

**GOVERNMENT OF MIZORAM
DISASTER MANAGEMENT AND REHABILITATION
DEPARTMENT**



**CITIZENS CHARTER
2017**

**Prepared by
Disaster Management and Rehabilitation Department**

GOVERNMENT OF MIZORAM
DISASTER MANAGEMENT AND REHABILITATION DEPARTMENT
CITIZENS' CHARTER

The Relief and Rehabilitation Department was established in 1979. Since the Department operates under Non-Plan, there can be no physical or fixed target to be achieved like Plan Sectors. The main activities of the Directorate of Relief and Rehabilitation were Relief and Rehabilitation of victims of natural calamity and insurgency within the State of Mizoram. The Department also deals with matters like evacuation of population (refugees), ex-gratia grant to victims of communal riots, police firing, unnatural death on injuries sustain while in police or judicial custody.

The Department was renamed as “Disaster Management and Rehabilitation Department” on 26.08.2006 to shoulder wider responsibility of Disaster Management in accordance with the Disaster Management Act, 2005, which lays emphasis on Pre-Disaster Management as well as Post-Disaster Management such as relief and allied matters and it has since been strengthened with a number of officers and staff.

OUR VISION

To make Mizoram a safer, secure and disaster resilient State.

OUR MISSION

The Department of Disaster Management and Rehabilitation along with various line departments of Government of Mizoram is fully committed as per the prescription contained in The Government of Mizoram (Allocation of Business) Rules 1987 as amended from time to time to prepare and enhance for the safeguard for the life and properties of the people of Mizoram which include –

1. Natural Calamity/Drought and Flood Relief.
2. Gratuitous Relief.
3. a. Pre-disaster management as pro-active strategy including preparedness, prevention and mitigation wherein every department has a role to play;
b. Post-disaster management as re-active strategy including relief, rehabilitation and reconstruction.

DETAILS OF BUSINESS TRANSACTED

- a) Interface with other Ministries/Departments to generate awareness/preparedness on various natural calamities in the form of training/workshop and distribution of posters/leaflets/pamphlets, conduct of Mock Drills, organizing school level painting/essay writing competitions, display advertisement etc.
- b) The State Disaster Management Authority (SDMA) under the chairmanship of Hon'ble Chief Minister of Mizoram is to lay down the State Disaster Management Policy. State Executive Committee (SEC) headed by Chief Secretary, Government of Mizoram also has been notified. District Disaster Management Authority (DDMA) in all 8 (eight) Districts have also been notified under the chairmanship of the concerned Deputy Commissioners.
- c) District, Block and Village Level Disaster Management Committees have all been set up. Under these Committees, the Disaster Management Team who are the real working groups in times of calamity/disaster have also been activated.
- d) State Disaster Response Force (SDRF) Units of One Company strength each has been set up in seven armed police battalions of Mizoram. Training of SDRF personnel is being carried out in full-swing.
- e) Hazard Safety Cell set up under the leadership of Chief Engineer PWD (Building) had been conducting non-destructive investigation of 10 (ten) selected lifeline buildings.
- f) The State Emergency Operation Centre (SEOC) for Mizoram is established at the directorate of Disaster Management and Rehabilitation Office at Chawnpui.
- g) All the eight District Emergency Operation Centres (DEOC's) were established within the premises of Deputy Commissioner's compound. These EOCs will be the Control Room-cum-Information Centre during disaster.
- h) Crisis Management Plan for Mizoram has been compiled covering Emergency Response Plan and standard operating procedures of all line Departments.
- i) The Mizoram State Disaster Management Plan – 2017 is being updated.
- j) Mizoram State Disaster Management Rules, 2016 has also been drafted and being processed for enactment.
- k) Since Mizoram is a landslide prone state where numerous landslides occur annually, waterproof sheeting's (HDPE Tarpaulin/Poly-Tarpaulin) have been procured since a long time back to cover and combat this common Disaster as remedial measures.
- l) Focus attention on the victims of sinking area of land and landslide for the safety of the properties and life.

- m) Assistance is given under the guidelines of SDRF/NDRF to victims of calamities through the District Authorities/Deputy Commissioners.

MAIN SERVICES

Purchase and Distribution of HDPE Tarpaulin/Poly-Tarpaulin

Nodal Officer	Deputy Director
E-mail	mizoramdmr@gmail.com
Mobile No	9862614740
Process	Distribution of HDPE Tarpaulin/Poly-Tarpaulin to victims of natural calamities
Requirement	As per spot verification report
Handling charges	Rs 100 per piece

Emergency Services at Emergency Operation Centres

Nodal Officer	Joint Director (Operations)
E-mail	mizoramdmr@gmail.com
Mobile No	1070
Process	Post Disaster Management activities like response, relief, rehabilitation and reconstruction
Requirement	As per administrative approval
Fees	Not applicable

Conduct of Training and Awareness Generation on Disaster Management

Nodal Officer	Assistant Director (Training),
E-mail	mizoramdmr@gmail.com , kimamizo@gmail.com
Mobile No	9436195861
Process	Conduct of training in association with Administrative Training Institute for Government officials, elected representative, NGOs etc.
Requirement	As per proposed Training Calendar approved by administrative department
Fees	Not Applicable

OUR CLIENTS

Elected representatives, Government Officials, NGOs and victims of Natural Calamities with special focus on people living in hazard prone and vulnerable areas.

OUR SERVICES

1. Relief materials were procured and stored in the Directorate and District Headquarters.
2. Search and Rescue Equipments are distributed to all Deputy Commissioners/EOCs as well as the trained units of the SDRF under the Commandants of Armed Police battalions.
3. Assurances to victims of Natural Calamities under the guidelines of NDRF/SDRF through the District Authorities/Deputy Commissioners.
4. Generate awareness/preparedness on various natural calamities in the form of training/workshop and distribution of posters/leaflets/pamphlets, conduct of Mock Drills, organizing school level painting/essay writing competitions, display advertisement etc.

GRIEVANCES REDRESSAL MECHANISM

The Department is committed to redress grievances in a responsible and effective manner.

The salient measures taken in this regards are:-

- You can log in to www.mipuiaw.nic.in or www.dmr.mizoram.gov.in and submit your grievance electronically.
- You can submit your grievances to the Nodal Officer, Directorate of Disaster Management and Rehabilitation, Chawnpui, Aizawl-796009 personally during office hours or by post.
- In case of any grievances requiring appeals, it can be submitted to the Director, Disaster Management and Rehabilitation Department, Chawnpui, Aizawl-796009 for redressal.

EXPECTATION FROM OUR CLIENTS

We expect our clients to:-

- Contact Director, Disaster Management and Rehabilitation in respect of matters related to overall policy, coordination of programmes for mitigation of disaster.
- When any disaster occurred, the concerned District Authority i.e. Deputy Commissioners of their respective districts.

- Send suggestion wherever required for improving functioning and promoting accountability and transparency.
- Visit our website www.dmr.mizoram.gov.in for further details on the programmes and activities.

OUR COMMITMENT TO CITIZENS WITH GRIEVANCES

The people approaching us to have their grievances redressed with the Department of DM&R can expect that:-

- Visitor will be treated with courtesy and heart patiently. Efforts would be made to find our solution to their problems.
- Final disposal/status report/response will ordinarily be within a period of one month.

REVIEW OF CITIZEN'S CHARTER

The Citizen Charter will be reviewed as and when needed to further improve our response to the public.

RESPONSIBILITY CENTRES

Secretary to the Government of Mizoram, Civil Secretariat Annexed, Treasury Square, Aizawl – 796001. Phone: 0389-2322541, 9436372305

Director, Disaster Management and Rehabilitation Department, Chawnpui, Aizawl, Mizoram -796009. Phone: 0389-2345943/2342520, 0389-2306512 (Fax), 9612158734

Email: mizoramdmr@gmail.com

State Emergency Operation Centre, Aizawl – 1070

District Emergency Operation Centres - 1077

**ORGANISATIONAL CHART OF
DIRECTORATE OF DISASTER MANAGEMENT AND REHABILITATION**

