



सत्यमेव जयते

GOVERNMENT OF MIZORAM:
LABOUR, EMPLOYMENT, SKILL
DEVELOPMENT AND ENTREPRENEURSHIP
DEPARTMENT

CITIZEN'S CHARTER
2020-2021

PUBLISHED BY

DIRECTORATE OF LABOUR EMPLOYMENT, SKILL DEVELOPMENT AND ENTREPRENEURSHIP

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CHAPTER I

Preface:

This Citizen Charter is in sequel to the object of creating awareness on the activities and functions of the Department and time bound services extended to the Public so as to have transparent administration. It enlightens the Department's function in respect of its main activities, enforcement of labour enactments, time limit for services, Authorities and procedural aspect to claim relief's under various acts etc.

It brings technical knowledge and contains various Statutory Forms/Application to approach different authorities such as Conciliation Machinery, Enforcement Machinery, Registering and Licensing authorities, etc. It also enlightens the activity in Employment and Industrial Training viz., Registration and sponsoring of candidates vocational guidance, imparting technical skill through implementation of Craftsmen, Training Scheme and Apprenticeship Training Scheme.

VISION :

Labour Employment, Skill Development & Entrepreneurship Department is a service Department and responsible for Enforcement of Central Acts/Rules and State Acts/Rules. The Department is acting as a backbone of the Society to protect the service condition of the working class and promoting the industrial peace and harmony. The functions of this Department can be broadly classified into four major heads:

1. Implementation of Labour Laws and Labour Welfare Measures
2. Implementation of Industrial Safety Laws
3. Extension of Employment Assistance; and
4. Imparting of vocational and apprentice training to youth.

MISSION:

1. To safe-guard the interest and service condition of the employees through effective implementation of various State and Central Acts.
2. To promote industrial peace and harmony
3. To enforce Health and Safety Measures
4. To ensure timely payment of wages and enforcement of Minimum Wages.
5. To motivate self-employment in the context of soaring unemployment. Providing counseling to employment seekers. Sponsoring of Registrants against suitable vacancies. Providing counseling and career guidance to the students.
6. To work towards providing specialized placement service to the Differently abled Persons and other unemployed youth.
7. To provide vocational guidance, employment counseling to youth and unemployed. Registration and sponsoring of candidates for employment in the Public and Private Sector.
8. To impart technical skill in various vocational trades through implementation of Apprenticeship Training Scheme and to provide training to the trainees in different trades under NCVT and SCVT pattern.

CONSTITUTION OF THE DEPARTMENT:

Labour Employment & Industrial Training Department was established under the Government of Mizoram in the year 1981. The name was changed into Labour Employment, Skill Development and Entrepreneurship Department (LESDE) 14th June, 2017. The Department is constituted with the Director/Labour Commissioner as the Head of the Department. The Labour Commissioner functions as the Chief Conciliation Officer, Registrar of Trade Unions, Director of Employment and Industrial Training etc. He is assisted by Joint Director and Deputy Director. On the Labour side he is assisted by the Deputy Labour Commissioner and also by the Labour Officer. On the Employment side by the District Labour & Employment Officers and Employment Officers; and on the training side by the Principals of Government ITIs.

Recently, The Mizoram State Skill Development and Entrepreneurship Mission (MZSSSED) was established, Director LESDE Department was the Mission Director and Joint Director LESDE was the Additional Mission Director.

BOARDS UNDER LESDE

1. MIZORAM BUILDING AND OTHER CONSTRUCTION WORKER'S WELFARE BOARD (MBOCWWB) :

The Mizoram Building and Other Construction Worker's Welfare Board (MBOCWWB) was constituted in the year 2010 with the Hon'ble Minister LESDE Department as the chairman. It was constituted to provide various facilities and financial assistance to the construction workers. Any worker between the age of 18 to 60 years in construction of Buildings and related works for not less than 90 days in a year are eligible for registration under the board.

2. MAN POWER DEVELOPMENT BOARD:

Man power Development Board is one of the 14 Socio-Economic Development Policy (SEDP) Board inaugurated by the Hon'ble Chief Minister of Mizoram on 1st November, 2019. As SEDP aims to be an exemplary development policy for other Northeast states in development of the social sector as well as economic sectors, the concern Board execute and monitor the policy to facilitate different development works and projects in its respective line.

Man Power Development Board is headed by hon'ble Chief Minister and Pu Zothantluanga, the Hon'ble MLA acting as Vice- Chairman and is assisted by 4 staff i.e 2 (two) LDCs and 2) Group D Staff.

MIZORAM YOUTH COMMISSION

The Mizoram Youth Commission was set up by an Act of the Mizoram State Legislature Dr Vanlaltanpuia MLA is the present Chairman of MYC. It has been given statutory responsibility for promotion, exploration and enhancement of youth welfare.

The commission has been concentrating its activity in providing coaching and guidance in the following activities.

1. UPSC Online & Offline Coaching.
2. IIT-JEE & NEET Coaching.
3. Combined Defence Service.
4. Army Recruitment.
5. SSC & Banking.
6. Military Nursing.
7. GARUD – Indian Air Force
8. IELTS

It also includes Allied Services and placements, Skills training and Vocational courses, employment generation and other youth programmes.

The dawn of the 21st Century brings with it overwhelming aspirations in the lives of the youths and the new generation. The youths are the backbone of a society and they are the real stake-holders in writing the future of the society.

For years, the youths of Mizoram have been coming forward in expressing their desire to have a separate functionary of the Government to look after their welfare in all aspects. Consequently, the Mizoram Youth Commission Bill, 2008 was passed by the Mizoram Legislative Assembly on April 2, 2008 and received the assent of the Governor on April, 2008.

The MYC is mandated to provide a new World for the youth. The Commission has been concentrating its activity in providing coaching and guidance for All India Services and Allied Services, State Services and placements of job seekers, Skill training and vocational courses, employment generation and other youth programmes.

MIZORAM COUNCIL FOR VOCATIONAL TRAINING (MCVT)

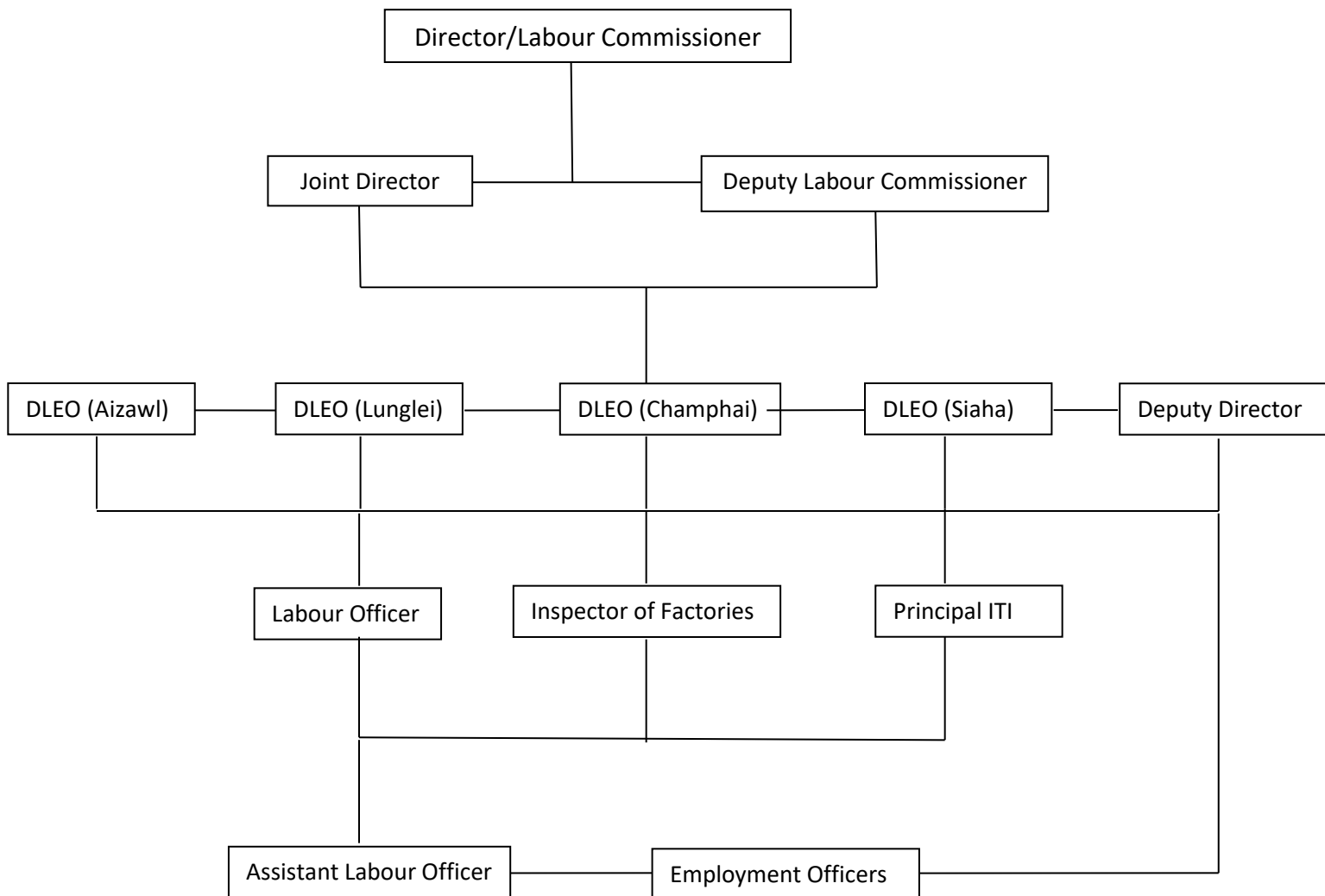
Mizoram Council for Vocational Training (MCVT) was notified by Govt. of Mizoram in 2008. It was operationalized under the Chairmanship of the Hon'ble Minister, LESDE Deptt. Secretary to Govt. of Mizoram, LESDE Deptt. as Vice-Chairman and Director, LESDE Deptt. As Member Secretary till date. The Governing Body consist of members from LESDE Deptt., Works Deptt. and representatives from Trade Unions.

Mizoram Council for Vocational Training (MCVT) regulates the functioning of entities engaged in both long & short-term vocational training in

the state and establishes minimum standards for the functioning of such entities. The major functions of MCVT would be recognition and regulation of Awarding Bodies, Assessment Agencies, and Skill related Information Providers; approval of Qualifications; monitoring and supervision of recognized entities and grievance redressal focusing mainly on the existing three Govt. Industrial Training Institutes of the state. Besides monitoring the existing skill training of the state, the state Govt. participate in numerous infrastructure development and skill strengthening project through MCVT.

The Mizoram Council for Vocational Training (MCVT) enables integration of fragmented regulatory system and infuses quality assurance across the entire vocational training value chain amongst youth of the state leading to better outcomes.

ORGANIZATION CHART OF THE DEPARTMENT



CHAPTER II

Details of Business transacted by the Organisation:-

The department provides the following services to its clients:

1. Decides quasi-judicial cases under various labour laws
2. Issues registration certificate/licenses and their renewals under various labour laws;
3. Certifies standing orders under Industrial Establishment Standing Orders Act 1946;
4. Decides Appeals under different labour laws;
5. Fixation/ Revision of minimum wages under Minimum Wages Act, 1948;
6. Child labour detection, rescue, repatriation and rehabilitation;
7. Bonded labour identification, release and rehabilitation;
8. Implementation of welfare schemes for industrial and building & construction workers;
9. Implementation of self-certification scheme for employers;
10. Development and generation of labour related statistics;
11. Inspections under various labour laws.
12. Redressal of complaints of workers/ Trade Unions.
13. Registration and Placement of registrants in remunerative employment in the public and private sectors.
14. Rendition of Vocational guidance and employment counseling.
15. Employment Market Information programme and Enforcement of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.
16. Occupational information and its dissemination among the applicants.
17. Development of the employability of the applicant of the weaker section of the society viz. SC/ST and OBC.
18. Motivation of unemployed youths to set up adventures in the field of Self-Employment.

Acts and Rules currently implemented by the department:

The department implements the following Central and State Labour Laws:-

1. The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996;
(The Mizoram Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Rules, 2008)
2. The Building and Other Construction Workers Welfare Cess Act, 1996;
3. The Building and Other Construction Workers Welfare Cess Rules, 1998;
4. Child Labour (Prohibition & Regulation) Act, 1986;
(The Mizoram Child Labour (Prohibition and Regulation) Rules, 2010)
5. Contract Labour (Regulation & Abolition) Act, 1970;
(The Mizoram Contract Labour (Regulation & Abolition) Rules, 2004)
6. Employees Compensation Act, 1923;
(The Mizoram Employees Compensation Rules, 2009)
7. Industrial Employment (Standing Orders) Act, 1946;
(Industrial Employment (Standing Orders) Rules, 1946)
8. Inter-State Migrant Workmen (Regulation of Employment and Condition of Service) Act, 1979;
(The Mizoram Inter-State Migrant Workmen (Regulation of Employment and Condition of Service) Rules, 2005)
9. The Minimum Wages Act, 1948;
(The Mizoram Minimum Wages Rules, 1992)
10. The Payment of Wages Act, 1936;
(The Mizoram Payment of wages Rules, 1992)
11. The Mizoram Shops and Establishments Act, 2010;
(The Mizoram Shops and Establishments Rules, 2011)
12. The Trade Unions Act, 1926;

(The Mizoram Trade Union Regulations, 1992)

13. Working Journalists (Conditions of Service) and Miscellaneous Provisions Act, 1955;
14. Working Journalists (Conditions of Service) and Miscellaneous Provisions Rules, 1957;
15. Working Journalists and Other Newspaper Employees] (Conditions of Service) and Miscellaneous Provisions Act, 1955.
16. The Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.

LIST OF DIFFERENT SCHEMES UNDER LESDE

1. Pradhan Mantri Kaushal Vikas Yojana (PMKVY)

Pradhan Mantri Kaushal Vikas Yojana (PMKVY) is skill-based training scheme started by the government of India for recognition and standardization of skills through Short term training, Recognition of Prior Learning(RPL), Special projects, Kaushal & Rozgar Mela, Placement Assistance, Continuous Monitoring and Standard Branding & Communication. The objective of this Skill Certification Scheme is to enable a large number of Indian youth to take up industry-relevant skill training that will help them in securing a better livelihood. Under the PMKVY scheme, any Indian national who is 12th class dropouts or 10th pass students can enroll and join skill-based training course and pursue education to develop their skill set with free of cost. PMKVY has been implemented centrally through NSDC and also through the States. There are two components such as Centrally Sponsored Centrally Managed (CSCM) which is 75 % of the PMKVY funds available to MSDE for skilling through National Skill Development Corporation (NSDC) and Centrally Sponsored State Managed (CSSM) which is 25% of the funds of PMKVY allocated to the States. Training programmes have been worked out on the basis of National Occupational Standards (NOS) and qualification packs specifically developed in various sectors of skills by various Sector Skill Councils (SSC) created with participation of Industries. PMKVY Mizoram has been implemented from the year 2017 by Labour, Skill Development & Entrepreneurship Department (LESDE), Government of Mizoram and till today there are 38 training providers with 49 training centres who are from within and outside the states. Till date i.e 25th September 2020, the total target approved by NSDC in 25 different job-roles are 13650 and from these targets the total number of students enrolled are 12869, trained – 8460, certified – 6878 and placed – 5388. From Mizoram PMKVY implementation, students who got placed get salary averagely around ₹8,000 (US\$110) within and outside the

states. Presently, Mizoram is one of the top performers in India among the PMKVY implementing states having the total student enrollment percentage of 136.26% (from original target-9444) and 94.90% (from total target-13650) and placement percentage of 78.33% (from total number of certified).

2. Skills Strengthening for Industrial Value Enhancement (STRIVE):

Skills Strengthening for Industrial Value Enhancement (STRIVE) is a new World Bank funded project that falls under the Programme for Results (P4R) based category of World Bank that ensures outcome based funding. The project aims at creating awareness through industry clusters that would address the challenge of involvement of micro, Small and Medium-sized Enterprises (MSMEs) through apprenticeship . The Project would also aim at integrating and enhancing delivery quality of ITIs. In order to ensure achievement of outcome these ITI would be competitively selected for upgradation under the scheme.

The scheme has four Result Areas with separate sanction of funds:

- Improved performance of ITI.
- Increased Capacities of State Governments to support ITIs and Apprenticeship Training.
- Improved Teaching and Learning.
- Improved and Broadened Apprenticeship Training (Industrial Cluster of MSMEs).

3. Skills Acquisition and Knowledge Awareness for Livelihood Promotion (SANKALP):

Skills Acquisition and Knowledge Awareness for Livelihood Promotion (SANKALP) is a World Bank funded project to strengthen institutional mechanisms for skill development and increase access to quality and market-relevant training for youth across the country, SANKALP was launched on 19th January 2018. SANKALP has a six-year implementation period till March 2023. SANKALP aims to address the ongoing challenges like bringing about convergence, infusing quality in skill development programs and making them market relevant and accessible while ensuring private participation in the context of short-term training.

SANKALP has four key result areas viz:

- Institutional Strengthening at Central, State & District level;
- Quality Assurance of skill development programmes;
- Inclusion of marginalized population in skill development programmes; and
- Expanding Skills through PPP

4. Enhancing Skill Development Infrastructure In North Eastern States (ESDI):

The scheme Enhancing Skill Development Infrastructure In North Eastern States(ESDI) envisages to enhance the existing infrastructure of skill development in North Eastern States. The scheme is aimed for:

1. Upgradation of 22 ITIs by introducing three new trades per ITI with 100% Central funding;
2. Supplementing infrastructure deficiencies in 28 ITIs by constructing new hostel, boundary wall and supplementing old and obsolete tools and equipment with 100% Central funding; and
3. Establishment of 34 new ITIs in 8 North Eastern States with 90% Central and 10% State funding.
4. SPMU :- Under this component, there is a provision for funding to the state and central project monitoring unit with 100% central funding.

The statue of the scheme in Mizoram are as below:

1. Upgradation of Govt. ITI Aizawl by introduction three new trades.
2. Supplementing infrastructure deficiencies in all the three ITIs in Mizoram viz. Aizawl, Lunglei&Siaha.
3. Establishment of 3 new ITI at Champhai, Kolasib and Serchhip Districts.
4. SPMU: A dedicated monitoring unit is set up under the Directorate of LESDE.

Under this Department there are four District Employment Offices at Aizawl, Lunglei, Siaha and Champhai. They look after the District Employment Exchange and the following are the job seeking applicants registered under them:-

Sl.No	Distict	Male	Female	Total
1	Aizawl	10861	9979	20840
2	Champhai	2918	1954	4872
3	Siaha	4870	2692	7562
4	Lunglei	1942	2414	4356
	Total			37630

Further, there are Industrial Training Institutes at Aizawl, Lunglei and Siaha. These ITI's are headed by Principal and a number of Instructors are imparting training on different trades on Government working days. The following are the list of trade in the ITI's.

ITI AIZAWL

ENGINEERING TRADE :

S/N	Name of Trade	Duration	Entry Qualification	NSQF Level
1	Electronics Mechanic	2 yrs	HSLC	5
2	Electrician	2 yrs	HSLC	5
3	Fitter	2 yrs	HSLC	5
4	Mechanic (Motor Vehicle)	2 yrs	HSLC	5
5	Information & Communication Technology System Maintenance (ICTSM)	2 yrs	HSLC	5
6	Mechanic (Refrigeration & Air Conditioning)	2 yrs	HSLC	5
7	Mechanic (Computer Hardware)	2 yrs	HSLC	4
8	Surveyor	2 yrs	HSLC	5
9	Mechanic (Diesel)	1 yr	HSLC	4
10	Plumber	1 yr	HSLC	4
11	Mechanic (Auto Electrical & Electronics)	1 yr	HSLC	4
12	Welder	1 yr	HSLC	4
13	Carpenter	1 yr	HSLC	4
14	Mason	1 yr	HSLC	4
15	Sheet Metal worker	1 yr	HSLC	3
16	Wireman	1 yr	Class-VIII	4
17	Draughtsman (Civil)	2 yrs	HSLC	5

NON-ENGINEERING TRADE :

S/N	Name of Trade	Duration	Entry Qualification	NSQF Level
1	Computer Operator & Programming Assistant	1 yr	HSLC	4
2	Stenography (English)	1 yr	HSLC	4
3	Baker & Confectioner	1 yr	HSLC	4
4	Basic Cosmetology	1 yr	HSLC	4
5	Sewing Technology	1 yr	HSLC	4

ITI, LUNGLEI

ENGINEERING TRADE :

S/N	Name of Trade	Duration	Entry Qualification	NSQF Level
1	Mechanic (Motor Vehicle)	2 yrs	HSLC	5
2	Electronics Mechanic	2 yrs	HSLC	5
3	Carpenter	2 yrs	HSLC	4
4	Wireman	2 yrs	Class-VIII	4

NON-ENGINEERING TRADE :

S/N	Name of Trade	Duration	Entry Qualification	NSQF Level
1	Computer Operator & Programming Assistant	1 yr	HSLC	4
2	Dress Making	1 yr	HSLC	4

ITI, SIAHA

S/N	Name of Trade	Duration	Entry Qualification	NSQF Level
1	Electrician	2 yrs	HSLC	5
2	Mechanic (Motor Vehicle)	2 yrs	HSLC	5
3	Information & Communication Technology System Maintenance (ICTSM)	2 yrs	HSLC	5

NON-ENGINEERING TRADE :

S/N	Name of Trade	Duration	Entry Qualification	NSQF Level
1	Computer Operator & Programming Assistant	1 yr	HSLC	4
2	Basic Cosmetology	1 yr	HSLC	4

CHAPTER III

OUR CLIENTS:

1. Unemployed youths seeking employment.
2. Students seeking admission for formal training in the Industrial training institute at the certificate level.
3. School dropouts and wards of socially and economically weaker sections/women willing to pursue skill development through non-formal training under short-term programmes.
4. The trade Union organizations, employer organizations, training providers, labour court and tribunals are the stakeholders. Our clients are the workers with special focus on the workers particularly engaged in vulnerable unorganized sectors.

Our commitment to the clients:

1. Speedy and timely Redressal of grievances of workers and other clients;
2. Improve effectiveness of the conciliation machinery to resolve disputes;
3. Transparency in working of the Department by creating an internet based system.

CHAPTER IV

Statement of Services:

SERVICE STANDARDS

Sl.No	Services/Transaction	Documents required	Standard
1	2	3	4
1	The workers are paid wages not below the minimum rates of wages being notified by the Administration from time to time by the employers under the Minimum Wages Act,1948.	To submit a claim application in a Form prescribed under the Minimum Wages Rules to the RDC / Authority appointed under Section 20 of the Act. The claim application to be presented within six months from the date the minimum wages become payable. The authority, after hearing the parties can order to the employer to pay an amount of difference between the statutory minimum wages and the wages paid and also impose penalty for compensation up to 10 times and regulate the minimum wages. The claim regarding overtime wages as per rules and weekly day of rest is also determined by the authority. The application form can be had from Labour Department.	Within 03 months

2	<p>The workers are paid wages within the Prescribed time limit under the Payment of Wages Act, 1936. Wages are to be paid to the employees after the expiry of the wage period.</p> <p>a) before the expiry of 7th day in establishments employing less than 1000 persons and</p> <p>b) Before the expiry of 10th day in establishments employing 1000 and more persons.</p>	<p>To submit a claim application in a Form prescribed under the Payment of Wages Rules to the Act/ Commissioner of Workmen's Compensation. The claim application to be presented within 12 months. The authority after hearing the parties can order to the employer to pay the delayed wages and also impose penalty for compensation not exceeding Rs.3,000/- but not less than Rs 1,500/- p.m. per worker and regulate payment of wages to the workers. Appeal against the order of the Authority can be filed before the Civil Act. The claim application form can be obtained from the Act.</p>	Within 03 Months
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3	Payment of compensation to the workman for injury by accident under the Employees Compensation Act, 1923.	To submit a claim application to the Act/ Commissioner for Workmen's Compensation in prescribed manner with required documents like Medical Certificate showing loss of earning capacity / permanent partial disability resulted from injury issued by qualified medical practitioner, proof of Date of Birth, monthly wages drawn Act. In case of death of a workman, any of his dependants can file a claim application. The claim application to be filed within 02 years of the incident. The Commissioner after hearing the parties can pass award directing employer to deposit compensation payable under the Act. The claim application in prescribed form can be obtained from the department.	Within 03 Months
4	Registration of Trade Unions under the Union 1926.	A trade Union to submit application for registration in the prescribed form containing the names, occupations and addresses of the members making the application, name and address of the Union and name, age, occupation and address of each of the office bearers to the Union/Registrar of Trade Unions, Mizoram furnishing therewith following documents. 1.Bye laws of the Union i.e.constitution and objects of the Union. 2.Payment of registration fees. Application form can be obtained from the Department	Within 06 Months

5	Grant of registration to industrial establishment and license to labour contractor to employ contract labour under the Contract Labour (R&A) Act, 1970.	<p>The establishment to submit application in prescribed form for registration to the Authority/Registering Officer furnishing therewith following documents.</p> <ol style="list-style-type: none">(1) Copy of work agreement between establishment and contractor.(2) Payment of registration fees. <p>The labour contractor to submit application in prescribed form for licence to the authority / Licensing Officer furnishing therewith following documents.</p> <ol style="list-style-type: none">(1) Certificate in Form V issued by establishment/ principal employer to contractor regarding engagement of contractor to employ contract labour.(2) Details of contract labour in Form XIII.(3) Group Insurance Policy / W.C. policy.(4) Payment of licence fees.(5) Payment of security deposit @ 30/- Per workman. <p>The application form and other forms can be obtained from the Department.</p>	Within 15 Days
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6	Grant of registration to establishment and license to contractor to employ inter-State migrant workmen under the Inter-State Migrant Workmen (RE & CS) Act, 1979.	The establishment to submit application in prescribed form for registration to the RDC/ Registering Officer furnishing therewith following documents. (1) Copy of work agreement between establishment and the contractor. (2) Payment of registration fees. The contractor to submit application in prescribed form for licence to the RDC/Licensing Officer furnishing therewith following documents. (1) Certificate in Form VI issued by establishment/principal employer to contractor regarding engagement of contractor to employ inter- State migrant workmen. (2) Details of inter-State migrant workmen in Form X. (3) Payment of licence fee. (4) Payment of security deposit @ Rs.100/- Per workman. The application form and other forms can be obtained from the Department.	Within 15 Days
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7	Grant of registration of Shops & Establishments under the Mizoram and Establishments Act, 2010 and Rules 2011.	The shop & establishment to submit application in prescribed form for registration to the Inspector under the Act/Registering Officer. The application form can be obtained from the Department.	Within 7 Days
8	Grant of certification of Standing orders under the Industrial Employment (Standing Orders) Act, 1946.	The employer to submit to the DC/Certifying Officer an application in prescribed form with five copies of the draft standing orders proposed by him for adoption in his industrial establishment.	Within 03 months
9	Registration of Unemployed Youths through Employment Exchange.	Educational Certificates and other necessary documents.	Within 7 days
10	Registration of beneficiaries & Payment of benefits to the registered beneficiaries under the Mizoram Building & Other Construction Workers Welfare Board.	The workers to submit EPIC (attested copy) & passport photograph with registration fee of Rs.25. For availing the benefits, the beneficiaries are to produce the Identity cards issued by the department along with necessary documents prescribed under the Cess Act & Rules	Within 03 month

CHAPTER V

Grievance Redress Mechanism:

An efficient mechanism of grievance redressal has been established in the office of the Labour Commissioner, Mizoram for effective redressal of grievances received from workers, trade unions, entrepreneurs and their associations and the grievance of its own employees.

1. The Labour, Employment & Industrial Training Department is committed to redress grievances in a responsible and effective manner. The salient measures taken in this regard are:-
2. The Labour Commissioner would function as the Director (Grievances). The public can meet him every working day from 12:00 Noon to 2:00 p.m. with their grievances (Phone: 0389 – 2322734 (O)).
3. The timely redressal of public grievances is and will continue to be monitored by the Director.

GRIEVANCES REDRESSAL

Sl.No	Name of Officers	To be designated	Office/Area of Jurisdiction
1.	Pu K. Lalhmingliana, Director	Appellate Authority	Directorate of LESDE Department
2.	Pu T. Thangropianga, Deputy Director	SPIO	Directorate of LESDE Department
3.	Pu Lalmalsawma, DLC	SAPIO	MBOCWBB
4.	Pu Lalmuanawma, DLEO,	SAPIO	District Employment Exchange.(Aizawl,Mamit, and Kolasib District)
5.	Pu L. Rosangliana, EO	SAPIO	District Employment Exchange. (Champhai and Serchhip District)
6.	Pu Vanlalawmpuia, DLEO	SAPIO	District Employment Exchange (Lunglei District & Government ITI, Lunglei)
7.	Pu Reuben T.Kompa, DLEO (Incharge)	SAPIO	District Employment Exchange. (Siaha District & Govt. ITI, Siaha)
8.	Pu Donny Lalruatsanga, Secretary	SAPIO	Mizoram Youth Comission
9.	Pu Vanlalhrauaia Sailo, Principal	SAPIO	ITI, Aizawl

CHAPTER VI

Expectation of the department from the 'Citizens' or 'Clients' and additional commitments:

1. The subject matter of grievance should be clear with all relevant details furnished;
2. Complete address and telephone number, email address of the complainant to be indicated;
3. Submit duly completed application forms in all respects.
4. Always keep proper records of your letters and communications with the Department.

To facilitate smooth but prompt redressal of grievances, the Labour Commissioner would act as Public Grievance Officer who will be the Key Officer to hear the grievances of the affected workers and the employers and redress the same. The Public Grievance Officer shall hear grievances on every working day between 12:00 p.m. to 02:00 p.m. A complaint box will be fixed for entering the grievances of the public. A register to record the date of receipt in disposal of the grievance will also be maintained.

In an unlikely event of failure of service delivery by the department, our clients shall be provided free service under all the Acts and Rules enforced by the department.

CONCLUSION:

As part of the Performance Monitoring and Evaluation System (PMES) for Government Departments and the Public, this Department has formulated the Citizens'/Clients' Charter for the Department. Constant feedback/suggestions from the recipients/public regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to the public. Feedback /suggestions on the Charter can be sent to –

***Directorate-cum- Deputy Labour Commissioner
Tuikhuahtlang,
Aizawl, Mizoram
796001***

STAFFS AND OFFICERS UNDER DIRECTORATE OF LESDE DEPTT.
TELEPHONE DIRECTORY

Sl No	Name of Incumbent	Fathers' Name	Designation	Mobile no	Remarks
1	K.Lalhmingliana	Airuma	Director	9612901360	
2	Lalmalsawma	Hauhnuna	Deputy Labour Commissioner	9436157611	
3	Dr.JT.Vanlalnggheta	Sangthuama	Jt. Director	9436198502	
4	T.Thangropianga	T.Thangmunga (L)	Dy. Director	9612466954	
5	Lalmuanpuia Fanai	F.Lianhranga (L)	Dy. Director	9862392866	
6	Biakchhanthuami	C.Rochhuma (L)	Superintendent		
7	Zothankhuma Khiangte	K.Zodingliana	Inspector of Factories	8413932509	
8	Jordanthangi	H.Thanmawia	Employment Officer	9856735845	
9	Lalbiakmuana Hauhnar	Haudingzela	Employment Officer	8837080016	Attached from DLEO Aizawl
	K.Zohlupuii	K.Roduhawma	PRO	7005774098	Attached from Education Deptt.
10	B.Vanlalruati	B.Lalrinawma	Assistant	9436756540	
11	Johnson Lalduhawma Sailo	Laltanpuia Sailo	Assistant	9862656421	
12	NG.Zonunsangi	Buatsaiha (L)	Steno II	9436385839	Attached to Dte. Health Services
13	Saizikpuia Sailo	Ngursailova (L)	J.E	8730926701	
14	TC.Hmunliana	Belliana	UDC	9862354179	
15	Lalrammawii	Kapthianga	UDC	9863360841	
16	Zoramthangi	Laldawngliana	L.D.C	9436198522	
17	Rosangliani	Lalchungnunga (L)	L.D.C	9612075295	
18	Lalrammuana	Lalbiakliana	Driver	9436380592	
19	Lalrohluhhara	HL.Siama	Driver	9862075679	
20	Zodingliana	Manthanga	Driver	9862336945	
21	Huntharlawma	K.Lalrinawma	Driver	9436377876	
22	Laltlanchhunga	Huatzama	IV Grade	9856946845	
23	C.Lalrinchhani	Nunnathingparlawma	IV Grade	8259094070	
24	H.Vanlalmangaiha	H.Vanlalsawma	Despatch rider (PE)	9856737619	
25	C.Lalhmunmawia	Vanlalchhunga	IV Grade (PE)	8415095656	
26	Zonunsiamia	Vanlalngghaka	IV Grade (PE)	8794158204	
27	Lalhmingliani Sailo	Liantuala Sailo (L)	IV Grade (PE)	9862458436	
28	Henry CH.Thangliana	Ch.Malsawma (L)	IV Grade (PE)	9862386979	

29	Lalfakawma	Kawlthuama (L)	IV Grade (PE)	8974946082	Attached from DLEO Champhai
30	Zodingngheti Ralte	R.Zorema (L)	Workshop Attendant (PE)	9774636733	Attached from Govt.ITI Aizawl
32	Lalnunpuia	Lalbuatsaiha	LDC	9612178864	
33	J. Lalhlunchhungi	Lalzara (L)	LDC (PE)	9862362219	
34	Lalsangpuii	Khuangliana (L)	IV (Grade)	9862738695	

OTHER OFFICERS UNDER LESDE DEPT.

TELEPHONE DIRECTORY

Sl No	Name of Incumbent	Fathers' Name	Designation	Mobile no	Remarks
1	Lalmuanawma	Sangmanga (L)	DLEO, Aizawl	9436196805	
2	Vanlalawmpuia	VL Tluanga	DLEO, Lunglei	8031875533	
3	L. Rosangliana	L.Pahlira (L)	Employment Officer	9615612527	
4	Reuben T.Kompa	Rohmuanga Kompa	Employment Officer	8731966418	03835-226580
5	Vanlalhruaia Sailo	Lallianauva	Principal ITI, Aizawl	8974412325	

DISTRICT EMPLOYMENT EXCHANGE, SIAHA STAFF

SL. No	Name	Designation	Contact No
1	Pu Lalmuanpuia Fanai	DLEO(Attached to Directorate Aizawl)	9862392866
2	Pu Reuben T. Kompa	DLEO, Siaha	7628064176
3	K. Lalhmingmawii	IS(Attached to DLEO Aizawl)	9436360287
4	HC. Lalnunzirchhungi	UDC	9862224509
5	Pi Lalremliani	LDC	9615686136
6	Pi S. Debory	LDC	9612659338
7	Pi S. Valentina	LDC	8131988337
8	Pu Zothanpuia	Peon	8730971788
9	Pu HC. Thazahra	Peon	9366187287
10	K. Vanlalduhsaka	Peon(MBOCWBB)	7085075979
11	Pu M. Palai	Peon	9612228206
12	Pi C. Vanhmlawii	Peon(MR)	9862425923
13	Lucy A. Lalsawmliani	Data entry Operator	8729828881
14	NT. Vabeibiehro	Data entry Operator	8837095325

ITI, SIAHA STAFFS			
SL. No	Name	Designation	Contact No
1	Vanlalhluna	Group Instructor	943638779
2	Lalrintluanga Pachuau	Instructor (ICTSM)	9436788541
3	HC. Lalneihhlua	Instructor (COPA)	9436149986
4	F. Vanlalngheta	Instructor (WS&ED)	9862555575
5	R. Lalţanpuii	Sr. Instructress (Basic Cosmetology)	9436385374
6	P. Pachhunga	Instructor (MMV)	8879063517
7	Lalsangbera A. Fanchun	UDC	9402104203
8	Beihmokhai	LDC	8974559437
9	F. Lalchhandama	W/A	9862175980
10	N. Lynapawngia	Chowkider	9774152420
11	P. Hama	Peon	7085627922

STAFFS AND OFFICERS UNDER DLEO CHAMPHAI

TELEPHONE DIRECTORY

Sl.No	Name	Designation	Contact No
1	Pu L. Rosangliana,	EO	9615612527
2	Lalremruata	LDC	9862654137
3	Lalrochhiara	UDC	9862188979
4	Saptawna Peon	PEON	9862275023

STAFFS AND OFFICERS UNDER DLEO LUNGLEI

TELEPHONE DIRECTORY

Sl.No	Name	Designation	Contact No
1	Pu Vanlalawmpuia	DLEO	8131875533
2	Sunil Bikash Chakma	Inspector of Statistics	9612038675
3	Lalthakimi	UDC	9436157812
4	P.K Lalhluna	UDC	9436370393
5	Zalianthangpuii	LDC	8794262623
6	Lallianpuii	LDC	7005800903
7	Sapzingi Peon	Peon	

STAFFS UNDER PMKVY
TELEPHONE DIRECTORY

Sl.No	Name of employees	Designation	Contact No
1	Lalchhuanmawia Ralte	Manager-MIS	9862746446
2	Saizampuii Sailo	Manager-Finance	8730978316
3	Romawizuali Renthlei	Manager-Training Provider	9862378365
4	Vancy Lalthanpuii	Multi Tasking Staff	9366299699
5	Jimmy Zodinsanga	Multi Tasking Staff	9089816064

STAFFS UNDER STRIVE
TELEPHONE DIRECTORY

Sl.No	Name	Designation	Contact
1	ZL Chhunga	Sr.Consultant	8415901300
2	Joseph Vanlalhrauaia	M&E Specialist	8730839707
3	Lalbiakdika	Multi Tasking Staff	9612131027

STAFFS UNDER ESDI
TELEPHONE DIRECTORY

Sl.No	Name	Designation	Contact
1	Robert Lianthangpuia	Consultant	8118902104
2	Malsawmkimi	Data Entry Operator	7085207656
3	Lalchenpuia	Multi Tasking Staff	8794874684

LIST OF STAFFS UNDER MBOCWBB

Sl.No	Name	Designation	Place of posting	Contact No.
1	Donny C.Lallawmkima	Assistant	WB Office	9612028946
2	Lalrinfela Hnamte	Assistant	DEE, Aizawl	9612715385
3	H.Vanlalhruaitluanga	UDC	WB Office	9612588361
4	S. Vanlalpekropuia	UDC	DEE, Lunglei	8837427601
5	Lalnunziri Fanai	LDC	WB Office	8837078595
6	Victor MS Dawngzuala	LDC	DEE, Aizawl	8794643907
7	Vanlalruata	DEO	DEE, Aizawl	8118914117
8	Lalnunsiami	DEO	DEE, Aizawl	9748329460
9	Lalmuansangi Sailo	DEO	WB Office	9774633685
10	Henry Vanlalduhsaka	DEO	WB Office	9366349016
11	R.Lalruatfela	DEO	DEE, Lunglei	7085361961
12	B.Biakchhuanmawia	DEO	DEE, Lunglei	9862611713
13	Lalsangliana	DEO	DEE, Champhai	9862598350
14	Manliankhupa	DEO	DEE, Champhai	8259813082
15	David Lalmuanpuia	Driver	WB Office	8974544153
16	R. Vanlalruata	Driver	WB Office	9862362699
17	Lalthantluanga Parte	Driver	WB Office	9612466172
18	Chanchinmawia	Driver	DEE, Aizawl	9856221960
19	Rothangpuia	Driver	DEE, Lunglei	9089569833
20	Lalrinsanga	IV Grade	WB Office	9366007794
21	Lalthazuali Sailo	IV Grade	WB Office	9774452263
22	Lalbeiseia Chawngthu	IV Grade	DEE, Aizawl	8794835992
23	Joseph Laltlankima	IV Grade	DEE, Lunglei	8974328003
24	Lalramnghaka	IV Grade	DEE, Champhai	8413069410
25	K.Lalduhsaka	IV Grade	DEE, Siaha	7085075979

LIST OF STAFFS UNDER ITI, AIZAWL

SL.NO	Name	Designation	Contact
1	Vanlalhruaia Sailo	Principal	8974412325
2	Suakchhinga	i/c Supervisor/instructor	8413827247
3	Zairemchhungi	Instructress	9612668659
4	Kennedy R.Malsawma	Instructor	9436159643
5	Lalchhuanliani	Instructress	9862977754
6	C. Lalkhumtira	Instructor	8258832158
7	Lalthawkliana	Instructor	9863361869
8	Lalniliana Hauhnar	Instructor	9862310289
9	PC Lalremtluanga	Instructor	9862310289
10	Laltanpuia	Instructor	7005199310
11	Corloline LB. Hluni	Instructress	9862316313
12	PC Lianhmingthanga	Instructor	9612623583
13	H.Zarzoliani	Instructress	9862387056
14	Lalsangpuui	Instructress	9436191678
15	Malsawmtluanga	Instructor	9862362232
16	K.Lalmangaiha	Instructor	9862356567
17	H.Lalngaihzuala	Instructor	9436154886
18	Daniel Lalzova	Instructor	9862300360
19	John Lallungmuana	Instructor	7085416485
20	Sairemtluanga Sailo	Instructor	8974191219
21	C. Chawngthantluanga	Instructor	9612544261
22	R.Lalbiakdika	Instructor	8974741496
23	Lalhriatrenga	Instructor	8730842131
24	C. Lalnuntluanga	Instructor	8974755356
25	VL Malsawmkima Ralte	Instructor	9862930455
26	Zochhingpuia	Instructor	9862372342
27	Vanlalthafamkima	Instructor	9402184405
28	Yankee MS Tluanga	Instructor	3612113516
29	Lalzawmliani	UDC	9862712340
30	Lalrotluangi	LDC	8415816327
31	Lalchhuanga	Waterman	8259818798
32	Lalhriatpuia	Workshop Attendant	9862323585
33	Ralkapzauva	Workshop Attendant	8413936465
34	V. Laltlanthanga	IV Grade	7085264899
35	H.Lalchangliana	IV Grade	8415881971
36	Lalthianghlima	IV Grade	9853566210
37	Mankungi	Hostel Cook	9862465398
38	Lalduhawmi	IV Grade	9862042521
39	Lalbiakliani	Workshop Attendant	8794532328
40	Lalmangaihi	Jugalee	8414008327
41	R Lalengliana	Workshop Attendant	9862118495
42	HL Hmangaihazuala	Instructor(Contract)	9862336573

43	Linda Lalthlamuani	IV Grade (PE)	8974575238
44	Lalruatkima	IV Grade (PE)	9612468446
45	R.Lalremruata	Driver (PE)	8794027291
46	Betsy Malsawmkimi	Guest Lecturer	8131988211
47	Lahmangaihzuai	Guest Lecturer	8258888321
48	Emmanuel Lallawmkima	Guest Lecturer	96122230658
49	H.Lalruatdika	Guest Lecturer	878783416

OFFICERS OF MIZORAM YOUTH COMMISSION

TELEPHONE DIRECTORY

SL.No	Name	Designation	Contact
1	Dr. Vanlaltanpuia	MLA & Chairman	8730926049
2	Pu Donny Lalruatsanga	MCS, Secretary	9612638126
3	Pu H. Lalnunzuala	Under Secretary	9436154576
4	Doris Zothanchhungi	Superintendent	9436154722

DISTRICT LABOUR AND EMPLOYMENT EXCHANGE (AIZAWL)

DLEO, FACULTY AND STAFF

TELEPHONE DIRECTORY

SL.No	Name	Designation	Contact
1	Lalmuanawma	DLEO	9436196805
2	Rotluangi Varte	Assistant	9862357511
3	L Hrangthuama	I.S	8974771524
4	K.Lalhmingmawii	I.S	9436360287
5	Lalrinmawii	UDC	9615674144
6	Lalhlanthari	LDC	9436360411
7	Helen Lalliannhuri	LDC	9862373393
8	Ramdinpuui (Sanga)	Peon	9862668441
9	David Malsawmkima(Zampuii	Peon	9862808126
10	H.Lalrinmawia (Partei)	Peon	825808126
11	Ramhmunzauva	Peon	8415969775
12	H.Lalnunluanga	Driver	9862719314
13	Vanlalhriata	Peon	