
for
HOME (PRISONS) DEPARTMENT
For the year 2022

Address : Inspector General of Prisons Office

Website : www.prisons.mizoram.gov.in

Date of Issue : 10.2.2022

Citizen's Charter for Prisons Department (2022)

MAIN SERVICES/TRANSACTION

Sl.No.	Services delivered by the department to citizens or other departments / organizations including NGOs	Responsible Person 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		
						Category	Mode	Amount
1	Safe detention of Prisoners	ZARZOKIMI IG of Prisons	mzprisons@gmail.com 9436143164	As per commitment warrant in the case of convict and custody warrant in the case of UTP issued by competent court	Relevant Court Order	Not Applicable		
2	Release of prisoners	ZARZOKIMI IG of Prisons	mzprisons@gmail.com 9436143164	As per acquittal or bail order of competent court	Relevant Court Order	Not Applicable		
3	Arrangement of interview of prisoners with their relatives and friends	ZARZOKIMI IG of Prisons	mzprisons@gmail.com 9436143164	Submission of interview application to the IG of Prisons	Improvise format issued by the IG of Prisons	Interview fees	Paid to Jail Authority	₹ 10/prisoners interview
4	Procurement of stocks including wholesome and hygienic food to prisoners	ZARZOKIMI IG of Prisons	mzprisons@gmail.com 9436143164	Seeking tenders from approved firms/contractors and selection of supplier from the firm with lowest quoted rate by DPAB	Documents demanded by IG of Prisons on each tender	Dry, fresh and firewood	Call deposit at approved bank	Depends on the amount of tender
5	Providing vocational Training to Prisoners	ZARZOKIMI IG of Prisons	mzprisons@gmail.com 9436143164	Selection of suitable prisoners for vocational training	Not Applicable	Not Applicable		

6	Providing Moral Reformation and Recreational Activities to prisoners in collaboration with NGOs	ZARZOKIMI IG of Prisons	mzprisons@gmail.com 9436143164	Submission of application to IG of Prisons	Relevant Order of IG of Prisons	Not Applicable
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CITIZENS CHARTER

Citizen's Charter for Home (Prisons) Department (2022)

SERVICE DELIVERY STANDARD

Sl.No.	Services delivered by the department to citizens or other departments / organizations including NGOs	Stipulated time limit for delivery of service (days / weeks / months)	Remarks, if any
1	Safe detention of Prisoners	1 day "subject to the conditions of court judgement"	Convict/UTP register maintained by Spl. Superintendent and Superintendent of Jails
2	Release of prisoners	30 Mins	Release Diary maintained by Spl Superintendent and Superintendent of Jails
3	Arrangement of interview of prisoners with their relatives and friends	1 day	Interview Register maintained by Department
4	Procurement of stocks including wholesome and hygienic food to prisoners	2 month	Stock Register maintained by Department
5	Providing vocational Training to Prisoners	2 day	Register maintained by Spl. Superintendent and Superintendent of Jails
6	Providing Moral Reformation and Recreational Activities to prisoners in collaboration with NGOs	2 day	Department register

Citizen's Charter for Home (Prisons) Department (2022)

GRIEVANCE 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	ZARZOKIMI Inspector General of Prisons	0389 - 2321855 (O) 9436143164 (M)	mzprisons@gmail.com	3 days (maximum)

Citizen's Charter for Home (Prisons) Department (2022)

LIST OF STAKEHOLDERS / CLIENTS

Sl.No.	Services/Transaction
1	Excise and Narcotics Department
2	Mizoram Police
3	Magistrate including Executive and Judiciary
4	Private Suppliers and Service Providers
5	NGOs
6	Health & Family Welfare Department
7	State Legal Service
8	Social Welfare Department

Citizen's Charter for Home (Prisons) Department (2022)

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

Sl.No.	Indicative expectations from service recipients
1	Escort of prisoners by Police from Jail to court on court days.
2	Visit of Jails by Board of Visitors
3	Visit of Jails by Judicial Magistrate and executive magistrate
4	Reform Activities by various NGOs
5	Correctional Services provided by various Govt. organisations