



# GOVERNMENT OF MIZORAM CITIZEN'S CHARTER

*for*

*Office of Art & Culture Department*

*For the year 2023*



Address : Chanmari, Aizawl, Mizoram – 796007  
Website : [mizoculture.mizoram.gov.in](http://mizoculture.mizoram.gov.in)  
Date of issue : 28<sup>th</sup> August, 2023

**CITIZEN'S CHARTER FOR DEPARTMENT / OFFICE OF  
ART & CULTURE DEPARTMENT (2023)**  
*(or the name of the Department/Office which formulate the Citizen's Charter)*

**VISION AND MISSION**

**VISION**

Preservation and conservation of tangible and intangible cultural heritage of Mizoram, documenting tribal culture of Mizoram, by promoting and conserving its cultural treasures and promoting performing, visual, literary arts and disseminate knowledge and wisdom through libraries.

**MISSION**

- 1 Development of literature and cultural practices
- 2 Preservation & Development of traditional dances/songs & Modern music
- 3 To preserve historical artifacts for posterity through Museums
- 4 Exploration, Preservation & documentation of important monuments & heritage sites of Mizoram.
- 5 To promote awareness on cultural heritage of Mizoram
- 6 Provide books and Library building for public use
- 7 Rediscover tribal arts and practices
- 8 Collection and digitization of important records through Archives.

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**MAIN SERVICES**

Sl. No	Services delivered by the department/ office to citizens or other departments/ organizations including non- governmental organizations	Responsible official 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
1	2	3	4	5	6	7
1	Organizing traditional festivals and cultural meets at various city, towns and villages	Carol VLMS Dawngkimi, Director, Art & Culture Deptt.	<a href="mailto:dacmiz@yahoo.com">dacmiz@yahoo.com</a> 0389 - 2341038 9436352338 (M)	Approval programme and expenditure sanction of administrative Deptt.	Submission of application for organizing cultural events	Nil
2	Publication of Books for deprived writers through Mizoram Publication Board in 75% subsidize rate	Carol VLMS Dawngkimi, Director, Art & Culture Deptt.	<a href="mailto:dacmiz@yahoo.com">dacmiz@yahoo.com</a> 0389 - 2341038 9436352338 (M)	1) Screening of Books by Sub. Committee 2) Approval of Publication of books by Mizoram Publication Board Committee 3) Selection of Press for printing of books	1) Submission of prescribed application form to be purchased from Directorate office. 2) Submission of Book sample	Rs. 10/- for application form
3.	Grants-in-Aid for traditional dress/ musical instruments/ P.A. Set etc. to NGO's	Carol VLMS Dawngkimi, Director, Art & Culture Deptt.	<a href="mailto:dacmiz@yahoo.com">dacmiz@yahoo.com</a> 0389 - 2341038 9436352338 (M)	1) Obtaining expenditure sanction from Administrative Department 2) Obtaining approval of DPAB	Submission of prescribed application form to be purchased from Directorate office	Rs. 10/- for application form
4.	Conducting 3 months certificate course in	Carol VLMS Dawngkimi,	<a href="mailto:dacmiz@yahoo.com">dacmiz@yahoo.com</a> 0389 - 2341038	1) Obtaining expenditure sanction from	Submission of prescribed application	Rs. 10/- for application

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	traditional dances/ contemporary music/ theatre arts	Director, Art & Culture Deptt. 2) LaltlanthangaPachu au, Sr. Instructor, Institute of Music & Fine Arts.	9436352338 (M) 9863360992 (M)	Administrative Department for stipend to students 2) Floating of advertisement in media for admission 3) Convening personal interview for applicants 4) Publishing successful candidate and admission. 5) Conducting classes.	form to be purchased from Directorate office	form
5.	Conducting mobile training on traditional dances for Institutions, towns and villages	Carol VLMS Dawngkimi, Director, Art & Culture Deptt. 2) LaltlanthangaPachu au, Sr. Instructor, Institute of Music & Fine Arts.	<a href="mailto:dacmiz@yahoo.com">dacmiz@yahoo.com</a> 0389 - 2341038 9436152338 (M) 9863360992 (M)	1)Scrutiny of applications received from Schools/Colleges/ NGOs	Submission of application to Director, Art & Culture Department	Nil
6.	Conducting programme sponsored by North East Zone Cultural Centre/ National School of Drama/ SangeetNatakAkademi/ SahityaAkademi etc.	Carol VLMS Dawngkimi, Director, Art & Culture Deptt. 2) F. Lalthanmawia, Senior Research Officer, Tribal Research Institute.	<a href="mailto:dacmiz@yahoo.com">dacmiz@yahoo.com</a> 0389 - 2341038 9436152338 (M) 9436195081 (M)	Pursuance of letter/ instructions received from the said agencies such as stipulating date of event, time and locations.	N.A.	Nil
7.	Collection, preservation, conservation and exhibition of tangible cultural heritage in Museums	C. Lalruatfela, Curator, Mizoram State Museum 2) R. Lalrinawma, Museum Assistant.	<a href="mailto:mizoramstatemuseum@gmail.com">mizoramstatemuseum@gmail.com</a> 0389 - 2340936 9436352426 (M)	1)Collection and preservation of museum items 2) Maintaining accession register of	1)Student's Identity Card (if available)	Adult Rs. 20/- Children Rs. 10/- Study tour

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		District Museum, Lunglei	9774520504 (M)	museum items 3) Displaying museum items in interval from store room and show case. 4) Registering visitors		Rs. 5/- Senior Citizens – free entry
8.	Exploration & conservation of heritage sites	Carol VLMS Dawngkimi, Director, Art & Culture Deptt.	<a href="mailto:dacmiz@yahoo.com">dacmiz@yahoo.com</a> 0389 – 2341038 9436152338 (M)	1) Identifying important heritage sites 2) Declaration of heritage sites as State protected monument under Mizoram Ancient Monuments and Archaeological Sites & Remains Act 2001	Submission of information and photographs of heritage sites by individual/ NGO's	Free entry to all State protected monuments
9	Providing heritage awareness platforms	Carol VLMS Dawngkimi Director, Art & Culture Deptt.	<a href="mailto:dacmiz@yahoo.com">dacmiz@yahoo.com</a> 0389 – 2341038 9426152338 (M)	1) Approval of Administrative Deptt. for organizing seminar/symposium/workshops pertaining to promotion and development of cultural heritage 2) Conducting seminar /symposium/ workshops for researchers/ scholars/ students/ publics for creating awareness.	Submission of application to Director of Art & Culture Department for convening seminar/ symposium/ workshops	Nil

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10	Providing books and Library buildings for city, towns and villages	Zirsangzuali State Librarian Mizoram State Library 2) ZothanglawraRalte, District Librarian, Champhai. 3) Lalhmingmawii, Counter Attendant, (I/c) Dist. Library Aizawl 4) VanlalhruiiSailo, Sub. Div. Librarian, Lunglei 5) K. Laltlanliani LDC (I/C) District Library, Kolasib	<a href="mailto:mizoramstatelibrary@gmail.com">mizoramstatelibrary@gmail.com</a> 0389 - 2335695 9856258155 (M) 03831 - 234116 9436377144 (M)  0389 - 2310234 9774038353 (M)  0372 - 2324986 8974117716 (M)  03837 - 220639 8413833572 (M)	1) Providing books to public libraries 2) Obtaining expenditure sanction from administrative dept. 3) Submission of State Matching Share to Raja Rammohan Roy Library Foundation, Kolkata. 4) Convening State Library Committee 5) Submission of selected list of NGO for grant to RRRLF, Kolkata	Availing application form free of cost from Mizoram State Library, Aizawl for applying grants from RRRLF, Kolkata	Membership Fee : Adult - Rs. 20/- Children - Rs. 10/-
11	Providing information pertaining to tribal culture of Mizoram	F. Lalthanmawia, Senior Research Office, Tribal Research Institute	<a href="mailto:srotri@gmail.com">srotri@gmail.com</a> 0389 - 2340930 9436195081 (M)	1) Conducting research work on tribal culture of Mizoram and publish for public interest 2) Reprinting of rare books pertaining to tribal culture of Mizoram 3) Vending of published books at nominal rates for public	N.A.	Published books can be had from Tribal Research Institute Office, Aizawl at printed price.
12.	Providing important old documents through Archival repository	Lalmuanpuia, Archivist, Mizoram State Archives.	<a href="mailto:mzarchives2013@gmail.com">mzarchives2013@gmail.com</a> 0389 - 2322039 9089817656(M)	1) Collecting and preserving old documents 2) Digitizing printed documents into soft	1) Submission of prescribed application form (free of cost) along with Institution Identity Card.	1) Rs. 50/- for Registration and ID Card 2) Rs. 5/-

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				copy 3) Deliver documents to public/ researchers in hard and soft copy		per page for Xerox
13.	Providing facilities for public gathering at Vanapa Hall, Auditorium at Multipurpose Cultural Complex at Berawtlang/ Zokhua (Mizo Typical Village), Falkawn	Carol VLMS Dawngkimi, Director, Art & Culture Deptt. 2) Paul Lalringzuala Officer incharge Vanapa Hall.	<a href="mailto:dacmiz@yahoo.com">dacmiz@yahoo.com</a> 0389 - 2341038 9436152338 (M)  9862787653 (M)	1) Maintenance of the institution for public 2	Hand written/type application	See Annexure - I

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**SERVICE DELIVERY STANDARD**

Sl. No.	Services delivered by the department/office to citizens or other departments/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months) <sup>2</sup>	Remarks, if any
1	Organising traditional festivals and cultural meets at various city, towns and villages	1 week	Subject to availability of fund.
2	Publication of Books for deprived writers through Mizoram Publication Board in 75% subsidize rate	3 months	The process includes submission of book sample, screening to printing of book
3	Grants-in-Aid for traditional dress/ musical instruments/ P.A. Set etc. to NGO's	1 week	Subject to availability of fund
4	Conducting 3 months certificate course in traditional dances/ contemporary music/ theatre arts	4 months	Submission of application form to completion of course
5	Conducting mobile training on traditional dances for Institutions, towns and villages	3 weeks	Submission of application form to completion of one week mobile training course
6	Conducting programme sponsored by North East Zone Cultural Centre/ National School of Drama/ SangeetNatakAkademi/ SahityaAkademi etc.	2 weeks	Subject to instruction received from collaborated agencies
7	Collection, preservation, conservation and exhibition of tangible cultural heritage in Museums	1 day	Museum can be accessed on all working days
8	Exploration & conservation of heritage sites	3 weeks – 3 months	Exploration of heritage sites to officially declaration as State Protected Monuments.



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9	Providing heritage awareness platforms	1 week	Subject to availability of fund
10	Providing books and Library buildings for city, towns and villages	1 month – 1 year	Subject to availability of fund from RRRLF, Kolkata
11	Providing information pertaining to tribal culture of Mizoram	1 day	TRI, Aizawl can be accessed on all working days
12	Providing important old documents through Archival repository	1 day	Mizoram State Archives can be accessed on all working days
13	Providing facilities for public gathering at Vanapa Hall, Auditorium at Multipurpose Cultural Complex at Berawtlang/ Zokhua (Mizo Typical Village), Falkawn	1 day	Rental charges shall be paid in advance.

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**GRIEVANCE REDRESS MECHANISM**

**Website address to lodge grievance :mizoculture.mizoram.gov.in**

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	Directorate of Art & Culture Department, Chanmari, Aizawl Pu K. Lalruala, Deputy Director,	0389 – 2340931	<a href="mailto:mizoramartculture@gmail.com">mizoramartculture@gmail.com</a> <a href="mailto:acmiz@yahoo.com">acmiz@yahoo.com</a>	2 Weeks
2	District Art & Culture Office, Lunglei Pi Lalfakzuali, Senior Research Officer	0372 – 2322899	<a href="mailto:artandculturelunglei98@gmail.com">artandculturelunglei98@gmail.com</a>	2 Weeks
3	Tribal Research Institute, Aizawl Pu F. Lalthanmawia, Senior Research Officer	0389 – 2340930	<a href="mailto:srotri@gmail.com">srotri@gmail.com</a>	2 Weeks
4.	Mizoram State Archives, Aizawl Pu Lalmuanpuia, Archivist	0389 – 2322039	<a href="mailto:mzarchives2013@gmail.com">mzarchives2013@gmail.com</a>	2 Weeks
5.	Mizoram State Museum, Aizawl Pu C. Lalruatfela, Museum Curator	0389 – 2340936	<a href="mailto:mizoramstatemuseum@gmail.com">mizoramstatemuseum@gmail.com</a>	2 Weeks
6.	Mizoram State Library, Aizawl Pi Zirsangzuali, State Librarian	0389 – 2335695	<a href="mailto:mizoramstatelibrary@gmail.com">mizoramstatelibrary@gmail.com</a>	2 Weeks

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**LIST OF STAKEHOLDERS/CLIENTS**

<b>Sl. No.</b>	<b>Stakeholders/Clients</b>
1	2
1.	All Village /Local Councils
2.	All YMA Branches
3.	All MUP Branches
4.	All MHIP Branches
5.	All YLA Branches
6.	All MTP Branches
7.	Mizo Cultural Organisation
8.	Mizo Cultural Artistes Association

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**EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS**

Sl. No.	Expectations of the department/office from citizens/service recipients
1	Proposal for organizing cultural events at aspire location shall be submitted to Directorate of Art & Culture Department office, Aizawl or District Art & Culture Office, Lunglei
2.	Any discovery made by individual or NGOs on ancient / historical sites may be reported to Directorate of Art & Culture Department office, Aizawl, District Office, Lunglei and all other Art & Culture Department subordinate offices
3.	Items / Objects displayed in the Museums are invaluable objects inherited from past cultures of Mizoram. Hence, visitors are requested to handle with care. Moreover, any object having historical value may kindly be donated to Mizoram State Museum for posterity.
4	Ancient monuments within the State may be treated with care by visitors and vandalism upon the monuments is strictly prohibited
5.	Citizens/ Departments are requested and expected to submit important documents possessed by them to Mizoram State Archives for future references.
6.	Researcher/ Scholars/Authors are kindly requested to approach Tribal Research Institute, Aizawl when preparing books pertaining to tribal culture and history of Mizoram.
7.	As the Department has annually conducted 3 month certificate course on Traditional Dances, Contemporary Modern Music and Theatre arts in Institute of Music & Fine Arts, Aizawl and District Art & Culture office, Lunglei. Younger generations are requested to take up training courses provided by Department to promote and preserve intangible cultural heritage.
8.	Citizens are cordially invited to visit public Libraries owned and sponsored by Art & Culture Department located near to them for higher education and knowledge. Moreover, it is requested that unused books may kindly be donated to public libraries for larger interest.
9.	Public amenities provided by Art & Culture Department such as-Vanapa Hall, Multipurpose Cultural Complex, Berawtlang and Zokhua (Mizo Typical Village), Falkawn utilized by the public may kindly be treated with utmost care.

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**Annexure - I**

**I. Vanapa Hall Rental Charge**

Non-Commercial function	:	Rs. 1,000/- per hours	Rs. 4,000/- per full day
Commercial Function	:	Rs. 2,000/- per hours	Rs. 8,000 for full day
Upper and Lower Verandah	:	Rs. 1,500/- per day	
Security	:	Rs. 10,000/- Per Programme	
Toilet	:	Rs. 500/- Duty Honorarium	
Sound System	:	Rs. 5,000/- per day/ Perprogramme	
Generator	:	Rs. 5,000/- Per day/Perprogramme	
		Rs. 1,500/- for Fuel charge Per Hour	

Note Full day : 9:00 A. M – 5:00 P.M (During Summer) 9:00 A.M. – 4:00 P.M. (During Winter)

**II. Multipurpose Cultural Complex, Berawtlang**

Auditorium	:	Non-Commercialfunction	:	Rs. 2,500/- per hour	Rs. 8,000/- per full day
		Commercial function	:	Rs. 3,000/- per hours	Rs. 10,000/- per full day
Cultural Building	:		:	Rs. 1,000/- per full day	

Note Full day : 9:00 A.M – 5:00 P.M. (during Summer) 9:00 A.M. – 4:00 P.M. (during Winter)

**III. Zokhua (Mizo Typical Village) Falkawn :**

Adult	:	Rs. 20/-	Children	:	Rs. 10/-
Film shooting	:	Rs. 2,500/- upto 6:00 P.M.			