

CITIZEN'S CHARTER  
OF  
STATE ELECTION COMMISSION  
MIZORAM

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## Vision

To conduct elections to local bodies in a free, fair and peaceful manner so that faith of the people in the democratic process is achieved and strengthened.

## Mission

State Election Commission is a Constitutional Authority constituted under Article 243K and 243 ZA of the Constitution of India read with section 345(1) of the Mizoram Municipalities Act, 2007. The status and powers of the State Election Commission are analogous to that of the Election Commission of India provided under article 324 (1) of the Constitution of India in their respective domains. The superintendence, direction and control of the preparation of the electoral rolls for, and the conduct of elections to Local Bodies vest in the State Election Commission. In order to ensure that a free, fair and peaceful election is held, the State Election Commission functions as an independent constitutional body as the concept of independence has been made explicit in the provision of Article 243K(2).

## Main Services

Conduct of revision of electoral rolls and elections to the following Local Bodies-

- i) Aizawl Municipal Corporation
- ii) Lunglei Municipal Council
- iii) Mara Autonomous District Council
- iv) Lai Autonomous District Council
- v) Chakma Autonomous District Council
- vi) Sinlung Hills Council
- vii) Local Council, Aizawl Municipal Corporation
- viii) Local Council, Lunglei Municipal Council
- ix) Village Council, Non-Sixth Schedule Area
- x) Village Council, MADC
- xi) Village Council, LADC
- xii) Village Council, CADC

Activities of revision of electoral rolls and elections are performed as per the relevant Acts and Rules for respective Local Bodies. Model Code of Conduct (MCC) is enforced from the date of issue of election notification till completion of election process. The MCC is implemented strictly during the election period to provide a level playing field for all contesting candidates and political parties to ensure that elections are held in a free, fair and peaceful manner.

1	2	3	4	5	6	7
Sl. No	Services delivered by the department/ office to citizens or other departments/ organisations including nongovernmental organisations	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	Revision of electoral roll	K. Laldingliana, Secretary, SEC and Respective District Election Officers and Electoral Registration Officers where revision of electoral roll is conducted.	secmizoram1@gmail.com 9436141199  Contact Nos. and Email of officials stated at 3.	As notified by the State Election Commission	As notified by the State Election Commission	N/A
2	Election to local bodies	K. Laldingliana, Secretary, SEC and Respective District Election Officers and Returning Officers where election is conducted.	secmizoram1@gmail.com 9436141199  Contact Nos. and Email of officials stated at 3.	As notified by the State Election Commission	As notified by the State Election Commission	N/A

## 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)	Remarks, if any
1	For revision of electoral roll, schedule is prepared and Information is given/publicised through media and public announcement system. Forms are supplied free of cost to all claimants.	As notified by the State Election Commission from time to time.	
2	For conduct of election, schedule of election is notified and all required information concerning election is given /publicised through media or through direct communication as the case may be. Forms and trainings are given free of cost to political parties and intending candidates at the time of elections.	As notified by the State Election Commission from time to time.	

## Grievance Redressal Mechanism

Any complaint received during revision of electoral roll and election period under the provision and procedure laid down by respective Acts and Rules is disposed of accordingly and promptly by the State Election Commission, concerned District Election Officer and Returning Officer or any other officials on deputation under State Election Commission depending on the matter and subject of the case. Applications under RTI Act 2005 submitted online and offline are disposed of within the time frame. Any dispute arising out of election can only be challenged by filing an election petition within the prescribed period after the declaration of the result. Election Tribunal is constituted as and when such petition is received.

Any grievance relating to the office can be filed online in CPGRAMS (Centralised Public Grievance Redress and Monitoring System).

Website address to lodge grievance : [pgportal.gov.in](http://pgportal.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	Judy M.S. Dawngliani Superintendent State Election Commission Mizoram	9862587769	secmizoram1@gmail.com	5 days

#### List of stakeholders/clients

1. All recognised political parties.
2. All registered unrecognised political parties.
3. All citizens eligible to contest the Local Bodies Elections.
4. All citizens eligible to vote in the Local Bodies Elections.

#### Expectations of the Department/Office from citizens/service recipients

The Commission functions under the provisions of the Constitution and the Election Laws. The Citizens are expected to participate in the electoral process within the ambit of Electoral Laws.