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CITIZEN'S CHARTER

The citizen's charter will give the reader a glance at the health programmes and activities of the Health & Family Welfare Department and its objectives in brief. It plays an important role in conveying the information on various schemes/programme/society of centrally sponsored and state schemes implemented by the Department from time to time.

INTRODUCTION

The Health Department is one of the oldest and most permanent Departments in Mizoram. Although no document could be found to trace its establishment, evidence of E.Christian Harr's, Surgeon Captain of the Lushai Hills visit to the Champhai Dispensary on 22nd November 1896 could be found. In 1894, a 'Treatment Camp' was already set up under a tent in Aizawl. By 1896, it was upgraded to 20 beds. These events imply the oldness of the Department.

By 1920, 8 Dispensaries were built at Kolasib, Sairang, Lunglei, Champhai, N. Vanlaiphai, Sialsuk, Tlabung, Vahai and Tuipang villages having 6 beds each. In 1947, 36 bedded Dispensary was established at Aizawl. The Health Department was under the jurisdiction of one Civil Surgeon having a base at Aizawl while an SDMO with a base at Lunglei presided over the rest. When Mizoram became a District Council in 1952, 7 Public Health Dispensaries and 3 Primary Health Centre's (PHCs) were then added. 7 Travelling Dispensaries were discontinued due to insurgency.

On 21st January 1972, when Mizoram was granted a U.T., the Health Department consisted of a separate Minister, Secretary and Director.

1 st Minister	:	Pu Vaivenga (1972-1974)
1 st Secretary	:	Pu S.R. Vala, I.A.S
1 st Director	:	Dr. Thantluanga (1.12.72 - 10.1.74)
1 st Principal Director	:	Dr. Zoremthangi (4.2.2009-31.3.2009)

ORGANISATIONAL SET UP OF HEALTH & FAMILY WELFARE DEPARTMENT

The Department of Health Services is headed by Director supported by Joint Director- 6 nos., Mission Director-1 no., Deputy Director - 7 nos., Executive Engineer-1 no., State Mass Education & Media Officer-1 no., Assistant Director- 4 nos., Superintendent - 1no., Research Officer-1 no., Health Education Officer-1 no., under the Directorate level. There are 9(nine) District Offices headed by Chief

Medical Officers :- Aizawl East, Aizawl West, Mamit, Kolasib, Serchhip, Champhai, Lunglei, Lawngtlai and Saiha. There are 2(two) Sub-Division level offices namely:- Chawngte and Tlabung headed by Sr. Medical Officer.

Besides, the 9 (nine) District and 2(two) Sub-Divisions, there is 1 (one) Health Worker Training School at Kulikawn and headed by Principal Medical Officer (PMO).

The Directorate of Health Services undertake the task of handling the Community Health Centre's, Primary Health Centre's, Main Centre's and Sub-Centre's besides imparting Public Health Education even to the most interior areas in the state.

The 9 (nine) Chief Medical Officer's and 2 (two) Senior Medical Officer's with the Centrally Sponsored Scheme (i.e- National Rural Health Mission (NRHM), Reproductive & Child Health(RCH), Revised National TB Control Programme (RNTCP), Mizoram State Vector Borne Disease Control Programme (MSVBDCP), State Leprosy Eradication Programme (SLEP), Mizoram State Blindness Control Programme (MSBCP) etc. and state funds implement programmes at the District and Sub-Division levels for the benefit of the public.

DISTRICT ADMINISTRATION SET UP

Sl. No	Name of the District	Head of Office	No. of CHC cover	No. of PHC cover	No. of M/C cover	No. of S/C cover
1	Aizawl West	CMO	Lengpui	5+TB Hosp	8	48
2	Aizawl East	CMO	1. Saitual/Sub.Dist.Hosp 2. Sakawrdai 3. Thingsulthliah	5	9	65
3	Mamit	CMO	Kawrthah	7	8	27
4	Kolasib	CMO	Vairengte	5	7	29
5	Champhai	CMO	1. Biate 2. Ngopa 3. Khawzawl/ Sub.Dist.Hosp	11	15	59
6	Serchhip	CMO	Thenzawl	5	7	30
7	Lunglei	CMO	Hnahthial/ Sub.Dist.Hosp	8	12	58
8	Lawngtlai	CMO	Chawngte	4	5	24
9	Saiha	CMO	-	4	5	23
10	Chawngte	SMO	-	2	2	14
11	Tlabung	SMO	-	1	2	13
12	H/W Training School	PMO	-	-	-	-

The Health Department had already been proclaimed as a Department by the Govt. of Mizoram (Allocation of Business) Rules 1987. The list of work categories as listed under :-

1. Administration of Govt. Hospital, Dispensaries, Primary Health Centre.
2. Prevention of Food Adulteration.
3. Drugs Control/Food & Drug Administration etc.
4. Implementation of National Scheme in Health & Family Planning.
5. Administration of Medical Services.
6. Indian Lunacy/Poison Act.
7. Maternity and Child Health Programme.
8. TB, Leprosy and Malaria Control Programme.
9. Matters relating to Indian Medical Association (IMA).
10. Health Education Scheme.

Besides the aforementioned, Nutrition, Indian Red Cross Society, ICDS, Cancer, Trauma, Medical Sciences Training are also included under the purview of the Department thus adding an extra burden.

HEALTH INSTITUTIONS/CENTRES

1. **Community Health Centre (CHC)** : The capacity of a Community Health Centre (CHC) is 30 bedded under the Indian Public Health Standard (IPHS) Norms - a Community Health Centre look after a population of around 80000-120000 CHC is supposed to have 4 specialist with 40 supporting other staff. However, due to shortage of manpower, there are no specialists in the CHC. At present, there are 12 nos. of CHC.
2. **Primary Health Centre (PHC)** : There are 57 Primary Health Centre's (PHCs) in the state. A population of 20000 is under the care of a PHC. It has 10 beds and has 6 Sub-Centre under its area.
3. **Main Centre (MC)** : The Main Centre oversees the work of each Sub-Centre under its area and has at least 2 Health Supervisor (Male & Female). Depending on population and Sub-Centre, it could have more than 2 Health Supervisor.
4. **Sub-Centre (SC)** : There are 370 nos. of Sub-Centre and 110 nos. of Health Clinic under Directorate of Health Services. Sub-Centre is the grass root level where health programme are implemented and awareness raised.

Besides, immunization, population record, health statistics, home visits and awareness campaign like Public Health, Communicable Diseases, Prevention of Diseases and School Health etc. There are at least 2 Health Worker (male & female) and if the population density is high there could be more than 2 Health Worker.

HEALTH PROGRAMMES IN MIZORAM

I. NATIONAL VECTOR BORNE DISEASES CONTROL PROGRAMME

1. VISSION:

Malaria : The country has a document 'The Vision 2002' which emphasizes the expectations from the health care delivery system for malaria by 2025.

Dengue : 1. To reduce the incidence of Dengue and Chikungunya and to bring down the disease burden.

2. To reduce the case fatality rate due to Dengue.

2. GOALS:

Malaria : 1. To reduce the morbidity and mortality due to malaria and improving the quality of life, thereby contributing to health and alleviation of poverty in the country.

2. To achieved by the end of 2017, Annual Parasite Incidence (API) less than 1 per thousand populations.

Dengue : 1. Dengue cases fatality rate to below 1%.

2. Functional Sentinel Surveillance Hospital in all endemic districts/towns/cities.

3. Functional Rapid Diagnostic Response team in all endemic districts/towns/cities.

3. DETAILS OF BUSSINESS TRANSACTED BY THE ORGANISATION:

We deliver the following (Enumeration of services by the department)

For Malaria : -

1. Screening all fever cases suspected for Malaria through microscopy and Rapid Diagnostic Test.
2. Treating all Malaria P.f cases with full course of effective ACT and Primaquine, and all Malaria P.v cases with 3 days Chloroquine and 14 days primaquine.
3. Equipping all health institution (PHC level and above), especially in high risk areas, with microscopy facility and RDT for emergency use and Inj. Artemisinin derivatives.
4. Strengthening all districts and sub-district hospital in Malaria endemic areas as per IPHS with facilities for management of severe malaria cases.

For Dengue :-

- 1) Screening of all suspected Dengue cases at two identified Sentinel Surveillance Hospital i.e. Civil Hospital, Aizawl and Lunglei.
- 2) Functional Rapid Diagnostic Response team in all endemic districts.

4. DETAILS OF STAKE HOLDER/CLIENT

- A. Within the Government :
 - a. State Vector Borne Control Society at the State Level.
 - b. District Vector Borne Control Society at the District Level.
- B. Outside the Government:
 - a. Accredited Social Health Actives (ASHA)

5. SERVICES STANDARDS:

Our aim is to achieve the following service delivery/quality parameters.

Sl. No	Nature of Services	Service Delivery Standard	Remarks
1.	Screening of Fever (Blood Examination)	24 hrs a day	At all Hospital including PHC, UHPC, and ASHA at village level.
2.	Treating Malaria confirm cases	24 hrs a day	
3.	Indoor Residual Spray (DDT Spray)	1 st Round (March – April) 2 nd Round (June – July)	
4.	Screening of Dengue Suspected Cases	24 hrs a day	At Sentinel Surveillance Hospital i.e. Civil Hospital, Aizawl & Lunglei

6. AVAILABILITY OF INFORMATION:

Information on the following subjects can be obtained from our officers listed:

Sl. No	Information	Name of Officer	Designation	Located at	Telephone/Fax/e-mail
1.	Epidemiological Situation, Human Resources Status, etc.	Dr. HC THANGKIMA	Joint Director Cum State Prog. Officer (VBD)	Directorate of Health Services, Dinthar, Aizawl, Mizoram	0389-2328061 (O) 0389-2300267 (F) Email: nvbdcp_mizoram@yahoo.co.in

7. FOR INFORMATION OUTSIDE OFFICE HOURS, PLEASE CONTACT:

Dr. HC THANGKIMA
Jt. Director (Mal)
Cum State Prog. Officer (VBD)
Directorate of Health Services
Mob-9485140640

8. AVAILABILITY OF PRESCRIBE FORM:

Sl. No	Title of the form	Fees to be paid	Whom to contact
1.	NIL		

9. COMPLAIN REDRESAL SYSTEM : NIL

10. GUIDE BOOK/HAND BOOK/CONSUMER HELP LINE:

For Operational Guide book and others information please kindly visit
<http://www.nvbdc.gov.in>

11. OTHER INFORMATION: NIL

We are committed to constantly revise and improve the services being offered under the charter.

II. REVISED NATIONAL TB CONTROL PROGRAMME

1. VISION: A world free of TB – Zero death, disease and sufferings due to TB

The vision of India's national TB control programme is that the people suffering from TB receives the highest standards of treatment and support from the healthcare providers of their choice. National Strategic Plan 2012 – 2017 has spelt out to extent the umbrella of quality TB care and control to include those provided by private sector. Engaging the private sector effectively is the single most important intervention required in India to achieve the overall goal of universal access to quality TB care.

The Sustainable Development Goals (SDG) seek to build on Millennium Development Goals (MDG) and complete what they did not achieved. WHO's Global Tuberculosis Report, 2015 highlights that India has achieved The MDGs of halving the Prevalence and Mortality rate of TB. As compared to 1990 levels, the prevalence have come down from 465 per lakh to 195 per lakh population and the mortality rate from 38 per lakh to 17.6 per lakh in by 2015. The year 2015 is a watershed moment in the battle against tuberculosis. It marks the deadline for global TB targets set in the context of the MDGs and is year of transitions from MGDs to a new era of SDGs. WHO terms the shift from MGDs to SDGs as moving from the "Stop TB Strategy" to "End TB Strategy".

The ultimate goal is to reduce morbidity and mortality due to Tuberculosis and cut down the chain of transmission of infection until TB ceases to be a public health problem i.e when there is 1 TB cases per 1 million population.

The strategies for services in the programme are as follows:

- 1) Political and administrative commitment, community awareness and participation
- 2) Provision of services through Human Resource Development, up gradation of diagnostic facilities and anti TB drugs to be made available at all levels.
- 3) Supervision, monitoring and evaluation
- 4) To make services accessible to special groups such as migrants, tribal groups etc.
- 5) To provide gender sensitive approaches to facilitate access and utilization of TB Control services by both men and women.
- 6) Newer services like
 - Treatment of Multi drug Resistant TB
 - TB-HIV Coordination

2. MISSION:

- 1) To achieve 90% Notification rate for all cases
- 2) To achieve 90% success rate for all new cases and 85% for retreatment case
- 3) To significantly improve the successful outcomes of treatment of DRTB patients
- 4) To achieved decreased morbidity and mortality of HIV associated TB
- 5) To improve outcomes of TB care in private sectors

3. DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION

We deliver the following (Enumeration of services delivered by the department)

- 1) Diagnosis of TB suspects can be done at all Designated Microscopy Centres in the state free of cost. Diagnosis of Drug resistant TB can be done at Aizawl, Champhai, Kolasib, Mamit, Lawngtlai, Lunglei, Saiha using the latest technology called CBNAAT at free of cost.

- 2) All diagnosed TB patients are registered under the programme within a month from the date of diagnosis and free treatment is to be initiated within 7 days from the date of diagnosis. Also, in the state, a sum of Rs.750/- is given to all patients who has completed their treatment irrespective of the treatment outcome as support for transportation cost.
- 3) Under the programme, all TB patients are expected to take their anti TB medications under the direct observation of the DOT Provider. **This is called** Directly Observed Treatment.
- 4) Free pre-treatment evaluation for all Drug Resistant TB patients (i.e. Blood, Urine, Thyroid Function test, Chest X rays etc)
- 5) Traveling cost for all TB/HIV co-infected patients to the ART centre along with one attendant is provided.
- 6) Traveling cost for all MDR TB patients to the DTC and DRTB Centre for their medical checkup along with one attendant is provided.
- 7) Voluntary DOT Provider for MDR-TB patients is given an honorarium of Rs. 2000/- during the Intensive phase and Rs.3000/- during the continuation phase.
- 8) For patients registered under the programme, free anti TB drugs are provided to all patients during the course of their treatment.
- 9) The transportation of sputum samples for MDR-TB suspects to IRL/NRL for diagnosis is also being done free of costs.

4. DETAILS OF STAKEHOLDER/CLIENTS

A. WITHIN THE GOVERNMENT

- 1) Health & Family Welfare
- 2) Govt. of Mizoram

B. OUTSIDE THE GOVERNMENT

- 1) World Health Organization
- 2) Decision Makers and opinion leaders

- 3) Community and Patient Advocacy Group
- 4) NGO Hospital
- 5) Private Practitioners
- 6) Communication Media
- 7) FXB

5. SERVICE STANDARDS

Our aim is to achieve the following service delivery/quality parameters.

Sl.No	Nature of Service	Service Delivery Standard (Time limit day/hour/minutes)	Remarks
1.	Diagnosis of TB suspects	Weekdays(5 days a week)	
2.	Treatment is to be initiated within 7 days from the date of diagnosis.	Weekdays(5 days a week)	
3.	Medicine is given to patients		
4.	Voluntary DOT Provider and TB patients are given an honorarium of Rs. 1000/- for CAT I & 1500/- for CAT II when the treatment is completed.		
5.	Free pre-treatment evaluation for all Multi drug Resistant TB patients (i.e. Blood, Urine, Thyroid Function test, Chest X rays etc)		
6.	Traveling cost for all TB/HIV co-infected patients to the ART centre along with one attendant is provided.		
7.	Traveling cost for all MDR TB patients to the DTC and DRTB Centre for their medical checkup along with one attendant is provided.		
8.	Voluntary DOT Provider for MDR-TB patients is given an honorarium of Rs. 1000/- during the Intensive phase and Rs.2500/- during the continuation phase.		
9.	For patients registered under the programme, free anti TB drugs are provided to all patients during the course of their treatment.		
10.	The transportation of sputum samples for MDR-TB suspects to IRL/NRL for diagnosis is also being done free of costs.		

6. AVAILABILITY OF INFORMATION:

Information on the following subjects can be obtained form our Officers listed below.

Sl. No	Information	Name of the Officer	Designation	Located at	Telephone/Fax/Email
1.		Dr. Vanlalfela	State TB Officer	Directorate of Health Services	0389 – 2314326 (O) 0389-2316563 (Fax) stomz@rntpc.org
2.		Dr. Lily Chhakchhuak	District TB Officer	Aizawl DTC	0389 – 2301693 9436140882 DTOMZAZW@rntcp.org
3		Dr. Remruata	MODTC	Aizawl	9862882943
4		Dr. R.Lianmawia	District TB Officer	Champhai DTC	9436145734 DTOMZCMP@rntcp.org
5		Dr. Lorence	MO-TC	Champhai DTC	8974132065
6		Dr. RK.Lalthlamuana	District TB Officer	Kolasib DTC	8974768579 DTOMZKLS@rntcp.org
7		Dr. F. Lalhminghlua	MO-TC	Kolasib DTC	9862746628
8		Dr. S Thayzi	DTO	Lawngtlai DTO	9436148121 dtomzigt@rntcp.org
9		Dr. Lalmalsawmi khawlhiring	MO-TC	Lawngtlai DTC	9862373437
10		Dr. L C Liana	District TB Officer	Lunglei DTC	9436147956 DTOMZLLI@rntcp.org
12		Dr. TC Hmingthangi	District TB Officer	Mamit DTC	9436350524 DTOMZMMT@rntcp.org
13		Dr.C.Hnichho	District TB Officer	Saiha DTC	9436149663 DTOMZSIN@rntcp.org
14		Dr.Lalhlunpuii	District TB Officer	Serchhip DTC	9436361253 DTOMZSRP@rntcp.org
15		Dr.Lalnunhlma Kiangte	MO-TC	Serchhip DTC	9436146116

7. Availability of prescribed forms:

Sl.No	Title of the form	Fees to be paid	Whom to contact
1.	NIL		

Complaint Redressal Systems

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers.

Name and Designation of the Officer	Address for the Correspondence	Telephone/Fax/email
Dr. Vanlalabela, Sate TB Officer	Diretorate of Health Services	0389-2314326(O) 0389-2316563(Fax)

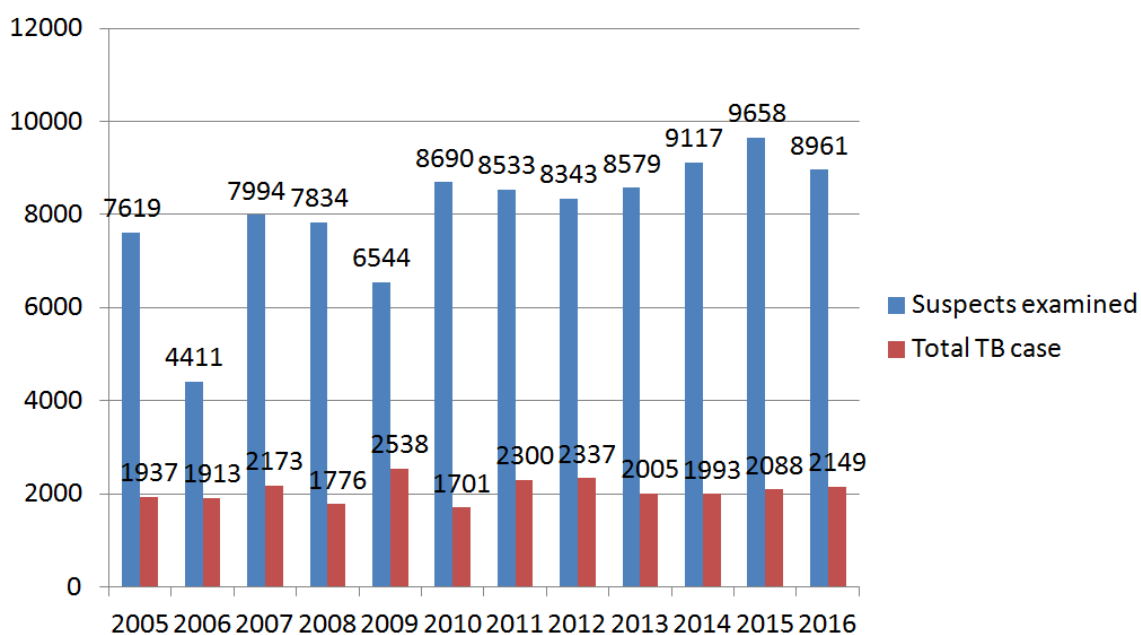
TB CONTROL STRATEGY

RNTCP in its 12th Five Year Plan (2012-2017) has articulated National Strategic Plan with a vision of a TB free India. The goal of the NSP is to achieve universal access to quality TB diagnosis and treatment for all TB patients in the community. The objectives of the National Strategic Plan are:

1. To achieve 90% notification rate for all cases.
2. To achieve 90% success rate for all new and 85% for re-treatment cases.
3. To significantly improve the successful outcomes of treatment of DR-TB cases.
4. To achieve decreased morbidity and mortality of TB-HIV associated TB.

5. To improve outcomes of TB care in the private sector.

To achieve these objectives, RNTCP has strengthened and improved the quality of basic DOTS services, align the sub-district level management unit with health system under NHM, deploy improved rapid diagnostics to the field level, increase efforts to engage all health care providers, strengthen urban TB control, expand diagnosis and treatment of DR-TB, improving communication, outreach and social mobilization and promoting research for development and implementation of improved tools and strategies.



The following table depicts the performance of Mizoram on the aforementioned objectives of the NSP:

1	To achieve 90% notification rate for all cases	89% total case detection in 2016
2	To achieve 90% success rate for all new and 85% for re-treatment cases	New cases - 93% in 2016 Retreatment cases - 75% in 2016

3	To significantly improve the successful outcomes of treatment of DR-TB cases.	The success of treatment for MDR-TB patients has shown a fluctuating trend. While it has been steadily rising from 86% in 2011 to 91% in 2014, it has declined slightly to 86% in 2015 and 64% in 2016.
4	To achieve decreased morbidity and mortality of TB-HIV associated TB.	
5	To improve outcomes of TB care in the private sector.	Up till this point, the services of RNTCP in the private sector has only extended up to offering our services after diagnosis, including follow up. Since notification from private sectors depends entirely upon them, outcomes of TB patients in the private sector cannot be assessed yet.

	Activity	Comments	Remarks
1.	Active Case Finding in 5 districts (Aizawl, Kolasib, Lawngtlai, Mamit, Saiha) 2 nd Phase of ACF is set to take place from 16 th to 30 th July 2017	Started from 17 th July 2017	Due to delay of funds, trainings and printing could not be done.
2.	Technical and Operational Guidelines for TB Control in India 2016	The majority of training has been completed. Printing and ACSM activities has been done in a small amount to meet the immediate requirements at the moment.	The remaining trainings of peripheral staffs (MPW/Nurses/ASHA), printing of more forms and formats and ACSM materials will be widened as per availability of funds.

3.	Laboratory services	<ul style="list-style-type: none"> • 35 Designated Microscopy Centres are functioning • 9 LED Fluorescent Microscopes, 8 are functioning. Training for the same has been conducted for LTs at DTCs and STLS. • 7 CBNAAT machines are functioning. 	C&DST Laboratory which includes solid & liquid culture as well as LPA is necessary. Site preparation for one new CBNAAT machine is currently ongoing at Civil Hospital, Aizawl.
5.	Daily regimen and FDCs	Currently, intermittent regimen. FDCs not received yet.	With expansion of TOG, daily regimen to be rolled out for all. FDCs will be rolled out when received.
6.	TB HIV	Collaboration with MSACS 99 DOTS given for TB-HIV co-infected patients. Isoniazid Preventive Therapy (IPT) given to HIV patients to reduce risk of TB.	
7.	TB and other co-morbidities NTCP NPCDCS	Cross referral of patients upto the level of DMCs.	
8.	Human Resources	All filled except for : <ul style="list-style-type: none"> • APO State TB Cell • MO-DRTB Falkawn • MO-TC Lunglei • STS Saitual 	Will be recruited as per norms shortly.

9.	Supervision Monitoring and Evaluation	<ul style="list-style-type: none"> • Internal Evaluation. Expected frequency: 1 district per quarter. During 2016, 4 districts were evaluated. • Supervision & Monitoring • DTO Quarterly Review Meeting • External Quality Assurance like Random Blinded Re-checking (RBRC) 	IE could not be conducted in 2017 due to unavailability of funds. 4 districts have been covered under Supervision & Monitoring Held regularly at the end of each quarter except for 2Q2017. RBRC is being conducted regularly (monthly)
10.	Nikshay	An online portal where all RNTCP is uploaded.	Transition from Epicentre to Nikshay for generating data has caused some issues in data entry and the poor quality of internet affects the usage of Nikshay. The performance has been unsatisfactory.
11.	Financial Status	As of 2 nd Quarter 2017 <ul style="list-style-type: none"> • Opening – 7.5 lakhs • Loans – 24 lakhs • Balance – 1.2 lakhs 	Funds not received. 3.25 lakhs has been sanctioned from NHM for Active case Finding.

III. MULTIPURPOSE WORKER

INTRODUCTION

In the Department of Health services , Multipurpose Workers(MPW) are the most peripheral and first point of Contact between the Primary Health Centre Care system and the Community . There are three category Leader

Multipurpose Worker Viz:- Community Health Officer (CHO) , Health Supervisor (HS) and Health-Worker (HW) and its provides interface with the community at the grass-root level, providing all the Primary Health Care Services. It is the lowest rung of referral pyramid of Health Facilities consisting of the sub-Centre , Primary Health Centre,

Community Health Centre , Sub Divisional /Sub District Hospitals and district Hospitals. The purpose of MPW is largely preventive and Promotive , but it also provides a basic level of curative care.

As per population norms , there shall be one sub-centre established for every 5000Population in Plain Areas and for every 3000Population in hilly/Tribal/Desert areas. As the population density in the country is not uniform ,application of same norms all overly the country is not advisable.

Multipurpose worker should be trained persons in health instituted at least 2 years in Recognized Institution of Govt.

MAIN OBJECTIVE OF MPW SERVICES.

- 1) Control of Communicable Disease necessary steps are being taken in the villages.
- 2) It involved the ASHA in the effective implementation of the programme for maternal and child Health.
- 3) Maintain an Eligible couple Register and make use of information , spread the massages of Family Planning programmes.
- 4) Identify cases of malnutrition among pre-school children , give necessary treatment and refer serious case to the PHC . and also give Vitamin A and Iron and Folic Acid.
- 5) Help to ensure that all steps are being taken for the provision of safe drinking water and for the improvement of environment sanitation in the village.
- 6) Provide treatment for minor ailments, first aid for accidents and emergency and also refer cases beyond their compotence to the PHC or nearest Hospital.
- 7) Participate in the village Health Committee to assess the health needs of the community to discuss the health programme with the community and to enlist their co-operation in these programme.

- 8) Home visiting every monthly and also record keeping maintain prenatal , maternal and child care record and prepare maps and charts of the area and use them in planning .Send Reports regularly and in time to the higher authority.

DETAIL OF BUSSINESS TRANSACTED BY THE MPW

- 1) **Caregiven** :- MPW needs the client health care needs to promote health and treatment for specific diseases and applies measures to restore and social well being of the client.
- 2) **Advocate** :- MPW protect the client from kind of injuries and assists the client in expressing their rights whenever necessary. And preserves the client legal and human rights in time of Health illness and during the process of dying.
- 3) **Educator** :- The MPW provide to client/families and other public with information about health treatment and prevention from communicable deceases.
- 4) **Manager** :- MPW Manager and co-ordinate public care , supervise and guides the public in rehabilitation related to daily living.
- 5) **Researcher** :- MPW research works related to malaria etc and usually conducts studies and investigates related to daily living.
- 6) **Rehabilitator** :-MPW ensures that the client return to maximal state to functioning.

MISSION

- 1) Impart the importance and principles of healthful living practices to the community.
- 2) Perform the comprehensive health care services. Primitive ,preventive and curative services to the community (Like providing first aid , emergency nursing care and treatment of minor ailments etc)
- 3) Provide basic MCH services immunization , family planning nutritional services and health education activities, both at home and in the clinic.
- 4) Provide midwifery and nursing service (Female) , as well as promote environmental sanitation (Male) for prevention and control of communicable diseases.
- 5) Participate in the execution of National Health Programme in the Sub-centre area and be an important member of the health team.
- 6) Participate in community development works.

AVAILABILITY OF INFORMATION

Information on the following subject can be obtained from our officer listed :-

Sl.No.	Name of Officer	Designation	Located	Contact No.
1.	Dr. Vanlalsawma	Dy. Director(G)/MPW	Directorate of Health services Mizoram : Aizawl	9612163120
2.	V. Thansanga	Community Health Officer	Lungsen M/C	9862539593
3.	Lalthlamuani	-do-	Aizawl	9436144254
4.	C.Sanglura	-do-	Aizawl 'S' M/C	9436190912
5.	Rualkhuma	-do-	Serchhip	9436376231
6	Saithuami	-do-	CVD Aizawl	8575676579
7.	Chalkungi	-do-	Sangau	8730969629
8.	BK. Dewan	-do-	Chawngte	9862873426
9	P. Lalrongenga	-do-	Tlabung	9436371513
10	C. Sangluaia	-do-	Saitual	9436375250
11	Lalbiakdiki	-do-	Sairang	9436364236
12	Ngurthantluangi	-do-	CVD Lunglei	9436157828
13.	K. doliani	-do-	Lunglei	9862768767
14.	V. Lungkhama	-do-	Aizawl 'W#' M/C	9436784345
15.	Lalzoliana	-do-	Lunglei 'N' M/C	9436199696
16.	Lalhimpuii	-do-	Thingsulthiah	9862067529
17.	Vanlalzawma	-do-	Khawlailung M/C	8414956808
18.	Lalsangpuii	-do-	Hnahthial M/C	9862257069
19.	R. Hmangaihzuali	-do-	Chhingchhip M/C	8974652390
20.	HC. Alkimi	-do-	Bungtlang 'S' M/C	9436775411

COMPLAINT REDRESSAL SYSTEM :

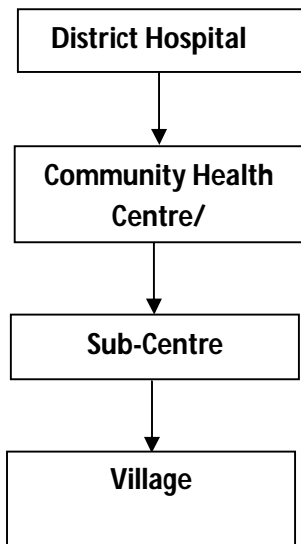
Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following Officers.

SL. NO.	Name and Designation of the Officer	Address for correspondence	Telephone/Fax/E-mail
1	Dr. Vanlalsawma Dy. Director(G)/MPW	Directorate Health Services Mizoram : Aizawl	O : 0389-2317389

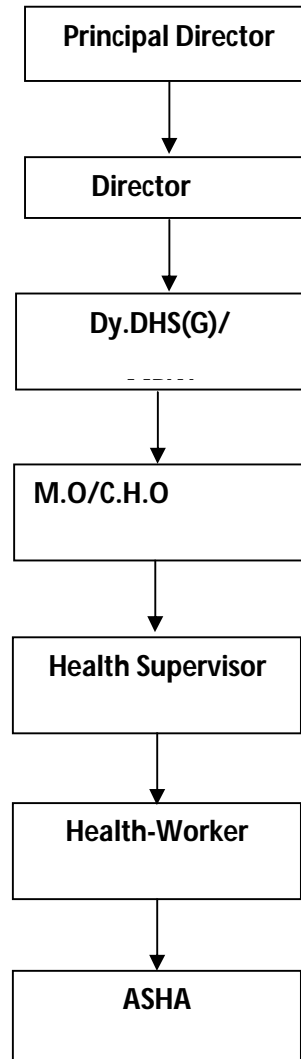
HEALTH TEAM RELATIONSHIP

REFERRAL SYSTEM

AUTHORITY



ORGANISATIONAL LINES OF



IV. NATIONAL PROGRAMME FOR CONTROL OF BLINDNESS

NAME OF THE DEPARTMENT: Health & FW. Deptt., National Programme for Control of Blindness.

1. VISION:

- Strengthening service of eye care delivery
- Developing human resources for eye care
- Promoting outreach activities and public awareness
- Developing institutional capacity

2. MISSION: The NPCB was launched with the goal of achieving a prevalence rate of 0.3% of population.

3. DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION:

We deliver the following (Enumeration of service delivered by the department)

- Eye camp
- Free cataract operation
- Refractive service to all the patients
- School eye screening
- Eye donation
- Providing spectacles to poor school children free of cost
- Awareness campaign in all matter related to eye

4. DETAILS OF STAKEHOLDER/CLIENT:

A. Within the Govt.: nil

B. Outside the Government:

- Synod Hospital (NGO)
- Christian Hospital, Serkawn (NGO)
- Lairam Christian Medical Centre, Lawngtlai (NGO)

5. SERVICE STANDARDS:

Our aim is to achieve the following service delivery/quality parameters –

- To reduce the backlog of blindness through identification and treatment of blind.
- To develop comprehensive eye care facilities in every district
- To develop human resources for providing eye care services
- To improve quality of service delivery
- To secure participation of voluntary organization/private practitioners in eye cares.

6. AVAILABILITY OF INFORMATION:

Information on the following subjects can be obtained from our officers listed below:

Sl. No	Information	Name of the Officer	Designation	Located at	Telephone / fax
1	Monthly & quarterly performance and achievement report (Physical & financial) of the state	Dr.Chawngthansiami	State Programme Officer (NPCB), Directorate of Health Services.	Aizawl	(0389) 2324719 (O)
2	District-wise performance and achievement report of all districts		District Programme Manager (NPCB)	All district headquarters	

7. For information outside office hour, please contact:

8. Availability of prescribed forms:

Sl. No.	Title of the form	Fees to be paid	Whom to contact
1	NIL	NIL	NIL

V. PLANNING SECTION, DIRECTORATE OF HEALTH SERVICES

1. VISION:

Improve access and availability of quality healthcare for all.

2. MISSION:

- To construct Departmental building, Sub-Centre, Staff Quarters, Primary Health Centre, Community Health Centre for providing quality health care services in rural and urban areas.

3. DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION:

We deliver the following (Enumeration of services delivered by the department)

- 1) To issue Work Order for construction of Department buildings
- 2) Maintenance of Department land & buildings.
- 3) Implementation of various Health Programmes.

4. DETAILS OF STAKHOLDER / CLIENTS:

A: WITHIN THE GOVERNMENT

CMO Office, CHC / PHC, Sub-Centre etc.

B: OUTSIDE THE GOVERNMENT:

Public Leaders, various health agencies in the State and Contractor.

5. SERVICE STANDARDS

Our aim is to achieve the following service delivery / quality parameters.

Sl. No.	Nature of Service	Service Delivery Standard (Time limit day/hour/minutes)	Remarks
1.	Provide quality health care services for all	9 A.M. – 5 P.M.	
2.	Provide curative health services	9 A.M. – 5 P.M.	

6. Availability of Information:

Information on the following subjects can be obtained from our officers listed below:

Sl. No.	Informa-tion	Name of the officer	Designation	Located at	Tele-phone/ Fax /E-mail
1.	Infrastruc-ture	Dr. C. Zirliana	Joint Director (P)	Dte. of Health Services	0389-2328062 Fax-0389-2320169
2.	Land & Building etc.	Dr. C. Zirliana	Joint Director (P)	Dte. of Health Services	0389-2328062 Fax-0389-2320169

7. For information outside Office hour, please contact:

- Mrs. Zothanmawii, Research Officer, Ph-0389-2327582

8. Availability of prescribed forms:

Sl. No.	Title of the form	Fees to be paid	Whom to contact
	NIL	NIL	NIL

LIST OF STAFF

S/N	Name	Designation	Place of Posting	Cont. No.
1.	Rosie Lalrinmawii	Assistant	Dte. of Health Services	9436150054
2.	Laltluanga	Inspector of Statistics	-do-	9436350598
3.	Lianthuama	Inspector of Statistics	-do-	
4.	R. Zohmingthanga	LDC	-do-	8414006972
5.	Lalrintluangi Ralte	Computer Operator	-do-	9436155105
6.	Freddie Zomuansanga	IV Grade	-do-	8794711783
7.	C. Lalrinsanga	IV Grade	-do-	9774926101

VI. EXPANDED PROGRAMME OF IMMUNIZATION

Health & Family Welfare Department. Expanded Programme of Immunization section (EPI) since 1978.

1. VISION : Our vision is a world in which no one suffers or dies from Vaccine preventable diseases. To achieve our vision, we rely on co-operation, innovation and education informing the public about the burden of disease and the true value of Vaccines which will help maintain and develop greater immunization coverage and as a result saves lives.

2. MISSION : Our mission is to protect and improve human health worldwide by providing superior, innovation vaccines for the prevention and treatment of disease and by playing active role in the immunization of community and to maximize vaccination.

3. DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION :

We deliver the following Services for the public.

A All children received their Primary Vaccines as per Schedule given below:

- 1) BCG – at birth or as early as possible till one year of age.
- 2) OPV- One dose at birth or as early as possible within the first 15 days followed by 3 more doses at 6 weeks, 10 weeks & 14 weeks and one booster dose at 16-24 months.
- 3) Hepatitis B- One dose at birth or as early as possible within 24 hrs followed by 3 more doses at 6 weeks, 10 weeks and 14 weeks.
- 4) DPT- 3 Doses at 6 weeks, 10 weeks, 14 weeks followed by one booster dose at 16-24 months and at 5-6 years of age.
- 5) Measles-1st dose at 9-12 months. 2nd dose 16-24 months
- 6) Vitamin A- 1st dose at 9 months, 2nd dose at 16 months then one dose every 6 months to complete 9(nine) doses
- 7) TT-10 and 16 years.

B All pregnant women are given Inj. T.T. one dose in early pregnancy and 2nd dose after 4 weeks. One booster dose only if the women received 2 doses of TT in a pregnancy within the last 3 years.

- C 2 doses of OPV one month apart, are also given to all children below 5 years under Intensified Pulse Polio Immunization (IPPI) Programme every year in Mizoram since 1995 besides Routine Immunization Schedule.
- D OPV is also given to children below 5 years outgoing and incoming across the Indo-Myanmar border at the Cross Border Polio Vaccination Booth at Zokhawthar under Champhai District.
- E Intensified Routine Immunization Weeks are also held for every month for 4 consecutive months in a year especially for hard to reach and low performing areas.
- F At birth doses of OPV, BCG & Hepatitis B Vaccines are initiated in Institutional Deliveries at District Hospitals since 2012

4. **DETAILS OF STAKEHOLDER/CLIENTS**

The Programme is headed by the State EPI Officer with staff consisting of one State Programme Manager and one computer Assistant and at the District level the SEPIO is supported by the Districts Immunization Officers and their Computer Assistants. Health Workers and Health Supervisor posted at all Sub Centres and PHCs/CHCs are further supervised and monitored by the DIOs for successful implementation of the Programme. ASHAs and anganwadi workers of ICDS are used to motivate the beneficiaries at grass root level.

5. **SERVICE STANDARDS:-**

- Timely release of vaccines to Districts.
- Ensure timely release of funds to the health centres.
- Monitor timely dispersal of funds at grass root level.
- Support for alternate Vaccine delivery to Vaccine session Sites
- Stock and logistics of PHC/CHC
- Mobilization of children and pregnant women by ASHA/Link workers.
- Supportive Supervision to Districts by the State.

6. **Availability of information:**

All information and any queries can be obtained from the EPI Section, Directorate of Health Services, Dintar, Aizawl and district level from the Chief Medical Officer office. The e-mail id of SEPIO is sepiomz@yahoo.co.in.

7. **For information outside Office hour please contact:**

1. Dr Lalzawmi State EPI Officer Ph: 9436142186
2. Lily Lalmuanpuii State Programme Manager Ph: 9862588576

How can you Help

Thank God for the Progress made in efforts to protect all children from serious diseases through vaccination. Pray that we should be able to reach 100% coverage with these life saving interventions by teaching and motivating public especially mothers.

DUTIES & RESPONSIBILITIES OF NODAL OFFICERS

Appointment of Nodal Officer:

- 1) Each Ministry/Department/PSU/Organization proposing to formulate a Citizen/s Charter may designate an Officer known as 'Nodal Officer for Citizen's Charter.
- 2) The Nodal Officer may be preferably be of the rank\of Joint Secretary or equivalent in a Ministry/Department and should be selected on the basis of a careful assessment of his/her attitude and suitability for the job.
- 3) The Nodal Officer shall be responsible to the Secretary/Head of the Organization.
- 4) The Nodal Officer shall be actively involved in the process for formulation and implementation of Citizen's Charter at each and every stages.
- 5) Each Ministry/Department/PSU/Organization may formulate a job chart for Nodal Officer for the Citizen's Charter.

FORMATION OF THE TASK FORCE

- Task Force may be formed in the Organization to oversee the formulation of the Citizen's Charter. The Nodal Officer shall act as a Member Secretary for the Task Force. The composition shall be :-
 - 1) 1-2 Representatives from top management
 - 2) 2-3 Representatives from Middle Management
 - 3) 2-3 Representatives from cutting-edge level staff
 - 4) Representatives from staff Association/Unions
 - 5) 2-3 Representatives from Citizen's/Client's Groups

DUTIES OF TASK FORCE

- i) Identification of stakeholders/clients and service provided by the Organization
- ii) Determination of the standards of outputs/services provided by the Organization
- iii) Preparation of draft Charter and circulation amongst various clients/stakeholders, management/levels and staff for comments/suggestions
- iv) Modification of draft Charter to include suggestions
- v) Submission of draft Charter to Department of AR & PG for consideration by the 'Core Group on Citizen's Charter and liaisoning with the Department of AR & PG
- vi) Modification of the draft Charter on the basis of suggestions/observations made by the Core Group

The Programme is headed by the State EPI Officer with staff consisting of one State Programme Manager and one computer Assistant and at the District level the SEPIO is supported by the Districts Immunization Officers and their Computer Assistants. Health Workers and Health Supervisor posted at all Sub Centres and PHCs/CHCs are further supervised and monitored by the DIOs for successful implementation of the Programme. ASHAs and anganwadi workers of ICDS are used to motivate the beneficiaries at grass root level.

We deliver the following Services for the public.

A All children received their Primary Vaccines as per Schedule given below:

- 1) BCG – at birth or as early as possible till one year of age.
- 2) OPV- One dose at birth or as early as possible within the first 15 days followed by 3 more doses at 6 weeks, 10 weeks & 14 weeks and one booster dose at 16-24 months.
- 3) Hepatitis B- One dose at birth or as early as possible within 24 hrs followed by 3 more doses at 6 weeks, 10 weeks and 14 weeks.
- 4) DPT- 3 Doses at 6 weeks, 10 weeks, 14 weeks followed by one booster dose at 16-24 months and at 5-6 years of age.
- 5) Measles-1st dose at 9-12 months. 2nd dose 16-24 months
- 6) Vitamin A- 1st dose at 9 months, 2nd dose at 16 months then one dose every 6 months to complete 9(nine) doses
- 7) TT-10 and 16 years.

B All pregnant women are given Inj. T.T. one dose in early pregnancy and 2nd dose after 4 weeks. One booster dose only if the women received 2 doses of TT in a pregnancy within the last 3 years.

C 2 doses of OPV one month apart, are also given to all children below 5 years under Intensified Pulse Polio Immunization (IPPI) Programme every year in Mizoram since 1995 besides Routine Immunization Schedule.

D OPV is also given to children below 5 years outgoing and incoming across the Indo-Myanmar border at the Cross Border Polio Vaccination Booth at Zokhawthar under Champhai District from 1st August 2013.

E Intensified Routine Immunization Weeks are also held for every month for 4 consecutive months in a year especially for hard to reach and low performing areas.

VII. ADOLESCENT HEALTH PROGRAMME

Adolescent Health is one of the four technical strategies developed by GOI RCH-II for reducing IMR, MMR and TFR. Its components include:

- Rashtriya Bal Swasthya Karyakram (RBSK)
- Adolescent Reproductive and Sexual Health (ARSH)
- Weekly Iron Folic Acid Supplementation Scheme (WIFS)
- Menstrual Hygiene Scheme (MHS), which is yet to be taken up by the state.

A. RASHTRIYA BAL SWASTHYA KARYAKRAM (RBSK):

Target Group : from birth to 18 years of age.

Aims & Objectives: improving the overall quality of life of children through early detection of birth Defects, Diseases, Deficiencies and Development Delays including Disability.

From FY 2013-14, School Health Programme (SHP) is subsumed under RBSK. 18 Mobile Health Teams are formed under RBSK wherein each team conducts health screening. District Early Intervention Centre (DEIC) is to be constructed at Aizawl Civil Hospital & Lunglei District Hospital which will serve as the main Referral Centre for the state. There is provision of IFA & Albendazole tablets to Primary Level students under the programme.

B. ADOLESCENT REPRODUCTIVE & SEXUAL HEALTH (ARSH):

Target Group: adolescents between 10 to 19 years of age (both school going and out of schools)

Aims & Objectives: delaying age of marriage; reducing incidence of teenage pregnancy; prevention and management of obstetric complications including access to early and safe abortion services and reduction of unsafe sexual behaviour.

Services: preventive, promotive, curative and counselling services through Youth Clinic & ARSH Campaigns.

Presently, there are 27 Youth Clinic cum ICTC throughout the state, where trained counselors provide services to adolescents clients. ARSH Awareness Campaigns are conducted in all districts using schools and community (i.e, Church & VHNDs) as platforms.

C. WEEKLY IRON & FOLIC ACID SUPPLEMENTATION (WIFS) :

Target Group: adolescent boys and girls of government /government aided schools and out of school adolescent girls enrolled in Anganwadis.

Aims & Objectives: to reduce prevalence and severity of nutritional anaemia in adolescent population (10-19 yrs).

Strategy: administration of IFA-WIFS for 52 weeks in a year, bi-annual de-worming six months apart, screening level of anaemia, referral to health facility, information & counseling on proper diet and prevention of intestinal worm infection.

Adolescent Health:

Vision:

Reduction of IMR, MMR and TFR through implementation and operationalization of Adolescent Health components- Rasthriya Bal Swasthya Karyakram (RBSK); Adolescent Reproductive & Sexual Health (ARSH) & Weekly Iron & Folic Acid Supplementation (WIFS).

Mission:

- 1) Operationalization of RBSK for improving the overall quality of life of children through early detection of birth Defects, Diseases, Deficiencies and Development Delays including Disability.
- 2) Implementation of ARSH Programme which include delaying age of marriage; reducing incidence of teenage pregnancy; prevention and management of obstetric complications including access to early and safe abortion services and reduction of unsafe sexual behaviour.
- 3) Implementation of WIFS Programme to reduce prevalence and severity of nutritional anaemia in adolescent population (10-19 yrs).

Details of Services Delivered:

- 1) Health Screening & Referral Services for Children through RBSK involving Healthcare Providers at Delivery Points, ASHAs and Mobile Health Teams. Govt. and Govt. Aided Primary School students (in the age group 5-10 years) are also provided

with IFA, administered weekly for 52 weeks in a year along with bi-annual de-worming.

2) Through ARSH, Youth Clinics are operationalised with ICTC, MSACS which caters to adolescents in need of counseling services. Awareness Campaigns are also organized using schools & communities as platforms.

3) Through WIFS, there is provision of IFA (WIFS) to Govt. and Govt. Aided Middle to Secondary School students and out-of -school Adolescent Girls enrolled under ICDS in the age group 10-19 years. IFA (WIFS) is administered weekly for 52 weeks in a year along with bi-annual de-worming.

Details of Stakeholder/ Clients/ Target Group:

- 1) Under RBSK: Children from birth to 18 years of age. Among students, only those enrolled in Govt. and Govt. Aided Schools are covered.
- 2) Under ARSH: All Adolescents.
- 3) Under WIFS: Govt. and Govt. Aided Middle to Secondary School students and out-of -school Adolescent Girls enrolled under ICDS in the age group 10-19 years.

Availability of Information:

Information	Name of Officer	Designation	Located at	Contact no.
Adolescent Health: Programmes & Activities	Dr.Hmingthanmawii	Nodal Officer (Adolescence Health)	Directorate of Health Services, Aizawl	9436154624

Sl. No	Information	Name of the officer	Designation	Located at	Telephone/ Fax/e-mail
1.	National Leprosy Eradication Programme (NLEP)	Dr. Chawngthansiamia	S.L.O	Directorate of Health Services, Aizawl	
2.	- do -	Dr. Zirsangzela Thangluah	S.M.O		
3.	- do -	Laldingliana	NMS		
4.	- do -	Lalrammawia Khiangte	DFO		
5.	- do -	Laldinsanga Ngente	P.M.W		
6.	- do -	Isaac Laldawngliana	D.E.O		
7.	- do -	Lalmalawma	IV grade		

VIII. NATIONAL LEPROSY ERADICATION PROGRAMME

VISION:

- (1) Reduction in the quantum of infection in the population.
- (2) Reduction in the sources of infection and breaking the chain of transmission of disease.

MISSION:

- (1) Early detection of cases by Population survey, contact examination and voluntary referral and prompt treatment. With MDT.
- (2) Intensified Case Detection Drives and Awareness.
- (3) Campaign for Case Detection.
- (4) Capacity Building for Health Personnel.

SERVICE STANDARDS:

Our aim is to achieve the following service delivery/quality parameters

Sl. No	Nature of Service	Service Delivery Standard (Time limit day/hour/minutes)	Remarks
1.	Prevention and infection by to reduce Leprosy Case	Prevalence Rate, Leprosy 0-68/10,000 as on 31 st March 2013	Achieved elimination
2.	Early Detect and treatment. With MDT	ANCDR = 10.35/100000	No of case detected – 1449, Since 1983
3.	IEC, e.g. Awareness training, workshop.		
4.	Surveillance		
5.	Review meeting, Observating of anti Leprosy Day	Quarterly	

AVAILABILITY OF INFORMATION:

Information on the following subjects can be obtained from our officers listed below:

Complaint Redressal Systems:

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers.

Name and Designation of the officer	Address for Correspondence	Telephone/Fax/e-mail
Dr. Chawngthansiamia, State Leprosy Officer	Directorate of Health Services, Mizoram, Aizawl	0389)-2324719 (O)
Lalhmudiki, IEC Officer	Directorate of Health Services, Mizoram, Aizawl	

IX. NURSING SERVICES

I. NURSING SERVICES – Background Information :

Nursing Service in Mizoram was started during the British period by the missionaries based on mission hospitals hundred years ago. But those trainings were on job training without proper certification. Even in those days, in contrast to women of mainland India, acceptance of nursing was quite high among the Mizo women. This may partly be due to culture of helping attitude prevalent among the Mizo people. Before attainment of Union Territory status, nursing education and services were under the Government of Assam as one of its districts.

Proper and systematic nursing service in Mizoram was established only in 1974 yet acceptance of nursing service as a whole is good amongst the Mizos and many young girls have chosen nursing as a career and servicing in the state as well as different states of India and even abroad.

Mizo girls make good and excellent nurses probably because of societal and cultural influence of selfless service to others inherit among the Mizos. They give quality nursing care and are in great demand in many hospitals in India.

However, nursing service in Mizoram is lagging behind than other states of India because of lack of funds, remoteness of the area, difficult communication, due to hilly terrain, difficult in pursuing higher education, in-service training and professional development. Because of all the above factors as mentioned above, there are many areas/lots of improvement are necessary to meet the minimum Health Care Services in Mizoram.

II. MAIN OBJECTIVES OF NURSING SERVICES :

Deliver comprehensive nursing care of the higher standard to every patient through professional nursing practice, education and research.

1) Provide total nursing needs of the community and to give its members security, confidence and opportunities for professional development.

- 2) Identify the health needs of the people and to plan and provide quality nursing care in Hospital and other Health Centre's.
- 3) Organize workshops or seminars, refresher Courses for all categories of nursing staff and to select candidates for elective higher studies.
- 4) Carry out regular inspection and supervision of Hospitals, other Health Centre's and training Institutions.
- 5) Guide and encourage all nursing personnel in order to provide quality nursing care to the people.

III. VISION :

- 1) Excellent nursing education and service systems for community development.
- 2) Single window delivery of total health care nursing needs.
- 3) Total quality management in service and education.
- 4) To train general, specialized & allied health care nursing professionals to meet regional and national health care nursing services.
- 5) Work to contribute to global health care nursing knowledge & skills & research who can continue legacy of Florence Nightingale.
- 6) Be efficient, effective community acceptable, in service education and research.
- 7) To impart knowledge & interact with organizations of similar interest.
- 8) Fostering global competencies, inculcating value system among learners.
- 9) Promote use of technology of relevance.
- 10) Reach the unreachable with awareness, education and service.
- 11) Serve the under-served health care nursing.

IV. MISSION :

- 1) Learner centered health care nursing education
- 2) Patient centered service.
- 3) Community oriented research.
- 4) Strong community relationship.
- 5) Serve the under-served.
- 6) Meet the regional, national and global nursing educational needs.
- 7) Inter organization linkage.
- 8) Strategic future oriented planning.
- 9) Excellent in knowledge, skills and service.
- 10) Open organizational climate

V. DETAILS OF BUSINESS TRANSACTED BY THE NURSING ORGANIZATION :

- 1) **Caregiver** : A nurse meets the client's health care needs to promote health and treatments for specific diseases and applies measures to restore the emotional and social well-being of the client.
- 2) **Advocate** : A nurse protects the clients from kind of injures and assists the clients in expressing their rights whenever necessary. And preserves the clients legal and human rights in times of health, illness and during the process of dying.
- 3) **Educator** : The nurse provides her clients, their families and other members of the society with information about health treatment or therapy and lifestyle changes.
- 4) **Manager** : Nurse manages and co-ordinates clients care, supervises and guides the clients in rehabilitative activities to daily living. She can also be an effective manager at various levels of administration.
- 5) **Researcher** : Participates in research works related to health care and usually conducts studies and investigates problems to improve clients health and nursing care.
- 6) **Rehabilitator** : A nurse ensures that the client returns to maximal state of functioning.

AVAILABILITY OF INFORMATION :

Information related to any nursing services in Mizoram can be obtained from our offices listed during the office hours –

Sl. No.	Information	Name of the officer	Designation	Located at	Telephone/fax /E-mail
1	Information related to any nursing services in Mizoram	Lalbiaksangi	Joint Director (Nursing)	Directorate of Health Services Office, Dinthar	0389-2329194 (0)
2	- do-	Lalremmawii	Deputy Director (Nursing)	""	0389-2313516 (0)
3	-do-	K. Rosangzuali	Asst. Director (Nursing)	"	0389-2318472 (0)
4	-do-	F. Laltlangmawii	Asst. Director (Nursing)	"	0389-2318472 (0)

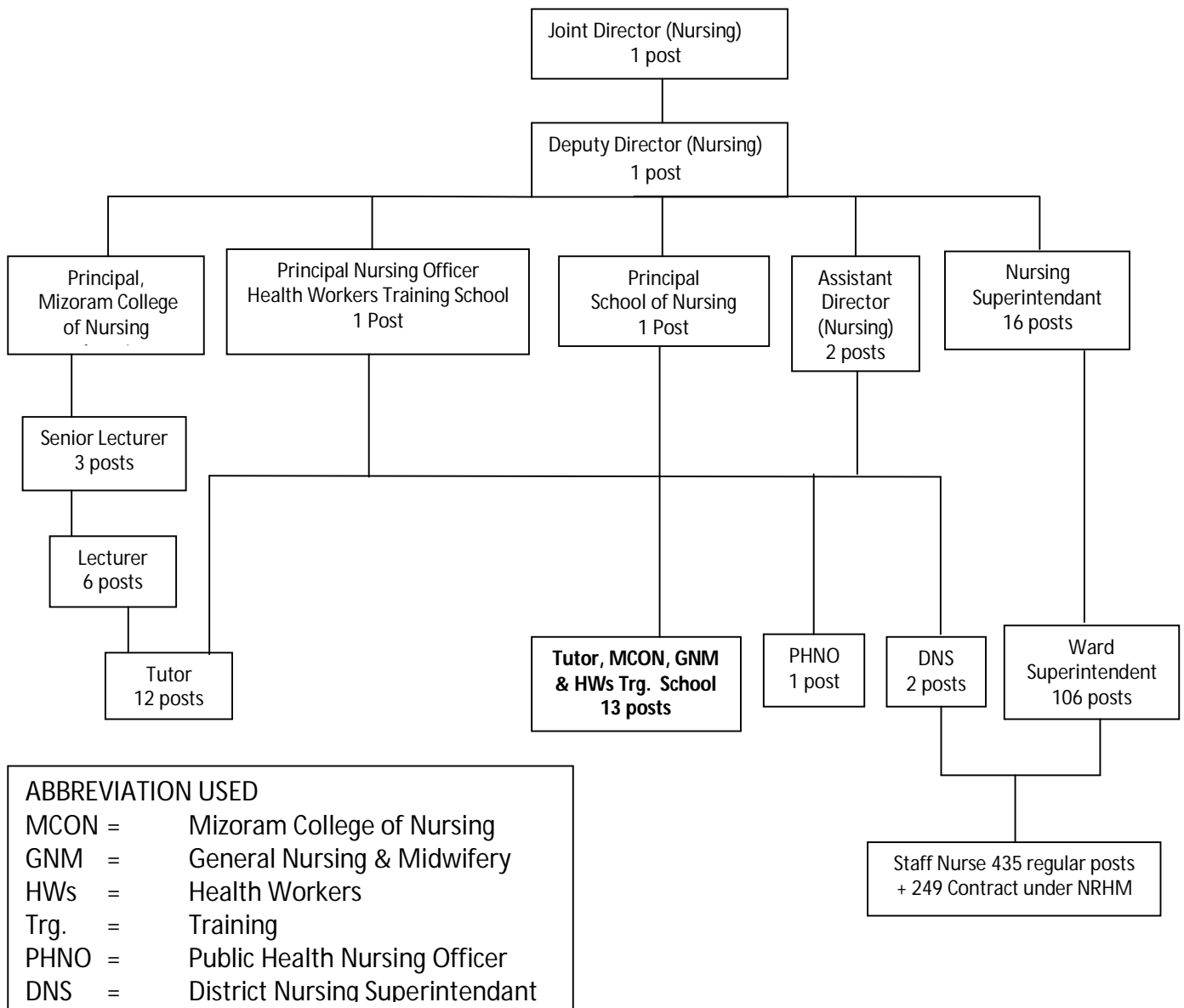
5	Hospital Services	Mary Ramte Pachuau	Nursing Superintendent	Civil Hospital, Aizawl	9862266479 (M)
6	-do-	Lalbiakzami	Nursing Superintendent	Civil Hospital, Lunglei	9862176829 (M)
7	-do-	Lalrinpari	Nursing Superintendent	Champhai Hospital	9862308257 (M)
8	Hospital Services	K. Lalbiaknguri	Nursing Superintendent	Mamit Hospital	9436144677 (M)
9	-do-	Lalrinthangi Pachuau	Nursing Superintendent	Serchhip Hospital	9862174508 (M)
11	-do-	C. Laltanpuui	Nursing Superintendent	Lawngtlai Hospital	9862076115 (M)
12	-do-	Vanlalhluni	Nursing Superintendent	Saiha Hospital	9862316988 (M)
13	-do-	Lalhluni Sailo	Ward Superintendent	Tlabung Hospital	9436391381 (M)
14	-do-	H. Lalhlimpuii	Nursing Superintendent	MSCI Zemabawk	9862300151 (M)
15	-do-	Vanlalfeldi	Nursing Superintendent	Kulikawn Hospital	9862364214 (M)
16	- do -	Lalrinchhani	Nursing Superintendent	Referral Hospital, Falkawn	9436376358 (M)
17	Nursing Institutions	Lalchhanhimi	Principal	Mizoram College of Nursing	9436152287 (M)
18	-do-	T. Rozami	Principal	Nursing School, Lunglei	9436196966 (M)
19	-do-	Zothankimi	Principal	Health Workers School, Kulikawn	9612906022 (M)
20	-do-	Zochhuanpuui	Registrar	Mizoram Nursing Council	9612155945 (M)

COMPLAINT REDRESSAL SYSTEM :

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers.

Sl. No	Name and Designation of the Officer	Address for correspondence	Telephone/Fax/E-mail
1	Lalbiaksangi, Jt. Director (N)	Directorate of Health Services Office, Dinthar	0389-2329194 (0)
2	Lalremmawii, Dy. Director (N)	-do-	0389-2313516 (0)
3	K. Rosangzuali, Asst. Director (N)	-do-	0389-2318472 (0)
4	F. Laltlangmawii, Asst. Director (N)	-do-	0389-2318472 (0)

**ORGANIZATIONAL CHART OF MIZORAM NURSING SERVICES
UNDER HEALTH & FAMILY WELFARE DEPARTMENT
(existing as on 14.08.2013)**



X. AYURVEDA, YOGA AND NATUROPATHY, UNANI, SIDDHA AND HOMOEOPATHY

1. VISION:

Reinvigorate the AYUSH systems & promote holistic health.

2. MISSION:

1. To mainstream AYUSH at all levels in the Health Care System.
2. To improve access to and quality of Public Health delivery.
3. To focus on Promotion of health and prevention of diseases.

3. DETAILS OF BUSSINESS TRANSACTED BY THE ORGANIZATION:

We deliver the following (enumeration of services delivered by the department)

- 1) Organizing of Free Clinic in different parts of Mizoram
- 2) Awareness campaign on AYUSH
- 3) Free medicine provided
- 4) Free consultation for OPD in all District Hospital/CHC/PHC

4. DETAILS OF STAKE HOLDER/CLIENT:

A. Within the Government

All Government Servants

B. Outside The Government

All the people of Mizoram

5. SERVICE STANDARDS :

Sl. No.	Name of Service	Service Delivery Standard (Time limit day/hour/minutes)	Remarks
1.	OPD	Week days – 9:00 am to 2:00pm Weekend(Saturday)- 9:00am to 12:00pm	i) Special care for elderly patients ii) Free Distribution of Medicine
2.	PHC	Week days – 9:00 am to 2:00pm Weekend(Saturday)- 9:00am to 12:00pm	i) Special care for elderly patients ii) Free Distribution of Medicine
3.	CHC	Week days – 9:00 am to 2:00pm Weekend(Saturday)- 9:00am to 12:00pm	i) Special care for elderly patients ii) Free Distribution of Medicine

6. Availability of information on AYUSH:

Information on the following subjects can be obtained from our Office

Designation	Address	Contact	Email
Deputy Director (AYUSH) CEO (SMPB)	Office of the National AYUSH Mission, Health And Family Welfare Department, Bungkawn, Aizawl Government of Mizoram, Mizoram: Aizawl	O: 0389-2336827 M: 9436141006	drchnema@gmail.com ayushdept.mizoram@gmail.com
EPABX	Office of the National AYUSH Mission, Health And Family Welfare Department, Bungkawn, Aizawl Government of Mizoram, Mizoram: Aizawl	O: 0389-2336437	

7. For information outside Office hour, please contact:

Designation	Address	Contact	Email
Deputy Director (AYUSH) CEO (SMPB)	Office of the National AYUSH Mission, Health And Family Welfare Department, Bungkawn, Aizawl Government of Mizoram, Mizoram: Aizawl	Resident: 03892341587 M: 9436141006	drchnema@gmail.com ayushdept.mizoram@gmail.com

8. Availability of prescribed forms: NA

Complaint Redressal Systems

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers

Name and Designation of the officer	Address for correspondence	Telephone/fax/mail
Dr. C. Lallunghnema, Deputy Director (AYUSH)	Office of the National AYUSH Mission, Health And Family Welfare Department, Bungkawn, Aizawl Government of Mizoram, Mizoram: Aizawl	O: 0389-2336827 EPABX: 0389-2336437 Email : ayushdept.mizoram@gmail.com

9. Consultation with our user/stakeholder

NA (We don't have our own website yet)

10. We seek your co-operation on the following

AYUSH in Mizoram is at its early inception. Every effort is made for its awareness amongst the norms. The Department is working immensely on its establishment for its rigidity. We are at a crescent stage and a mission to upgrade our present phase.

11. Guide Book/Hand Book/Customer Helpline

We haven't published a Handbook for the guidance of our customers yet. For every query you can contact our Office Phone **EPABX: 0389-2336437** or Email us at ayushdept.mizoram@gmail.com

12. LIST OF STAFF

Sl.No.	Name of M.O.(AYUSH)	Designation	Place of Posting	Ph. No
REGULAR				
1	Dr.C.Lallunghnema, BHMS	Dy. Director & CEO	NAM Office	9436141006
2	Dr.Rebecca Lalnunmawii, BHMS	Medical Officer	Aizawl CH	9436360976
3	Dr.Lalnunsangi Pachuau, BHMS	Medical Officer	Aizawl CH	9436352949
4	Dr.V.Malsawmpuii, BAMS	Medical Officer	Aizawl CH	9862570515
5	Dr.Shirley Lalbiakzuali Chhangte, BAMS	Medical Officer	Lunglei CH	9612156289
6	Dr.R.Zohmingmawii Hnamte, BHMS	Medical Officer	Referral Hospital	8975000854
7	Dr.C.Vanlahlimpuia, BHMS	Medical Officer	Kolasib DH	9436155353
8	Dr.Lalkhawngaihi Renthlei, BHMS	Medical Officer	Serchhip DH	9862352636
9	Dr.Lalkhawngaihsanga Chinzah, BHMS	Medical Officer	Lawngtlai CH	
10	Dr.B.Lalhriatpuia, BHMS	Medical Officer	Bunghmun PHC	9612905419
11	Dr.S.Mara Thansiami, BHMS	Medical Officer	Saiha DH	9436781038

CONTRACTUAL STAFF UNDER NAM / NHM/ RBSK(School Health)				
1	Dr.Lalchhuanawmi, BHMS	Medical Officer	Aizawl CH	9862316279
2	Dr.Betty Lalianpuii Murray, BHMS	Medical Officer	Aizawl CH	
3	Dr.Vanlalchhuanga, BHMS	Medical Officer	Biate DH	9612489523
4	Dr.T.Zalianzela, BHMS	Medical Officer	Serchhip DH	9862415920
5	Dr.John Lalhlimpaia, BHMS	Medical Officer	Lengpui PHC	8416075763
6	Dr.Arun Kumar Singh, BHMS	Medical Officer	Chawngte CHC	
7	Dr.Liansangpuii, BHMS	Medical Officer	Champhai DH	8415064740
8	Dr.K.T.Lalrammawia, BHMS	Medical Officer	Champhai DH	8974000858
9	Dr.B.Hmingthansanga, BHMS	Medical Officer	Mamit DH	9612574342
10	Dr. Lalchhuanzuala Hmar, BHMS	Medical Officer	Hnahthial CHC	8014736902
11	Dr. Katty Zomawii Vaiphei, BHMS	Medical Officer	Suangpuiawn PHC	8415061088
12	Dr. Shalom Lalmuankimi, BHMS	Medical Officer	Sakawrdai CHC	8730835733
13	Dr.Lalnunpuii Renthlei, BHMS	Medical Officer	Khawzawl CHC	9862127607
14	Dr.Mary Lalrammawii, BHMS	Medical Officer	Vairengte CHC	9862380452
15	Dr.Rochansangi, BHMS	Medical Officer	Haulawng PHC	9856889304
16	Dr.T.Lalliankimi , BHMS	Programme Officer	NAM Office	9612730456 8794715861
17	Dr.Lalthanpuia Sailo, BHMS	Medical Officer	Tlabung SDH	8415066617
18	Dr.Annie Lalhriatrengi, BHMS	Medical Officer	N.Vanlaiphai PHC	9856102601
19	Dr.Mary Lalnunpuii Ralte, BHMS	Medical Officer	Thingsulthliah CHC	9612163641
20	Dr.Agnes Rohlupuii Ralte, BHMS	Medical Officer	RCH, DHS	8014854842
21	Dr.Lallawmkimi Sungte, BAMS	Medical Officer	RBSK, Lawngtlai	8974367122
22	Dr.F.Biakchungnunga, BAMS	Medical Officer	RBSK, Lawngtlai	8257051007
23	Dr.H.Malsawmtluangi, BAMS	Medical Officer	RBSK, Lunglei	8794553955
24	Dr.Zothankhuma Zote, BAMS	Medical Officer	DCO, CEA,Lunglei	9402371837
25	Dr.C.Lalhruaizela, BHMS	Medical Officer	RBSK, Saiha	9612800800
26	Dr.Lalhriatpuia Sailo, BHMS	Medical Officer	RBSK, Mamit	8415927073
27	Dr.Florence Lalhmingsangi, BHMS	Medical Officer	RBSK, Aizawl W	7308195873
28	Dr.F.Laldinpuii, BHMS	Medical Officer	RBSK, Aizawl E	8414956947
29	Dr.Freddy Lalmuansanga Ralte, BHMS	Medical Officer	RBSK, Aizawl E	9862986014
30	Dr.Rebecca Lalthazuali, BHMS	Medical Officer	RBSK, Aizawl E	8575874343
31	Dr.Lalrempuii Ralte, BHMS	Medical Officer	RBSK, Champhai.	8257046619
32	Dr.Christina Vanlalhriatrengi, BHMS	Medical Officer	RBSK, Champhai.	8974089061
33	Dr.Lalhriatpuia Hnamte, BHMS	Medical Officer	RBSK, Lunglei.	9612005040
34	Dr.Dorothy Vanlalrimawii, BHMS	Medical Officer	RBSK, Lunglei.	8131959563
35	Dr.R.Lalsangliani, BHMS	Medical Officer	RBSK, Lunglei.	8414956947
36	Dr.Vanlalruatdiki, BHMS	Medical Officer	RBSK, Mamit.	9862371337
37	Dr.Cindy Lalrindiki, BHMS	Medical Officer	RBSK, Serchhip.	8730097928
38	Dr.Lalhruaikima, BHMS	Medical Officer	RBSK, Serchhip.	8974208891
39	Dr.B.Zomuansanga, BHMS	Medical Officer	RBSK, Kolasib.	7085268818
40	Dr.Lalmuanpuii, BAMS	Medical Officer	RBSK, Kolasib.	8415821594
41	Dr.H.V.Lalramnghaki, BHMS	Medical Officer	Sairang PHC	8119947603
42	Dr.F.Zothangliana, BHMS	Medical Officer	Chakkhang PHC	8729853944
43	Dr.H.T.Zothanmawia, BHMS	RMO	Thenzawl Hosp.	8974964514
44	Dr.V.L.Remruati, BAMS	Medical Officer	Thenzawl Hosp.	9402533707
45	Dr.Baby Lalmawiberi, BHMS	Medical Officer	Thenzawl Hosp.	8974843970
46	Dr.Betsy Lalhlunmawii, BHMS	Medical Officer	Thenzawl Hosp.	8132841597
47	Dr.David C.Lalrinmawia, BAMS	Medical Officer	Thenzawl Hosp.	8014854842
48	Dr.Rachel Laldinkimi, BHMS	Medical Officer	Thenzawl Hosp.	8974909698
49	Dr.Lalrinzuali Ralte, BAMS	Medical Officer	Thenzawl Hosp.	9706843652

	BHMS	BAMS	MALE	FEMALE	TOTAL
REGULAR	9	2	4	7	11
NATIONAL AYUSH MISSION	4	3	2	5	7
NATIONAL HEALTH MISSION	21		9	12	21
RBSK (SCHOOL HEALTH)	17	3	12	8	20
RCH	1			1	1
TOTAL					60

XI. PRINCIPAL MEDICAL OFFICER

1. VISION :

- 1) To train out efficient, Health care provider for the rural and urban community of Mizoram.
- 2) To train out responsible citizen who can guide the community members and show them that their/health is in their own hands.

2. MISSION :

- 1) To provide efficient health care provider
- 2) To provide efficient health care to rural population.

3. DEATH OF BUSINESS TRANSACTED BY THE ORGANIZATION :

We deliver the following (Enumeration of services delivered by the department)

- 1) Not applicable

4. DETAILS OF STAKEHOLDER/CLIENTS

A. WITHIN THE GOVERNMENT

Directorate of Health Services

B. OUTSIDE THE GOVERNMENT :

5. SERVICE STANDARDS :

Our aim is to achieve the following service delivery/quality parameters.

1	Nature of Service	Service Delivery Standard (Time limit day/hour/minutes)	Remarks
1	Provide good training to Health Worker Training Students.	7 Hrs.	Training given by efficient Tutors

6. AVAILABILITY OF INFORMATION :

Information on the following subject can be obtained from our officers listed below :

S/N	Information	Name of the Officer	Designation	Located at	Telephone/Fax/Email
1	Administration	Dr. V. Lalhmingliani	PMO	PMO Office Kulikawn	0389-2325925
2	Education & Teaching	Zothankimi Sailo	PNO	PMO, Office Kulikawn	0389-2314669

7. FOR INFORMATION OUTSIDE OFFICE HOUR, PLEASE CONTACT :

8. AVAILABILITY OF PRESCRIBED FORMS :

Complaint Redressal Systems

1. Courteous and helpful service will be extended by all the staff, if you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers.
2. Please try to appreciate the limitations of our resources.
3. Please refrain from demanding undue favour from the staff and officials.
4. Kindly provide constructive suggestions.

Name and Designation of the Officer	Address for Correspondence	Telephone/Fax/E-Mail
Dr. V. LALHMINGLIANI	PMO Office, Kulikawn	0389-2325925

XII. PROCUREMENT SECTION

1. **VISION:** *To Provide accessible, affordable and quality healthcare service to the people of Mizoram.*
2. **MISSION:** *To supply good quality medicines at various health centres within Mizoram and to improve diagnostic processes of disease from the far flung area by providing equipment/diagnostic kit etc.*

3. **DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION:**

We deliver the following (Enumeration of services delivered by the department)

- 1) *Purchase of Medicines, Equipments, Instruments, Diagnostic Machines etc. by giving supply order from the Rate contract firms.*

4. **DETAILS OF STAKEHOLDER/CLIENTS**

B) OUTSIDE THE GOVERNMENT: Supplier from Licensed Drug Dealer and Manufacturers

5. **SERVICE STANDARDS**

Our aim is to achieve the following service delivery/quality parameters.

Sl. No.	Nature of Service	Service Standard (Time day/hour/minutes)	Delivery limit	Remarks
1.	Purchase of different Items including equipments, instruments etc	Within office hour 9:00am – 5:00 P.M		
2.	To Procure quality Medicines	Within office hour 9:00am – 5:00 P.M		

6. **AVAILABILITY OF INFORMATION :**

Information on the following subjects can be obtained from our officers listed below:

Sl. No.	Information	Name of the officer	Designation	Located at	Telephone/Fax/ E-mail.
1.	Procurement of various items	Dr. Vanlalsawma	JD (FW)	DHS, Dinthar	(0389) 2328045 dhsmizoram@gmail.com

7. **For information outside Office hour, please contact:** *Lalvuana (Pharmacist)*
Phone: 9862809961

8. **AVAILABILITY OF PRESCRIBED FORMS:**

Sl.No.	Title of the form	Fees to be paid	Whom to contact
1	Tender Notice various items like Medicines, Equipments, Instruments, Diagnostic Machines etc.	Nil	DA Procurement section.

Forms are also available on the worldwide web at www.health.mizoram.gov.in (where applicable) and can be download at.....

Complaint Redressal Systems

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers.

Name and Designation of the Officer : Dr. Vanlalsawma, JDHS(Pro.)
 Address for Correspondence : Directorate of Health Services, Dinthar, Aizawl.
 Telephone / Fax : (0389)2328045
 E-Mail : dhsmizoram@gmail.com

Complaint Redressal Systems

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers

Name and Designation of the officer	Address for Correspondence	Telephone/Fax/e-mail
Dr. Vanlalsawma JD (FW)	Directorate of Health Service, Dinthar	0389-2328045/ drvanlalsoma@gmail.com

We have also created a website for registering complaints at www.health.mizoram.gov.in And you are welcome to use fully this facility

A centralized customer care centre/grievance redressal centre is also available at www.health.mizoram.gov.in where you can lodge your complaint.

All complaints will be acknowledged by us within 5 days and final reply on the action taken will be communicated within 30 days.

9. We seek your co-operation on the following
Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way (give details relevant to the departments concerned)

- a) Any suggestion will be improve capacity of building.
- b) Any contravention of the listed Acts and Rules mention the above.

10. Guide Book/Hand Book/Consumer Helpline

We have published a Handbook for the guidance of our customers. Please contact Programme Officer for more details.

Our helpline number is www.health.mizoram.gov.in

Our customer information centre is located at JDHS (FW) Phone No. 0389-2328045

LIST OF STAFF :

Sl no	Name	Designation	Place of Posting	Contact No
1	Lalvuana	Pharmacist	DHS	9862809961
2	Sarah Lalrinfeli	Pharmacist	DHS	9862905967
3	Lalrinsanga	Group D	DHS	9856385532

XIII. MASS EDUCATION AND MEDIA WING

BACKGROUND INFORMATION

Mass Education & Media Programme is the best tool for the implementation of National Health Programmes and regarded as the backbone for the success of preventive, Promotive and Curative services being undertaken by Health & Family Welfare Department.

In Mizoram, in order to ensure optimum utilization of man and material resources available, Mini State Health Education Bureau was created in the State Health Directorate in the year 1977 headed by Health Education Officer, One LDC and a Peon. In addition to the routine duties, School Health Programme was taken up under this Bureau though the School Health Programme was amalgamated with Mass Education and Media Wing in March 1988, which presently is known as State Mass Education and Media Wing. The main purpose of Mass Education and Media Services is to provide correct and adequate knowledge, to develop positive attitudes and to enhance desirable health practices in the rural and urban communities. To ensure these, timely health information has been given along with correct health education through various print medias and electronic medias as per conveniences from time to time, but still highly inadequate.

AIMS AND OBJECTIVES OF MASS EDUCATION & MEDIA SERVICES

As noted earlier, the Mass Education & Media Programmes covers preventive services like health information, health education and communication to the communities with special attention to behavioral change communication services for the health care beneficiaries amongst the public. The aims and objectives can be classified in brief as below:-

1. Awareness generation to the masses through print media and electronic media about health care services available to increase services utilizations amongst the public. Capacity building and empowerment of IEC services personnel and NGO's, CBO's including voluntary workers through refresher trainings, workshops and seminars on health education periodically to promote co-coordinative efforts.
2. To provide correct health knowledge, changing of bad attitudes and ill health practices through timely health information's and correct health educations for the poor rural communities.

3. To utilize locally available print media and electronic media channels like, AIR, DDK and private cable networks. And display health advertisements and messages through posters, banners, hoardings, signboards etc.
4. Production and distribution of an educational leaflets, pamphlets, folders, handouts and magazines periodically for public health educational purposes so as to cover the whole villages.
5. To organize health campaigns like film shows, exhibitions, demonstrations, health melas, school health campaigns, debates, essay writings, quiz competitions, baby shows, songs and drama competitions, street play and puppet shows and other outdoor games amongst the students and selected groups from place to place.

SPECIFIC OBJECTIVES:- As per the various reports of National Family Health Survey conducted by Govt. of India from time to time, it was clear that the level of knowledge about health care services amongst the public was very low, for which level of health services utilization and acceptance was deeply inadequate in all health programmes. To get better achievements and health development in various programmes, the following will be observed during fiscal year.

1. To cover 100% of villages by display advertisements and outdoor publicities.
2. To cover 100% of Govt. Primary School, Middle School and High Schools for health competitions and personal hygiene, domestic and environmental sanitations.
3. To cover the 80% of opinion leaders, decision makers and nursing mothers on maternal and child health care to increase Institutional delivery and immunization achievements as well as to reduce IMR and MMR as per IPHS norms.
4. To cover the 50% of NGO's like MHIP, YMA and MUP branches for awareness generation trainings to promote rapports and coordinative efforts.
5. To educate 80% of Adolescents about the age of marriage, abortions and benefits of F.P services including small family norms.

6. To improve the manpower development and strengthening the media services equipments for better services coverage and quality services.
7. To educate 80% of political leaders, church leader, drugs sellers and village council members about communicable and non-communicable diseases with their preventions.

OBJECTIVES OF THE PROGRAMME:

The objectives of MEM/IEC activities are divided into two:

- **Short term objectives**
- **Long term objectives**

(i) Short term objectives:

- To reach all eligible couple through extension education and interpersonal communication.
- To re-enforce the concept of small family norm and its advantages in terms of health & socio-economic benefits.
- To create an environment for effective community participation through orientation training for grass-root personnel like MPW (Male & Female), T.B.As and V.H.Gs.
- To bridge the gap between awareness and acceptance of the services provided under the Health & Family Welfare Programme.
- To implement communication strategy that envisages the delivery of messages through area approach.

(ii) Long term objectives:

To develop a favorable attitude with the medical as well as para-medical personnel and to apply communication skills while delivering services which will result in generating Health consciousness among the people.

Equipping Health & Family Welfare personnel through continuing education for creating an atmosphere to change the existing social norms in favour of late marriage, sex-indifference for children, child survival, women's education and their

employment status for which they have to go a little beyond the circumference of the traditional communication circle.

ACHIEVEMENT UNDER MEM PROGRAMMES DURING 2016 – 2017

Sl. No	ACTIVITIES	2016- 2017		
		Target	Achievement	
1	Advertisement displayed through news paper	100	30	
2	Health talks through AIR/DDK	24	10	
3	Educational materials printed issued	50000	NIL	
	a) Leaflets/Folder/Booklet			
	b) Posters/Banner			3000
	c) Hoardings			NIL
	d) Magazine	2,40,000	2,40,000	
4	Awareness campaign	50	NIL	
5	TV spots given	180times	NIL	
6	Sponsorship given	10	10	
7	Baby show	20	NIL	
8	Press notes	100	98	
9	No. of film shows	100	NIL	
10	Purchase of supply of books	100	85	

XIV. REPRODUCTIVE CHILD HEALTH

1. VISION :

- 1) To achieve IMR @ 25 per 1000 live birth by 2017
- 2) To achieve MMR @ less than 100 per One lakh live birth by 2017
- 3) TFR – To achieve TFR @ 2.1 by 2017

2. MISSION :

- 1) To reduce IMR, MMR and TFR
- 2) Quality Ante natal, Intra natal and Post natal Care.

3. DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION :

We deliver the following (enumerated of services delivered by the department)

1. Ante natal, Intra natal and Post natal care
2. JSY, JSSK
3. Tracking of Service Anemic Pregnant women
4. Tracking of high risk pregnancy
5. Special referral transport for pregnant women in notified villages in 4 HPDs.
6. RTI/STI services
7. Comprehensive Abortion Care.
8. Home based newborn care.
9. Facility based newborn care
10. Promotion of Breast feeding and complementary feeding and management of children with severe Acute malnutrition.
11. Micronutrients Supplementation.
12. Training of service provider.
13. Family Planning Services.

4. DETAILS OF STAKEHOLDER/CLINETS :

A. Within the Government :

1. Minister, H & F.W
2. Secretary, H & F.W
3. Principal Director
4. Directors
5. Mission Director
6. State Programme Officer
7. Chief Medical Officer
8. State and District Programme Management Units
9. Medical Officer

- 10. Staff Nurse
- 11. ANMs
- 12. Laboratory Technician
- 13. Pharmacists
- 14. Block Extension Educators (BEE)
- 15. RMNCH+A Counselors

B. Outside the Government :

- 1. Mothers
- 2. Children
- 3. Members of Local Council/Village Council
- 4. NGOs
- 5. ASHAs

5. SERVICE STANDARD :

Our aim is to achieve the following service delivery/quality parameters :

Sl.No	Nature of Service	Service Delivery Standard (time limit day/hour/minutes)	Remarks
1	Antenatal Checkups for all pregnant mothers	3 ANC checkups for every Pregnant women at all health facilities Tracking of severely anaemic and high risk pregnant women	Currently full ANC stands at 70% (State HMIS 2016-17)
2	Intranatal Care	Institutional Delivery at identified Delivery points by Skilled birth attendants 24x7 Essential Newborn Care Immunization Services (Birth dose)	89% Institutional Delivery (State HMIS 2016-17) 6632 Session conducted (State HMIS 2016-17)
3	Post natal Care	Within 2 – 14 days of delivery. Home Based newborn care by ASHA/ANM	80% (State HMIS 2016-17)
4	Immunization Service	Vaccination at Health facilities and session sites as per National Immunization Schedule	2182 IUCD (Interval) 162 IUCD (PP) 1244 Tubectomy (State HMIS 2016-17)

5	Family Planning Services	Doorstep delivery of Contraceptives by ASHAs IUCD insertion (Interval and Post Partum) Permanent methods Tubectomy & NSV, MTP Services	2182 IUCD (Interval) 162 IUCD (PP) 1244 Tubectomy (State HMIS 2016-17)
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6. Availability of information

Information on the following subjects can be obtained from our Officers listed :

Sl.No	Information	Name of the Officers	Designation	Located in	Telephone/Fax/Email
1		Dr. Hmingthanmawii	State Programme Officer(RCH)	Directorate of Health Services, Dinthar, Aizawl	Phone- 0389-2328057 Fax – 0389-2317722 Mob. 9436154624 Email- rehmizoram14@gmail.com

7. FOR INFORMATION OUTSIDE OFFICE HOUR, PLEASE CONTACT

Sl.No	Information	Name of the Officers	Designation	Located in	Telephone/Fax/Email
1		Dr. Hmingthanmawii	State Programme Officer(RCH)	Directorate of Health Services, Dinthar, Aizawl	Phone- 0389-2328057 Fax – 0389-2317722 Mob. 9436154624 Email- rehmizoram14@gmail.com

8. AVAILABILITY OF PRESCRIBED FORMS :

Sl.No	Title of the form	Fees to be paid	Whom to contact
	NIL	NIL	NIL

XV. NATIONAL HEALTH MISSION

1. VISION :

Attainment of Universal Access to Equitable, Affordable and Quality health care services, accountable and responsive to people's needs, with effective inter-sectoral convergent action to address the wider social determinants of health.

2. MISSION :

- Provide quality health care services
- Provide preventive and curative health services
- Improving maternal and child health & child sex ratio
- Developing human resources of health
- Population stabilization
- Revamping of local health traditions including AYUSH and usage of common medicinal plants.

3. DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION :

Accredited Social Health Activist (ASHA)

Community Health volunteers called Accredited Social Health Activist (ASHAs) have been engaged under the mission for establishing a link between the community and the health system. ASHA is the first port of call for any health related demands of deprived sections of the population, especially women and children, who find it difficult to access health services in rural areas.

Rogi Kalyan Samiti (Patient Welfare Committee)/Hospital Management Society

The Rogi Kalyan Samiti (Patient Welfare Committee) / Hospital Management Society is a management structure that acts as a group of trustees for the hospitals to manage the affairs of the hospital. Financial assistance is provided to these Committees through untied fund to undertake activities for patient welfare.

Untied Grants to Sub-Centres

Untied Grants to Sub-Centres have been used to fund grass-root improvement in health care. Some examples include :

- Improved efficacy of Auxiliary Nurse Midwives (ANMs) in the field that can now undertake better Ante-Natal care and other health care service.

- Village Health sanitation and Nutrition Committees (VHSNC) have used untied grants to increase their involvement in their local communities to address the needs of poor households and children.

National Mobile Medical Units (NMMUs)

Many un-served areas have been covered through National Mobile Medical Units (NMMUs).

National Ambulance Services

Free ambulance services are provided in every nook and corner of the state connected with a toll free number and reaches within 30 minutes of the call.

Free Drugs and Free Diagnosis Service

A new initiative is launched under the National Health Mission to provide Free Drugs Service and Free Diagnosis Service with a motive to lower the out of pocket expenditure on health.

National Quality Assurance Programme

The programme started in the state from 2014. The main objective of the programme is to ensure Quality Health care service delivery.

The programme mainly focus on the improvement of Public Health Facilities through providing incentives for those facilities who attained National Quality Assurance Standard and through Kayakalp.

Health Management Information System (HMIS)

Monitoring and Evaluation is the most important activity un NHM. HMIS is expected to bring about improvement in all health programmes by quality HMIS.

Comprehensive Grievance Redressal System (CGRS)

National Health Mission, Mizoram is in the process of implementing CGRS. The system will be utilized to address public grievances, provide health advices. The system will be supported with web portal.

Information education & Communication

The section is responsible for creation of awareness through publicity and advertisement.

National Urban Health Mission (NUHM)

NUHM is introduced in the year 2014. The NUHM mainly focus on the health care of slum dweller within the city. Since, there are no slum areas in Mizoram, the state implemented the programme covering the outskirts of Aizawl city and Lunglei Town. The programme introduce Six Urban Primary Health Centres (UPHC) in Aizawl city and Two UPHC in Lunglei Town.

4. DETAILS OF STAKEHOLDER/CLIENTS

A. WITHIN THE GOVERNMENT

- Department of Social Welfare, PHE, P & E, PWD and School Education, Economics and Statistics (Registration of Birth and Deaths) etc.

C. OUTSIDE THE GOVERNMENT

- Village Councils and Local Councils, YMA, MHIP, MUP, Local Churches, Zoram Entu Pawl and Prominent Citizens.

5. SERVICE STANDARDS

Our aim is to achieve the following service delivery/quality parameters.

Sl.No	Nature of Service	Service Delivery Standard (Time limit day/hour/minutes)	Remarks
1	Provide quality health care services for all	9 am – 5 pm	
2	Provide curative health services	25x7	

6. Availability of information :
 Information on the following subjects can be obtained from our officers listed below :-

S/N	Information	Name of the Officer	Designation	Located at	Telephone/Fax /E-Mail
1	National Urban Health Mission	Dr. Zothankhuma Chhakchhuak	State Nodal Officer	National Health Mission Department of Health & Family Welfare Dinhtar, Aizawl - Mizoram	7085890576
2	National Mobile Unit	Dr. Pachuau Lalmalsawma	State Nodal Officer		03892300187
	National Ambulance Service				
3	Accredited Social Health Activists (ASHA)	Dr. R.Lalchhuanawma	State Nodal Officer		03892301155
	Rogi Kalyan Samity				
	Untied Grand for SC				
	National Quality Assurance				
4	Free Drugs & Free Diagnosis	Dr. Vanlalhruaii	State Nodal Officer	9436153297	
	Health Management Information System	C. Vanlalsiamthara	Consultant	9862564701	
6	Information Education & Communication	Linda Lalsanghliri Sailo	Consultant	8131883332	

7. For information outside office hour, please contact :
 - Dr. Lalthantluanga, State Programme Officer, NHM, contact No. 9436141501

8. Availability of prescribe forms :

Sl.No.	Title of the form	Fees to be paid	Whom to contact
	NIL	NIL	NIL

Complaint Redressal Systems

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers :

Name and Designation of Officer	Address of correspondence	Telephone/Fax/E-Mail
Dr. Lalrozama, IAS, Mission Director	OFFICE OF THE MISSION DIRECTOR, Dinthar, Aizawl, Mizoram	0389-2324662

S/N	Name of Officers & Staffs	Designation	Place of Posting	Contact No.
1	Dr. Lalrozama, IAS	Mission Director	Office of Mission Director, Dinthar, Aizawl	03892324662
2	Dr. Lalthantluanga	State Programme Manager		03892328696
3	Dr. Pachuau Lalmalsawma	SNO (IDSP,MMU,ICT,NAS)		9436195536
4	Dr. R. Lalchhuanawma	State Nodal Officer CP/QA		9436372429
5	Dr. R. Lalchhuanawma	SNO (FDSI,BMMP)		9436153297/ 9615818677
6	Dr. Lucy Chawisangzeli	Consultant (QA)		8415060610
7	Dr. Evelyn Lalremsangi	Consultant (PH)		8794736637
FDSI, BMMP				
8	Mr. Daniel Laldingliana	BEE/Consultant (Procurement)	Office of Mission Director, Dinthar, Aizawl	9436152468
9	Mrs. Rosa Zonunmawii	Pharmacist (Procurement)		8415064858
10	Ms, Lalhrualtuangi	DEO (Procurement)		9862685504
COMMUNITY PROCESS				
11	Vanengmawia	State ASHA Prog. Manager	Office of Mission Director, Dinthar, Aizawl	8974804616
12	T. Lalthanpari	State Asst. ASHA Prog. Manger		9436158674
NATIONAL QUALITY ASSURANCE				
13	Mr. Vanlalruata Pautu	Consultant (QM)	Office of Mission Director, Dinthar, Aizawl	9862613975
14	Ms. Lalsangmawii	Programme Assistant (QA)		9774643520
MONITORING AND EVALUATION				
15	C. Vanlalsiamthara	Consultant (HMIS)	Office of Mission Director, Dinthar, Aizawl	9862564701
16	Lalbiaksanga (Tony)	State Data Manager		9862322799
17	Sarah Lalengkimi	Data Verfyer		8794364416
18	Maria Malsawmzuali	Data Verfyer		9862361565
IDSP				
19	Ms. Zothanpuii	DEO (IDSP)	Office of Mission	9862501604

20	Mrs. V. Remruati	DEO (IDSP)	Director, Dinthar, Aizawl	9862362912
21	Mr. Lalruatlhiana	DEO (IDSP)		9436150134
MISSION DIRECTOR PERSONAL BRANCH & IEC				
22	Linda Lalsanghliri	Consultant IEC	Office of Mission Director, Dinthar, Aizawl	8131883332
23	Samuel Lalhmingmawia	MIS Manager		8974813013
24	Rebecca Vanlalpeki	Programme Manager		9612622100
25	Lallianpuii	DEO (IDSP)		9612466440
26	H. Lalrinzuali	Project Assistant		9774324313
ACCOUNT SECTION				
27	Lalpeklawma	State Finance Officer	Office of Mission Director, Dinthar, Aizawl	9863722853
28	Vanlalauvi	State Finance Officer		9436361404
29	Vanlalrova	Consultant (Fin)		9436199643
30	Vanlalchhunga	State Account Manager		9862949233
31	Lalrinawma	Data Entry Operator		8974255307
32	Lalchhanchhuaha	Account's Clerk		8132980722
33	Zothanpuii	Accountant		9774277359
NATIONAL URBAN HEALTH MISSION				
34	Ms. Betty L. Bawitlung	Consultant	Office of Mission Director, Dinthar, Aizawl	9436151214
35	Ms. Zohlupuii Sailung	Consultant		7022132067
36	Ms. Lalsangpuii	Public Health Manager		8014689570
37	Ms. H. Lalmuankimi	Public Health Manager		80131960160
REGIONAL RESOURCE CENTRE – NORTH EAST				
38	Mr. R. Lalmuankima	State Facilitator, RRC- NE	Office of Mission Director, Dinthar, Aizawl	8974008957
HELPERS				
39	J. Lalrammawii	Helper	Office of Mission Director, Dinthar, Aizawl	-
40	Lalnunziri			9089524589
41	K. Lalnunzira			9862387833
42	Ramthanzauva			8794105232
43	Lawmsangpuia			8729858639
44	Lalhminghlua			8119801375
45	Jenny Laldinpuii			8974134098
46	Lalthankima			7422954335
47	Lalfakzuala			8794872170

XVI. IODINE DEFICIENCY DISEASE CONTROL PROGRAMME

VISION:

- (1) Reduced prevalence of IDD below 5% in the entire country by 2015 AD
- (2) 100% of Household to consume only Iodated Salt everyday by 2015 AD

MISSION:

- (1) Monitoring of Iodine content of Urine.
- (2) Monitoring of Iodine content of Iodic Salt Sample.
- (3) Conducted Goitre Survey amongst the Primary School level between 6-12years.
- (4) Conducted awareness trainer.
- (5) Collected Salt Sample and tested by Titration and spot testing Fits methods.

DETAILS OF STAKEHOLDER/CLIENTS –

Within the Government

- 1) Food & Civil Supplies Department.
- 2) School Health (DHS)

SERVICE STANDARDS

Our aim is to achieve the following service delivery/quality parameters.

Sl. No	Nature of Service	Service Delivery Standard (Time limit day/hour/minutes	Remarks
1.	Reduce prevalence of IDD below 5% in the entire country	2015	
2.	100% of household to consume only Iodated Salt everyday	2015	
3.	Conduct IDD Survey amongst 6-12 years children every 5 years	On going	
4.	Create awareness to prevent IDD in the whole state	On going	

AVAILABILITY OF INFORMATION:

Information on the following subjects can be obtained from our officers listed below:

Sl. No	Information	Name of the officer	Designation	Located at	Telephone/Fax/e-mail
1.	IDDC	Dr. Chawngthansiami	Programme Officers	DHS	2300266
2.	IDDC	Dr. Daniel Zomawia	Technical Officers	DHS	
3.	IDDC	Pu Sangngira	Stat Asst	DHS	8414053553
4.	IDDC	Pu Lalbiaksanga	Lab Tech	DHS	9862586060
5.	IDDC	Pu Laldinhhuaha	Lab Tech		8974437102

Complaint Redressal Systems.

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers.

Name and Designation of the officer	Address for Correspondence	Telephone/Fax/e-mail
Dr. Chawngthansiami, State Programme Officer	Directorate of Health Services, Mizoram, Aizawl	0389 - 2300266

All complaints will be acknowledged by us within 5 days and final reply on the action taken will be communicated within 10 days.

XVII. FOOD AND DRUGS ADMINISTRATION

VISION: Health for all with minimal use of drugs.

Mission: To safeguard and enhance the public health by assuring the safety, efficacy and quality of food, drugs, cosmetics and medical devices.

DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION:

We implement and enforce the following central legislation in the states-

1. Drugs & Cosmetics Act 1940 & Drugs & Cosmetic Rules, 1945.
2. The Drugs Price Control Order, 1995.

3. Drugs & Magic Remedies (Objectionable Advertisements) Act, 1954
4. Food Safety & Standard Act 2006 and Rules and Regulations 2011

DETAILS OF STAKEHOLDER/CLIENT:

A: WITHIN THE GOVERNMENT

- 1) Blood Bank license holders i.e. Civil Hospital and District Hospitals
- 2) Generic Drugs License holder

B: OUTSIDE THE GOVERNMENT:

- 1) Drugs Licence holders
- 2) Drugs Manufacturing units
- 3) Food Business Operators
- 4) Food Manufacturing Units
- 5) Blood Bank Licence holders i.e. Private Hospitals Blood Banks.

SERVICE STANDARD:

Sl. No.	Nature of service	Service Delivery Standard (Time limit day/minutes)	Remarks
1.	Grant of Drugs license	Within 30 days of receipt of an application, if the conditions are satisfied by the Licensing Authority.	
2.	Grant of Drugs Manufacturing License	Within 60 days of receipt of an application, if the conditions are satisfied by the Licensing Authority..	
3.	Registration of Petty Food Business Operators	Within 30 days of receipt of an application, if Registering Authority satisfied with the safety, hygiene and sanitary conditions of the premises.	
4.	License of Food Business Operators	Within 60 days of receipt of an application, if the conditions are satisfied by the Licensing Authority.	
5.	Inspection of Drugs Store Premises	At least once in a year	

6.	Prosecution	Produce the accused person to the Session Judge/1 st Class Megistrate with 24 hours.	
7.	Seizures	Produce the seized materials to the Session Judge/1 st Class Megistrate with 24 hours.	

Availability of information:

Information on the following subject can be obtained from our Officers listed below:

A. Drugs Control:

Sl. No	Information	Name of the Officer	Designation	Located at	Telephone/Fax/ E-mail
1	1) List of banned drugs 2) List of sub-standard drugs	Lalsawma	Joint Director(F&D)	Directorate of Health Services, Dinthar, Aizawl	Phone & Fax No. 0389-2313694 E-mail : mizoramfda@gmail.com

B. Food safety:

Sl. No	Information	Name of the Officer	Designation	Located at	Telephone/Fax/ E-mail
1	1) List of banned food articles 2) List of unsafe food articles	Lalsawma	Commissioner of Food Safety	Office of the Commissioner of Food Safety, Dinthar, Aizawl	Phone & Fax No. 0389-2326069 Fax: 0389-2315211 E-mail : mizoramfoodsafetycommissioner@gmail.com

For information outside Office hour, please contact:

A. Drugs Control:

Mr. Lalsawma, Joint Director(Food & Drugs), Controlling & Licensing Authority, Directorate of Health Services, Aizawl. Mobile No. 9436152192

B. Food Safety:

Lalsawma, Deputy Commissioner of Food Safety, Office of the Food Safety Commissioner, Mobile no. 9436152192

Availability of prescribed forms:

A: Drugs Control:

Sl. No	Title of the Form		Fees to be paid				Whom to contact
	Application	Licence	Licence	Renewal	Late fee	Duplicate	
1	19	20	1500	1500	500/m	150	1) <u>Directorate of Health Service:-</u> Joint Director(F&D) Phone No. 0389-2313694 Mb. no. 9436152192 2) <u>CMO Office, Aizawl West:</u> Assistant Director(F&D) Mb no. 9436147360 3) <u>CMO Office, Aizawl East:</u> Assistant Director(F&D) Mb.no. 9436959040 4) <u>CMO Office, Lunglei:</u> Deputy Director(F&D) Mb no. 9612351804 5) <u>CMO Office, Champhai:</u> Assistant Director(F&D) Mb.no. 9612178319 6) <u>CMO Office, Kolasib:</u> Deputy Director(F&D) Mb no.8413936387 7) <u>CMO Office, Serchhip:</u> Assistant Director(F&D) Mb.no. 8413936387 8) <u>CMO Office, Saiha/Lawngtlai</u> Assistant Director(F&D) Mb no. 9862725384 9) <u>CMO Office Mamit</u> Enforcement Assistant Mb no. 8416045477
		21	1500	1500	500/m	150	
		20B	1500	1500	500/m	150	
		21B	1500	1500	500/m	150	
2	19A	20A	500	500	250/m	150	
		21A	500	500	250/m	150	
3	19AA	20BB	1500	1500	500/m	150	
		21BB	500	500	250/m	150	
4	19B	20C	250	250	50/m	150	
		20B	250	250	50/m	150	
5	19C	20F	500	500	250/m	150	
		20G	500	500	250/m	150	
6	24	25	7500	7500	1000/m	1000	
7	27C	28C	7500	7500	1000/m	1000	

B: Food Safety:

Sl. No	Title of the Form		Fees to be paid			Whom to contact
	Application	Licence	Licence	Renewal	Late fee	
1	Registration Form 'A'	As per Regulation 2.1.1(5)	100/yr	100/yr	100/day	1) <u>Directorate of Health Service:-</u> Deputy Food Safety Commissioner Phone no.0389-2313694 2) <u>CMO Office, Aizawl West:</u> Food Safety Officer Mb no. 9436147360 3) <u>CMO Office, Aizawl East:</u> Food Safety Officer Mb.no. 9436959040 4) <u>CMO Office, Lunglei:</u> Designated Officer Mb no. 9612351804 5) <u>CMO Office, Champhai:</u> Food Safety Officer Mb.no. 9612178319 6) <u>CMO Office, Kolasib:</u> Food Safety Officer Mb no. 8416045477 7) <u>CMO Office, Serchhip:</u> Food Safety Officer Mb.no. 8413936387 8) <u>CMO Office, Saiha:</u> Food Safety Officer Mb no. 9862725384 9) CMO Office Mamit Enforcement Assistant Mb No. 8416045477
2	Licence Form 'B'	Form 'C'	2000/yr or above depending on type of business	2000/yr	100/day	

Forms for Food Safety are also available on the worldwide web at www.fssai.gov.in and can be download at the same web

Complaint Redressal Systems:

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you welcome to register your complaints with the following Officers

A. Drugs Control:

Name and Designation of the Officer	Address for Correspondence	Telephone/Fax/e-mail
Lalsawma, Joint Director(F&D)	Directorate of Health Services, Dinthar, Aizawl	Telephone & Fax : 0389-2313694 E-mail : mizoramfda@gmail.com

We have also created a website of registering complaints at www.mizoramfda2@gmail.com and you are welcome to use this facility.

B. Food Safety:

Name and Designation of the Officer	Address for Correspondence	Telephone/Fax/e-mail
Lalsawma, Dy. Food Safety Commissioner	Office of the commissioner of Food Safety, Health & Family Welfare, Dinthar, Aizawl	Telephone : 0389-2313694 E-mail: mizoramfoodsafetycommissioner@gmail.com

We have also created a website of registering complaints at www.mizoramfood.com and you are welcome to use this facility.

All complaints will be acknowledged by us within 5 days and final reply on the action taken will be communicated within 20 days.

We seek your co-operation on the following

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way

- a) Any suggestions that will improve capacity building.
- b) Any contravention of the listed Acts and Rules mentioned above.

We are committed to constantly revise and improve the service being offered under the Charter.

LET US JOIN IN MAKING THIS CHARTER A SUCCESS!

LIST OF OFFICERS AND STAFFS UNDER FOOD & DRUGS ADMINISTRATION

S/N	Name	Designation	Place of Posting	Contact No.
1	Lalsawma	Jt. Director(F&D)	DHS, Aizawl	9436152192
2	F. Lalliantluanga	Dy. Director (F&D)	DHS, Aizawl	9862860267
3	H. Vanlalnghaka	Dy. Director (F&D)	CMO Office, Lunglei	9612351804

4	Lalsandama	Dy. Director (F&D)	DHS, Aizawl	8731915123
5	C. Ramdinmawii	Asst. Director(F&D)	CMO Office, Champhai	9612178319
6	Laldinpuii	Asst. Director(F&D)	DHS, Aizawl	9436147363
7	C. Lalrampari	Asst. Director(F&D)	CMO Office, Lunglei	9436351165
8	K. Lalngilneia	Asst. Director(F&D)	CMO Office, Lunglei	8575601287
9	Timothy Thanchungnunga	Asst. Director(F&D)	CMO Office, Aizawl W	9436147360
10	R. Vanlalruata	Asst. Director(F&D)	CMO Office, Saiha	9862725384
11	R. Vanlalsiama	Asst. Director(F&D)	CMO Office, Aizawl 'E'	9436959040
12	Sarah Laldintluangi	Asst. Director(F&D)	CMO Office, Serchhip	8413936387
13	Lalrinkimi Pachuau	Food Safety Officer	DHS, Aizawl	9436375019
14	John Laldingliana	Food Safety Officer	DHS, Aizawl	9862158905
15	Zorampari	Assistant	DHS, Aizawl	9436353702
16	K. Rothangliani	Assistant	DHS, Aizawl	9862657748
17	Lalmuanawma	Pharmacist	DHS, Aizawl	9436196515
18	Zathangpuia	UDC	DHS, Aizawl	9402112053
19	Zothangsanga Renthlei	LDC	DHS, Aizawl	9612194486
20	Lalhmingliana	LDC	DHS, Aizawl	8974801893
21	Lalhruaitluanga	Enforcement Asst.	DHS, Aizawl	9436707950
22	Lalhmingaiha	Enforcement Asst.	DHS, Aizawl	9774953706
23	Angela Lalrempuii Hnamte	Enforcement Asst.	DHS, Aizawl	9862332686
24	K. Rosangliana	Enforcement Asst.	CMO Office, Lunglei	9862968837
25	Saidingpuii Sailo	Enforcement Asst.	CMO Office, Lunglei	8974179189
26	Melody Lalmachhuani	Enforcement Asst.	CMO Office, Serchhip	9862532811
27	Lalzuitluangi	Enforcement Asst.	CMO Office, Mamit	9774953127
28	Lalhunthara	Enforcement Asst.	CMO Office, Champhai	8575408342
29	Christopher Lalrinchhana	Enforcement Asst.	CMO Office, Aizawl 'E'	8575152949
30	Lalremruati	Enforcement Asst.	CMO Office, Kolasib	8730096840
31	Lalliantluanga	Enforcement Asst.	CMO Office, Aizawl 'W'	9862846524
32	Sete Bahadur	Driver	DHS, Aizawl	9862445533
33	Vanlalvena	IV Grade	DHS, Aizawl	8974197514
34	Lalremruata	IV Grade	DHS, Aizawl	9862361195
35	Dulku Rawat	IV Grade	DHS, Aizawl	8258974091
36	Jessi VL. Ngaihmanawma	IV Grade	DHS, Aizawl	8794027814
37	Lalhmingliani	IV Grade	DHS, Aizawl	9615421181
38	Lalhmingliana	IV Grade	DHS, Aizawl	8974771452
39	Zoremsangi	IV Grade	DHS, Aizawl.	

XVIII. INTEGRATED DISEASE SURVEILLANCE PROGRAMME

1. VISION

- To establish a decentralized state based system of surveillance for communicable and non-communicable diseases
- To detect disease trends over time and evaluate control strategies.

2. MISSION

1. Disease surveillance
2. Response to outbreaks in the state of Mizoram

3. DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION:

We deliver the following (Enumeration of Services delivered by the department)

1. Response to disease outbreak: Whenever Epidemic / Outbreaks occurs in the state IDSP takes responsibility to take initiative for instant relief and report it to the Central Surveillance Unit for further necessary action. There is Rapid Response Team consisting of trained and expert in the State level and District level to monitor and take immediate response in any outbreaks and epidemic within the state.
2. Weekly reporting of identified diseases from Districts

4. DETAILS OF STAKEHOLDER/CLIENTS

- A. WITHIN THE GOVERNMENT
1. State Surveillance Unit, IDSP
 2. District Surveillance Unit, IDSP
 3. Reporting Units: a) Government
b) Private

- B. OUTSIDE THE GOVERNMENT
1. General Public

5. SERVICE STANDARDS

Our aim is to achieve the following service delivery / quality parameters.

Sl.No	Nature of Service	Service Delivery Standard (Time limit day / hour/minutes	Remarks
1	Epidemic / Outbreak Monitoring	24X7	

2	Weekly Data Report	Uploading of data every Monday	
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6. Availability of information:

Information on the following subjects can be obtained from our officers listed

Sl.No	Information	Name of the Officer	Designation	Located at	Telephone /Fax/Email
1	Director of Health Services	Dr.H.Lalchungnunga	Director of Health Services	DHS	Tel:0389-2321869
2.	State Surveillance Unit	Dr.Pachau Lalmalsawma	State Nodal Officer	DHS	Fax- 0389-2319279 idspmizoram@gmail.com Mobile: 9436195535

7. For information outside Office hour, please:

Dr.Pachau Lalmalsawma Mobile No: 9436195535

8. Availability of Prescribed forms:

Sl.No	Title of the Form	Fees to be paid	Whom to contact
	NIL	NIL	NIL

Complaint Redressal Systems

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers.

Name and Designation of the officer	Address for correspondence	Telephone/Fax/e-mail
Dr. Pachau Lalmalsawma Nodal Officer (IDSP)	Directorate of Health Services Building Dinthar Veng Aizawl - 796001	(Fax) 0389 – 2319279 (Email) idspmizoram@gmail.com

We have also created a website for registering complaints at [www.....](http://www.mizoram.gov.in) and you are welcome to use this facility.

A centralized customer care centre/grievance redressal centre is also available at _____ where you can lodge your complaint.

All complaints will be acknowledged by us within 1 days and final reply on the action taken will be communicated within 7 days.

LIST OF STAFF

S/N	Name	Designation	Place of Posting	Contact No
1	Dr.Lalmuanzova Paihte	Consultant (Trg)	SSU,DHS	8730835231
2	Lalfakzuala Pautu	Entomologist	SSU,DHS	9612326762
3	A.Lalzirtiri	Microbiologist	SSU,DHS	8974215947
4	Yogesh Malvi	Microbiologist	SSU,DHS	9612081687
5	Lalrempuia Vaihpei	Consultant (F&P)	SSU,DHS	9774392608
6	Nicky Lalremsiam	Data Manager	SSU,DHS	9436194718
7	R.Lalthatluanga	Data Entry Operator	SSU,DHS	9436350688
8	J.Lalremthanga	Lab. Attendant	SSU,DHS	9089801901
9	Lallianpuii Ralte	Data Entry Operator	NHM,DHS	9612466440
10	Lalbiakdika Ralte	Data Entry Operator	CMS, Zemabawk	9436376251
11	C.Vanlalruatlina	Data Entry Operator	MMU,NHM	9436150134
12	Zoathanpuii	Data Entry Operator	MMU,NHM	9862501604
13	V.Remruati	Data Entry Operator	MMU,NHM	9862362912
14	Lalrinpuia	Data Entry Operator	Civil Hospital,Aizawl	9436144964
15	Lalrindika	Data Manager	CMO,Aizawl West	9436151943
16	Esther Lalhmingchhuangi	Data Entry Operator	CMO,Aizawl West	8014126549
17	Dr. Lalngaihawmi Chhangte	District Epidemiologist	CMO,Aizawl West	9485076275
18	Imanuela Chawngthu	Data Manager	CMO,Aizawl East	9862300935
19	ZD Lalremruati	Microbiologist	Civil,Hospital,Lunglei	8974245062
20	R.Lalruatkima	Data Manager	CMO,Lunglei	9862533130
21	K.Lalchamlina	Data Entry Operator	CMO,Lunglei	
22	Robert Vanlalruata	Data Manager	CMO,Champhai	9856216298
23	Dr. Samuel Laldinthara	District Epidemiologist	CMO,Champhai	8588009756
24	C.Lalmalsawmi	Data Manager	CMO,Serchhip	9436376248
25	Caleb Lalawmawia	Data Manager	CMO,Kolasib	9774403199
26	Lalbiakpari	Data Manager	CMO,Mamit	9436155693
27	H.Lalmuanchungi	Data Manager	CMO,Saiha	9774398352
28	Lalthlanpuia	Data Manager	CMO,Lawngtlai	9862327203

XIX. CENTRAL MEDICAL STORE

1. DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION

We deliver the following (Enumeration of services delivered by the Department)

- 1) Medical equipments & Medicine requirements under the Sections – DHMS, DHS, procurement, Malaria, NHM, AYUSH & School Health has been made from Central Medical Store.

- 2) The equipments & Medicines are then carefully examined by Vigilance Committee.
- 3) The Accepted equipments & Medicines are received and stocked at Central Medical Store under safe surveillance.
- 4) Central Medical Store then delivers quarter quota of medicines and equipments to all District Hospitals, SHC's, CHC's & PHC's of Mizoram.

2. DETAILS OF STAKEHOLDERS/CLIENTS

A. WITHIN THE GOVERNMENT

- 1)
- 2)
- 3)
- 4)
- 5)

B. OUTSIDE THE GOVERNMENT

- 1)
- 2)
- 3)
- 4)
- 5)

3. SERVICE STANDARD

Our aim is to achieve the following service delivery/quality parameters.

S/N	Nature of Service	Service Delivery standard (Time limit day/hour/minutes)	Remarks
1			
2			
3			
4			
5			

4. AVAILABILITY OF INFORMATION

Information on the following subject can be obtained from our Officer listed below :

S/N	Information	Name of the Officer	Designation	Located at	Telephone/Fax/Email
1	Any information related to supply, distribution etc. of Medicine made from Central Medical Store	Dr. Lalduhawma	Dy. Director of Health Services	Central Medical Store, Zemabawk, Aizawl, Mizoram	03892351067 E-Mail CMSaizawl@gmail.com

5. FOR INFORMATION OUTSIDE OFFICER HOUR, PLEASE CONTACT :

6. AVAILABILITY OF PRESCRIBE FORMS :

S/N	Title of the form	Fees to be paid	Whom to Contact
1	NIL	NIL	NIL
2			
3			

Complaints Redressal Systems.

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following Officers.

Name and Designation of the Officer	Address for Correspondence	Telephone/Fax/Email
Dr. Lalduhawma, DDHS	Central Medical Store, Zemabawk, Aizawl, Mizoram	03892351067 Email cmsaizawl@gmail.com

10. LIST OF STAFF

S/N	Name	Designation	Place of posting	Contact No.
1	Dr. Lalduhawma	DDHS	CMS	9862363454
2	PC. Seikunga	Supdt. Pharm	CMS	9612158061
3	H. Hranglawmzuala	Head Pharmacist	CMS	7085205987
4	R. Thanglianpuia	Head Pharmacist	CMS	8974740861
5	Laltlanmawia Pachuau	Head Pharmacist	CMS	7085889784
6	H. Zairemmawia	Head Pharmacist	CMS	8794795689

7	Peter LD. Chhangte	Pharmacist	CMS	9612317304
8	KV. Vanlalhruaia	Pharmacist	CMS	9436366264
9	K. Lalthantluanga	Pharmacist	CMS	9862924858
10	T. Lalthlamuana	Pharmacist	CMS	9436159772
11	K. Rochungnunga	Pharmacist	CMS	8014226889
12	C. Lianthanglura	Pharmacist	CMS	9436962959
13	Lalrosangi	LDC	CMS	8257941018
14	Lalbiakmawii	LDC	CMS	9862371316
15	Lalrempuia Chawngthu	MI	CMS	9612521615
16	R. Lalrinhlui	MI	CMS	9612309291
17	Nundanga	Driver	CMS	9436353447
18	R. Lalfamkima	Driver	CMS	8014122910
19	Bawihliana	Driver	CMS	9856530260
20	Satkhuma	Driver	CMS	9436788549
21	Lianhmingthanga	Driver	CMS	9862322768
22	Lalbiakzauva	Driver	CMS	9612229635
23	Lalrotluanga	Driver	CMS	8414007842
24	Zothanga	Driver	CMS	9485187426
25	Lallawmawma	Motor Mech	CMS	8794813247
26	Thangliana	IV Grade	CMS	9862356582
27	Vanlalsanga	IV Grade	CMS	9862384792
28	Lalbiaktluanga	IV Grade	CMS	8731069487
29	F. Thanzauva	IV Grade	CMS	8974669195
30	Rosangzela	IV Grade	CMS	9615145228
31	Lalmuankima	IV Grade	CMS	9774821167
32	C. Lalremruata	IV Grade	CMS	9862405643
33	C. Lalliana	IV Grade	CMS	9862405581
34	Lalrintluanga	IV Grade	CMS	9402592097
35	Vanlalhriata	IV Grade	CMS	8413063481
36	C. Ramnghakliana	IV Grade	CMS	9862180866

OFFICIAL DIRECTORY UNDER HEALTH SERVICES DEPARTMENT (As on 18.05.2017)

S/ N	Name	Designation	Office	Mob. No.	S/ N	Name	Designation	Office	Mob. No.
DIRECTORATE OF HEALTH SERVICES : DINTHAR : Code 0389					NATIONAL HEALTH MISSION : DINTHAR				
1	Dr. F.Lallianhlira	Principal Director	2313721	9436147375	1	Dr.Lalrozama, IAS	MD (NHM)	2324662	9436141549
			2323194 (Fax)				Fax	2300189	
2	Dr. H.Lalchungnunga	Director	2323452	9436140208	2	Dr. Lalthantluanga	SPM, NHM	2328696	9436141501
		Fax	2320169		3	Dr.R. Lalchhuanawma	N.O(M&E), NHM	2301155	9862787705
3	Dr. C.Zirliana	Jt.Dir. (P)	2328062	9436156742	CENTRAL MEDICAL STORES : ZEMABAWK				
4	Dr. H.C.Thangkima	Jt.Dir. (Mal.)	2328061	9485140640	4	Dr. Lalduhawma	DY. Dir. (CMS)	2351067	9862363454

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					CHIEF MEDICAL OFFICERS				
S/N	Name	District	Office	Mob. No.					
5	Dr. Vanlalsawma	Jt.Dir (FW)	2328045	9612163120					
6	Lalsawma Pachuau	Jt. Dir (F & D)	2313694	9436152192					
7	V.L.Thlanawma	Jt. Dir (Acctt)	2318719		1	Dr. R. Lalthanga	Aizawl 'W'	2317473	9862304511
8	Dr. Lalremmawii	Dy.Dir.(Bln)	2324719	9436146630	2	Dr. Lalzepuii	Aizawl 'E'	2341819	9485140333
9	Dr. H.T.Phosa	Dy. Dir. (Mal.)	2319596	9862164351	3	Dr. Laldawngliana Sailo	Serchhip	03838222334	9436146398
10	Dr. Vanlalafela	STO	2314326	9436144061	4	Dr. VLMS Dawngliana	Lunglei	03722324743	9436141058
11	Dr. Chawngthanchhunga	S.L.O.	2300266	9436147022	5	Dr.Thani Pachau	Lawngtlai	03835232515	9436152102
12	Dr. Hmingthanmawii	Dy. Dir (FW)/RCH	2324697	9436154624	6	Dr. Saithanliana	Saiha	03835222059	9862686798
13	Dr. Lalramliana	Dy.Dir. (Gen.)	2317389	9436158041	7	Dr. Vanlalnglaki	Champhai	03831234493	9436769540
14	Dr. Lalthlengliani	SNO (Adolescent)	2316760	9436140304	8	Dr. Lalhimpuaia	Kolasib	03837220046	9436143505
15	Dr. Pachuau Lalmalsawma	P.O, IDSP/ICT	2300187	9436195535	9	Dr. Zothankhuma	Mamit	0389-2565394	9436141312
16	Dr. Lalzawmi	P.O (EPI)	2320527	9436142186	SENIOR MEDICAL OFFICERS				
17	Dr. C. Lallunghnema	Dy. Dir.(AYUSH)	2336837	9436141006	1	Dr. Lalhlepuii	DTO Serchhip	9862640788	
18	Dr. Lalthanpuii	SNO,MH	2310153	9436155823	2	Dr. R.K.Thangchhunga	DTO Lunglei	9436147337	
19	Vanlalzuala Chenkual	Sr. Ex. Engrn.	2318795	9862770017	3	Dr. Vanlallawma Khiangte	SMO Chawngte		
20	Lalnunvula	Dy.Dir. (Admn.)	2322284	9863370699	4	Dr. L.P.Malsawma	SMO, Tlabung	9436157669	03834-222066
21	F.Lalliantluanga	Dy. Dir (F & D)	2324166	9862860267	5	Dr.Lily Chhakchhuak	DTO (A)		
22	Dr. Zorini	SNO(Trg.)	2328002		6		DIO (AW)		
23	Dr.Lalnuntluangi	PO (Stats.)		9615432021	7	Dr. Lalthlamuana	SMO, Aizawl "W"	9436370550	
24	Vanlalnglaka	Dy. Dir (F & D)		9612351804	8	Dr. Zothanpari	DTO Lawngtlai	9436379301	
25	Laldinpuii	Asstt. Dir (F & D)		9436147363	9	Dr. C. Hnichho	DTO Saiha	9436149663	
26	Lalmuankima	S.M.E.M.O.	2322498	9862751835	10	Dr.R.K.Lalthlamuana	DTO Kolasib	9862701062	
27	Zothanmawii	R.O	2325340	9862374562	11	Dr. Lalparliani	SMO, A 'W'	9863387179	
28	Lalhmingmaka	Supdt.	2301770	9436154419	12	Dr.T.C. Hmingthangi	SMO, Mamit	9436350524	
29	Dr. Vanlalhruaii	SNO(FDSI)		9436153297	HEALTH WORKER TRAINING SCHOOL/PPU : KULIKAWN				
30	Dr. David Zothansanga	SNO(NUHM)		9436195627	1	Dr.V. Lalhmingliani	Pr.Med. Officer	2325925	9436141214
31	F.Lalllangmawii	Asstt. Dir (N)	2318472	9436370553	2	Dr.H.C.Laldina	Dy. Med Supdt	2324130	9436156177

Mizoram Government Doctor Association : 0389-2301715

Issued by Directorate of Health Services, Dintar, Aizawl (the copy can be download from <https://health.mizoram.gov.in>)

INFORMATION UNDER RTI ACT, 2005 UNDER HEALTH SERVICES DEPARTMENT CAN BE OBTAINED FROM THE FOLLOWING DESIGNATED OFFICER'S AS SHOWN AGAINST THEIR NAMES :

Sl. No.	Name of Officers and Designation	Designation under RTI Act, 2005	Govt. Notification No. & Date	Jurisdiction	Contact no.
1	Dr. H. Lalchungnunga Director of Health Services	Departmental Appellate Authority	No.B.16012/1/2015-HFW Dt. 27.05.2017	DHS	2323452(0) 9436140208(M)

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2	Dr. Lalramliana, Dy. Director (G), DHS	State Public Inf. Officer (SPIO)	No.B.16012/1/2015-HFW Dt. 15.3.2016	DHS	2324719(0) 943615804(M)
3	Dr. Lalremmawii Dy. Director (Bld), DHS	Addl. State Public Inf.Officer(ASPIO)	No.B.16012/1/2015-HFW Dt.28.04.2014	DHS	2324719(0) 9868220014
4	Pu Lalhmingmaka Superintendent, DHS	State Assist. Public Inf. Officer	No.B.16012/1/2015-HFW Dt. 29.04.2015	DHS	2301770(0)
5	Dr. V. Lalhmingliani, PMO	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	PMO Office Aizawl	2325925(0) 9436141214
6	Dr. Lalduhawma, Dy. Director (CMS)	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	CMS Office Aizawl	2351067 9862363454
7	Dr. R. Lalthanga, CMO, Aizawl West	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	CMO Office Aizawl 'W'	2317473(0) 9862304511
8	Dr. C. Lalzepuii CMO, Aizawl East	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	CMO Office Aizawl 'E'	2341819(0) 9485140333(M)
9	Dr. VLMS. Dawngliana CMO, Lunglei	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	CMO Office Lunglei Dist	0372-2324743 9436141058
10	Dr. H. Saitthanliana CMO, Siaha	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	CMO Office Siaha Dist	03835-222059 9862686798
11	Dr. Vanlalnghaki CMO, Champhai	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	CMO Office Champhai Dist	03831-234493 9436769540
12	Dr. Lalhlimpuia CMO, Kolasib	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	CMO Office Kolasib Dist	03837-220046 9436143505
13	Dr. Laldawngliana Sailo CMO, Serchhip	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	CMO Office Serchhip	03838-222334 9436146389
14	Dr. Thani Pachuau CMO, Lawngtlai	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	CMO Office Lawngtlai Dist	03835-232515 9436152102
15	Dr. Zothankhuma Chhakchhuak, CMO, Mamit	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	CMO Office Mamit Dist	0389-2565344 9436141312
16	Dr. LP. Malsawma SMO, Tlabung	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	SMO Office Tlabung Sub.Div.	03834-222066 9436157669
17	Dr. Vanlallawma Khiangte i/c SMO, Chawngte	State Public Inf. Officer (SPIO)	No.16012/1/2015-HFW Dt.8.6.2017	SMO Office Chawngte Sub.Div	9436360778





**GOVERNMENT OF MIZORAM
DIRECTORATE OF HEALTH SERVICES**



**CITIZEN'S CHARTER
2017**

**Prepared & Compiled by
Directorate of Health Services
Mizoram, Aizawl.**