

CITIZEN'S CHARTER OF PROTOCOL & HOSPITALITY WING

I. VISION

Excellence in protocol services and best courtesies to the VIP Guests, State Guests and Foreign Dignitaries

II. MISSION

To pursuit excellence in the services of protocol and to achieve good governance in the Protocol & Hospitality Wing

- Improvement in protocol services to the important State Guests
- Promoting citizen centric services through State Guest House
- Innovation in good governance and e-governance
- Documentation of best practices in the matters of State Guest House

III. SERVICES & TIMELINE

Sl.No	List of Services & Service Standards	Timeline
1	Protocol Services to VIP Guests and State Guests	Immediate
2	Grievance Re-dressal	Within 30 days
3	Accommodation in the State Guest House	Immediate
4	Protocol Services at Lengpui Airport	Immediate
5	Accommodation at All India Service Transit Accommodation	Immediate
6	Declaration of Guests as State Guests	Immediate

IV. CONTACT DETAILS OF OFFICERS

PROTOCOL WING				
Sl.No	Name of Employee	Designation	Mobile	Email
1	V Lalengmawia	SPO	8415901478	mizoramprotocol@gmail.com
2	Florence Lalrinpuii Miller	Protocol Officer	9436140910	mizoramprotocol@gmail.com

STATE GUEST HOUSE				
Sl.No	Name of Employee	Designation	Mobile	Email
3	Lalawmpuii Ralte	Deputy Manager	9436154592	
4	Lalhmachhuana Sailo	Asst Manager	9436190810	
5	B Lalramthara	Asst Manager	9862311446	

V. GRIEVANCE REDRESSAL

For any complaints and grievances on protocol and accommodation, you may lodge a complaint via email mizoramprotocol@gmail.com

VI. EXPECTATIONS FROM CITIZENS WITH REGARD TO GRIEVANCES

i) Grievances should be lodged within 15 days of the occurrence of grievances

ii) Personal matters, family matters, subjudice cases, RTI, inter-state relations and foreign relation matters shall not be entertained.

VII. EXPECTATIONS FROM CITIZENS

i) Citizens should check all the relevant data/documents that are shown in the public domain i.e, <https://protocol.mizoram.gov.in> before lodging a grievance or complaint.

ii) Citizens are also expected to respect and honour the rules and regulations followed by the Protocol & Hospitality Wing in force

iii) Citizens/Guests are required to follow rules and regulations of the State while staying at the State Guest House.

VII. RIGHT TO INFORMATION

You may visit the link <https://rti.gov.in/> and <https://mic.mizoram.gov.in/> for the RTI matters.

You may also visit the <https://protocol.mizoram.gov.in/page/proactive-disclosure>