



Government of Mizoram
Citizen's / Client's Charter
for
(Prisons)

(2015-2016)

Address	Inspector General of Prisons Office
Website ID	www.prisons.mizoram.gov.in
Date Of Issue	January 2016
Next Review	April 2016

Vision Mission

Vision

To make prisons safe, secure and correctional institution and reformation center for offenders.

Mission

To make Mizoram safe and secure by having well-managed prisons for upholding the rights of prisoners and preparing them to be law-abiding and self-supporting citizens after their release.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Safe detention of Prisoners	20	Zoramthangi Hauhnar(Inspector General of Prisons)	zh.zh556@gmail.com	9436141412 (3892321855)	As per commitment warrant in the case of convict and custody warrant in the case of UTP issued by competent court	Relevant Court Order	N/A	N/A	N/A
2	Release of prisoners	10	Zoramthangi Hauhnar(Inspector General of Prisons)	zh.zh556@gmail.com	9436141412 (3892321855)	As per acquittal or bail order of competent court	Relevant Court Order	N/A	N/A	N/A
3	Arrangement of interview of prisoners with their relatives and friends	20	Zoramthangi Hauhnar(Inspector General of Prisons)	zh.zh556@gmail.com	9436141412 (3892321855)	Submission of interview application to the IG of Prisons	Improvise format issued by the IG of Prisons	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Procurement of stocks including wholesome and hygienic food to prisoners	20	Zoramthangi Hauhnar(Inspector General of Prisons)	zh.zh556@gmail.com	9436141412 (3892321855)	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	5000
5	Providing vocational Training to Prisoners	20	Zoramthangi Hauhnar(Inspector General of Prisons)	zh.zh556@gmail.com	9436141412 (3892321855)	Selection of suitable prisoners for vocational training	Not Applicable	N/A	N/A	N/A
6	Providing Moral Reformation and Recreational Activities to prisoners in collaboration with NGOs	10	Zoramthangi Hauhnar(Inspector General of Prisons)	zh.zh556@gmail.com	9436141412 (3892321855)	Submission of application to IG of Prisons	Relevant Order of IG of Prisons	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Safe detention of Prisoners	20.0	Time taken for detention /custody of prisones after receiving commitment warrant in the case of convict and custody warrant in the case of UTP issued by competent court	2	Hour	20.00	Convict/UTP register maintained by Spl. Superintendent and Superintendent of Jails
2	Release of prisoners	10.0	Time taken for release of prisoners after receving acquital or bail order of competent court	30	Min	10.00	Release Diary maintained by Spl Superintendent and Superintendent of Jails
3	Arrangement of interview of prisoners with their relatives and friends	20.0	Time taken for allotment of interview after receving application from prisoners relatives/friends	2	Day	20.00	Interview Register maintained by Department
4	Procurement of stocks including wholesome and hygienic food to prisoners	20.0	Time taken for procurement of stocks after approval of DPAB Minutes by competent authority	2	Month	20.00	Stock Register maintained by Department
5	Providing vocational Training to Prisoners	20.0	Time taken for selection of prisoners for vocational training	2	Day	20.00	Register maintianed by SI. Superintendent and Superintendent of Jails
6	Providing Moral Reformation and Recreational Activities to prisoners in collaboration with NGOs	10.0	Time taken for processing of application received from NGOs	2	Day	10.00	Department register

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Zoramthangi Hauhnar	3892321855	zh.zh556@gmail.com	9436141412

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Excise and Narcotics Department
2	Mizoram Police
3	Magistrate including Executive and Judiciary
4	Private Suppliers and Service Providers
5	NGOs
6	Health and Family Welfare Department

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	"ZORAMTHANGI HAUHNAR Inspector General of Prisons"	3892321855	zh.zh556@gmail.com	9436141412	Inspector General of Prisons Office, Dawrpui, Aizawl
2	"LALTHANKIMA SAILO Spl. Superintendent Central Jail, Aizawl"	3892330422	cjaizawl@gmail.com	9436198002	Tanhriil, Aizawl
3	"T. RAMZAUVA Superintendent District Jail, Aizawl"	3892316964	djaizawl@gmail.com	9862322688	Armed Veng, Aizawl
4	"C. ZOHMINGTHANGA Superintendent District Jail, Lunglei"	3722324095	djlunglei@gmail.com	9436158271	Sazaikawn, Lunglei
5	"LALDINGLIANA CHINZAH Superintendent District Jail, Saiha"	383522304	djsiaha@gmail.com	9862539625	Meisatla, Saiha
6	"SK SINHA Superintendent District Jail, Kolasib"	3837220734	djkolasib@gmail.com	9774371218	Saidan, Kolasib
7	"LALROSANGA CHHANGTE Superintendent District Jail, Champhai"	3831235942	djchamphai@gmail.com	9856282253	Jail Veng, Champhai
8	"ZOSANGLIANA Superintendent District Jail, Lawngtlai"	730828219	djlawngtlai@gmail.com	9612163663	Mampui Road, Lawngtlai

Indicative Expectations from Service Recipients

S.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	Reformative Activities by various NGOs