



CITIZEN'S CHARTER



**Department of Personnel & Administrative Reforms
(Personnel Division)
Government of Manipur,
Manipur Secretariat,
Imphal—795001**

CONTENTS

	Page No.
1. Forward	3
2. Vision	4
3. Mission	4
4. Organizational set up and Details of business transacted	5
5. Stakeholders / Service recipients	7
6. Expectations from Stakeholders / Service recipients	7
7. Grievance Redress Mechanism	8

FORWARD

Department of Personnel acts as the formulator of policy and the watch dog of the Government ensuring that certain accepted standards and norms, as laid down by it, are followed by all Departments in the recruitment, regulation of service conditions and deputation of personnel as well as other related issues. This Department is also concerned with the process of responsive and people oriented administration. While realizing its concern, this department intends to formulate Citizen's Charter with the objective to serve its client efficiently. The charter is based on the premise that citizen is the prime objective and government organizations exists not to rule, but to serve the citizens. This Department does not normally deal directly with the citizen. The major part of the service being delivered by this Department is for the government agencies, public sector undertakings or for the government employees. Department of Personnel has identified some of the core services being offered by it for the purpose in its first charter being prepared. The charter contains Grievance Redress Mechanism related to the services mentioned in the Citizen's Charter.

VISION

To create an enabling environment for the development and management of human resources of the government for efficient, effective, accountable, responsive and transparent governance.

MISSION

- Providing a dynamic and responsive framework of personnel policies and procedures for the effective functioning of the government.
- Developing competence and innovation in government.
- Building capacity of human resources at all levels of government for efficient delivery of public services.
- Inculcating and supporting a culture of transparency and accountability.
- Institutionalizing a system for a constructive ongoing engagement with various stakeholders.

Organizational set up and Details of business transacted

The Department is headed by a Principal Secretary/Commissioner/Secretary to the Government of Manipur who supervises and controls the functioning of Department through officers subordinate to him and details of business transacted is as under :-

1. All matters relating to appointment, promotion, transfer and all service matters relating to All India Services i.e., IAS, IPS & IFS.
2. (a) All matters relating to appointment, promotion, transfer and all service matters relating to MCS, MPS, Manipur Forest Service, Manipur Finance Service and MSS Officers.
(b) All matters relating to the appointment & promotion of Junior MCS. All matters relating to the transfer and posting of Junior MCS(SG).
3. All matters relating to appointment, promotion, transfer and all service matters relating to Secretaries and Heads of Departments who do not belong to the IAS, IPS, IFS and MSS.
4. All matters relating to framing/amendment of All India Service Rules.
5. All matters relating to framing/amendment of MCS, MPS, Manipur Forest Service, MSS, Manipur Finance Service, Junior MCS and other State Service Rules.
6. All matters relating to Classification of posts.
7. All matters relating to finalization of Recruitment Rules.
8. All matters relating to personnel policy including training for IAS, IPS, MCS, Manipur Forest Service, Manipur Finance Service and MPS Officers and Junior MCS.
9. Advice to other Government Department in service related matters.
10. Matters relating to periodical review of service records of all officers.
11. All matters relating to MPSC.
12. Pension Cell.
13. All matters relating to Reservation of posts SC/ST and other categories.
14. Appointment under Die-in-harness Scheme.
15. Grievance Committee relating to service matter of State Government employees.

STAKEHOLDERS / SERVICE RECIPIENTS

- Citizens of India.
- All State Government employees.
- Officers of All India Services , who are currently employed by the Government of Manipur.
- All Departments / Organizations of the Government of Manipur.
- All Cadre Controlling Authorities.
- All recognized Unions/Associations.
- Individuals / Groups who have a workable proposal or a new model for bringing improvement in the area of public service delivery or citizen centric public administration

EXPECTATION FROM STAKEHOLDERS / SERVICE RECIPIENTS

- Applications/ proposals are to be submitted in the formats prescribed, if any.
- Relevant documents/ enclosures (duly attested, where required) if any, are to be submitted along with the application;
- Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to;
- Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance.

GRIEVANCE REDRESS MECHANISM

For any grievance relating to services delivered by the Department of Personnel and Administrative Reforms (Personnel Division) as given in this Charter. Citizens /stakeholders may lodge their grievances in written by post to:

Shri N. Ashokkumar, IAS
Additional Secretary,
Department of Personnel and Administrative Reforms
(Personnel Division)
Manipur Secretariat (Old Block),
Imphal-795001



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