



SEVOTTAM

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SEVOTTAM NIHPHUNG

- ‘Sevottam’ tih hi Hindi thumal pahnih ‘seva’ leh ‘uttam’ tih atanga lak a ni a. Seva chu ‘service’ tihna a ni a, Uttam chu ‘excellent’ tihna a ni. Tichuan, Sevottam chu saptawng chuan “Excellence in Public in Service’ tihna a ni.
- Designed and implemented by Department of Administrative Reforms and Public Grievances (DARPG), Govt. of India.
- Launch Year: 2006
- Inspirations: Best Practices around the World
Eg. The Charter Mark, United Kingdom te, Malcolm Baldrige Performance Excellence Award, USA, etc.

SEVOTTAM THILTUMTE

- Sawrkarin khua leh tuite hnen a chiangkung taka eng Service nge a pek theih a, chung Service pek chhuah chungchang a mawhphurtu Officerte hriattir leh Service pekchhuah hun bituk te hrihhriat.
- Langtlang tak a hnathawh
- Mipui ten Sawrkar laka an Service pek chhuah chungchang a vuivaina an thlen theihna tur Platform tha pek
- Mipuite hnen a Service tha thei ang ber pek chhuah

SEVOTTAM FEATURES

-  Citizen's Charter
-  Public Grievance Redress Mechanism
-  Service Delivery Capability



CITIZEN'S CHARTER

- Sawrkar in service pek a theih zawng zawng leh chung a mawhphurtu Officer hming leh nihna chiang taka tarlanna document
- A chung a sawi takte (Service) pek chhuah hun tiam chin tlangpui tarlanna
- Vuinana thlen theihna Officer ruat bik te hming leh nihna leh an contact number chiang taka tarlanna
- Sawrkar Department tin ten Citizen Charter an nei a, an Notice Board-ah emaw, Department website ah te mipuite hmuh leh hriat theih turin an an phochhuak tur a ni.

MONITORING

- Department tinton kan Citizen Charter a kan intiam ang ngeiin Mipuite hnenah Service kan pe em tih hi Sawrkar in ngun takin a vil reng a
- Monitoring Department/Nodal Department - DP&AR(GG&TW)
- Tehfung fel tak, Result Framework Document(RFD) siamin Department ten hna an thawhthat leh that loh te a vil a
- RFD a point score tha Department hnenah chawimawina pek thin a ni.

□ PUBLIC GRIEVANCE REDRESS MECHANISM

- Sevottam feature zing a pawimawh tak pakhat dang leh chu Mipui ten Sawrkar hnen a 'vuivaina' thlen theihna, 'Public Grievance Redress Mechanism' a ni
- Offline/Manual: Chief Minister leh Minister tinten an office theuhah Complaint Box an dah a, Department Office ah pawh heng Complaint Box te hi dah an ni bawh
- Online : Complaint box mai bakah online hmang a mipui ten vuivaina kan thlen theih nan Centralised Public Grievance Redress and Monitoring System (CPGRAMS) leh Mipui Aw portal te Sawrkarin min chhawpchhuah sak bawh a ni

CPGRAMS

- Centralised Public Grievance Redress and Monitoring System (CPGRAMS) hi DARPG hmalakna in kum 2007 June thla atanga hman tan a ni.
- India khualehtui tupawhin CPGRAMS kaltlangin online in sawrkar laka a vuivaina engtik hun leh hmun atangin a thlen thei a ni
- Nodal /Monitoring Department(Central)- : Department of Administrative Reforms and Public Grievances (DARPG), Govt. of India
- Nodal /Monitoring Department(State)- DP&AR(GG&TW)

Continue.....

- <https://pgportal.gov.in> hemi url ah hian luhin engtiklai pawn CPGRAMS ah a in register theih a ni.
- Department tinah chak leh rang taka vuivaina kan dawn te chinfel a nih theih nan Nodal Officer inruat theuh a ni.
- Hemi chungchang a hriatbelh duh emaw zawh chian duh nei tan Helpline No 9609555990 ah Office Hour laiin zawhfiah theih a ani.

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



Ministry of Electronics and IT
Government of India



#startupindia

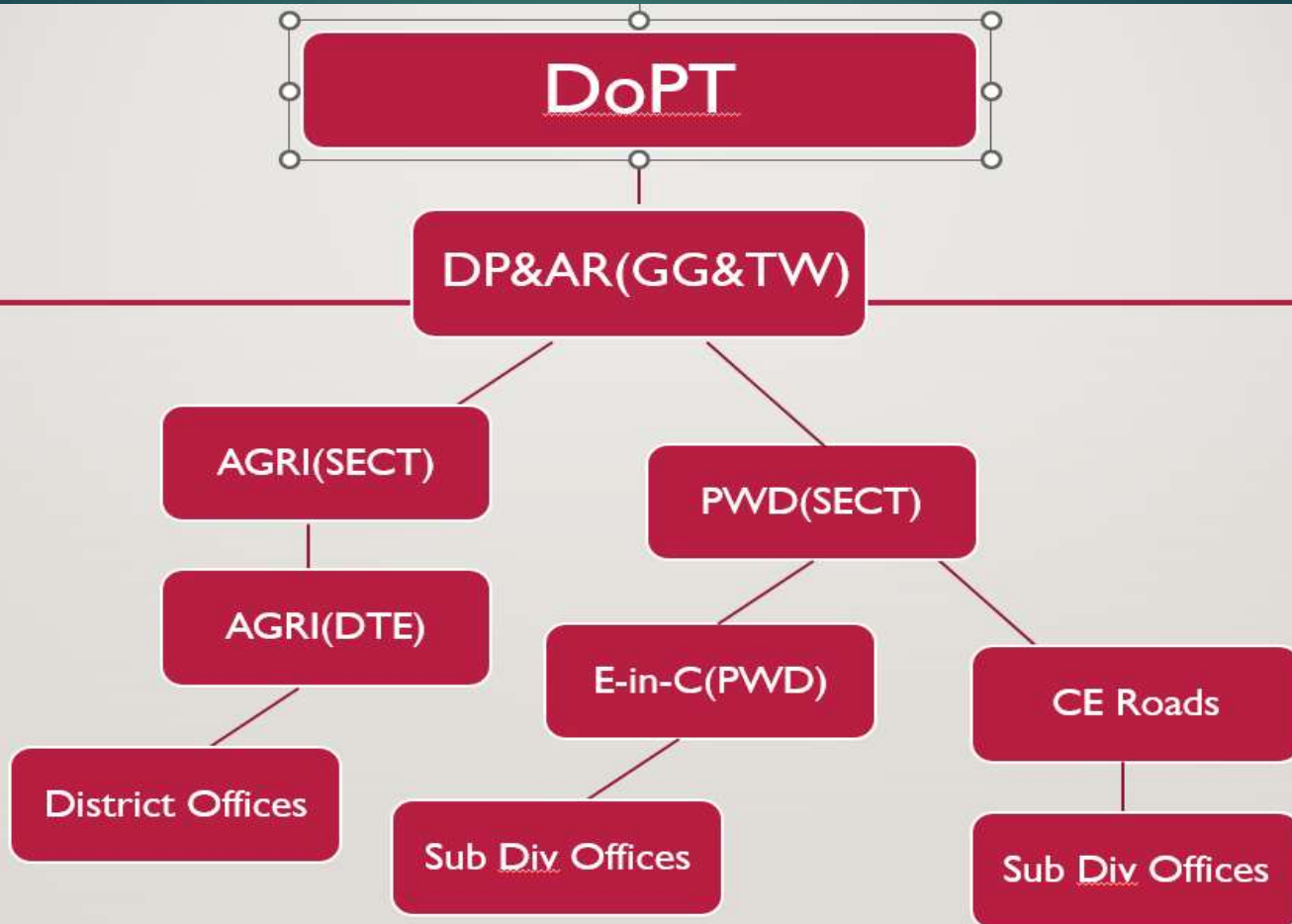
ONLINE HACKATHON ON

DATA-DRIVEN INNOVATION FOR
CITIZEN GRIEVANCE REDRESSAL - 2024

Register Now



GPGRAMS WORKFLOW



MIPUI AW

- State Version CPGRAMS a ni a
- Ni 16, February, 2024 atanga hman tan a ni
- Mipui ten 'Mipui Aw' kaltlangin sarkar lak a vuivaina online in an thlen thei
- Nodal/ Monitoring Department: DP&AR(GG&TW)
- Department tinah Nodal Officer inruat a ni bawk
- Registration process, vuivaina thlen dan, leh a kalhmang in hrih hriatna tutorial video hi Mipui Aw portal a dah nghal vek a ni
- Mipui Aw Portal link <https://mipuiaw.mizoram.gov.in>

[Home](#) [Nodal PG Officers](#) [Login](#) [Register](#) [Feedback](#)

Mipui Aw

Citizen Grievances Lodging



Any Grievance sent by email will not be attended to / entertained. Please lodge your grievance at the website.

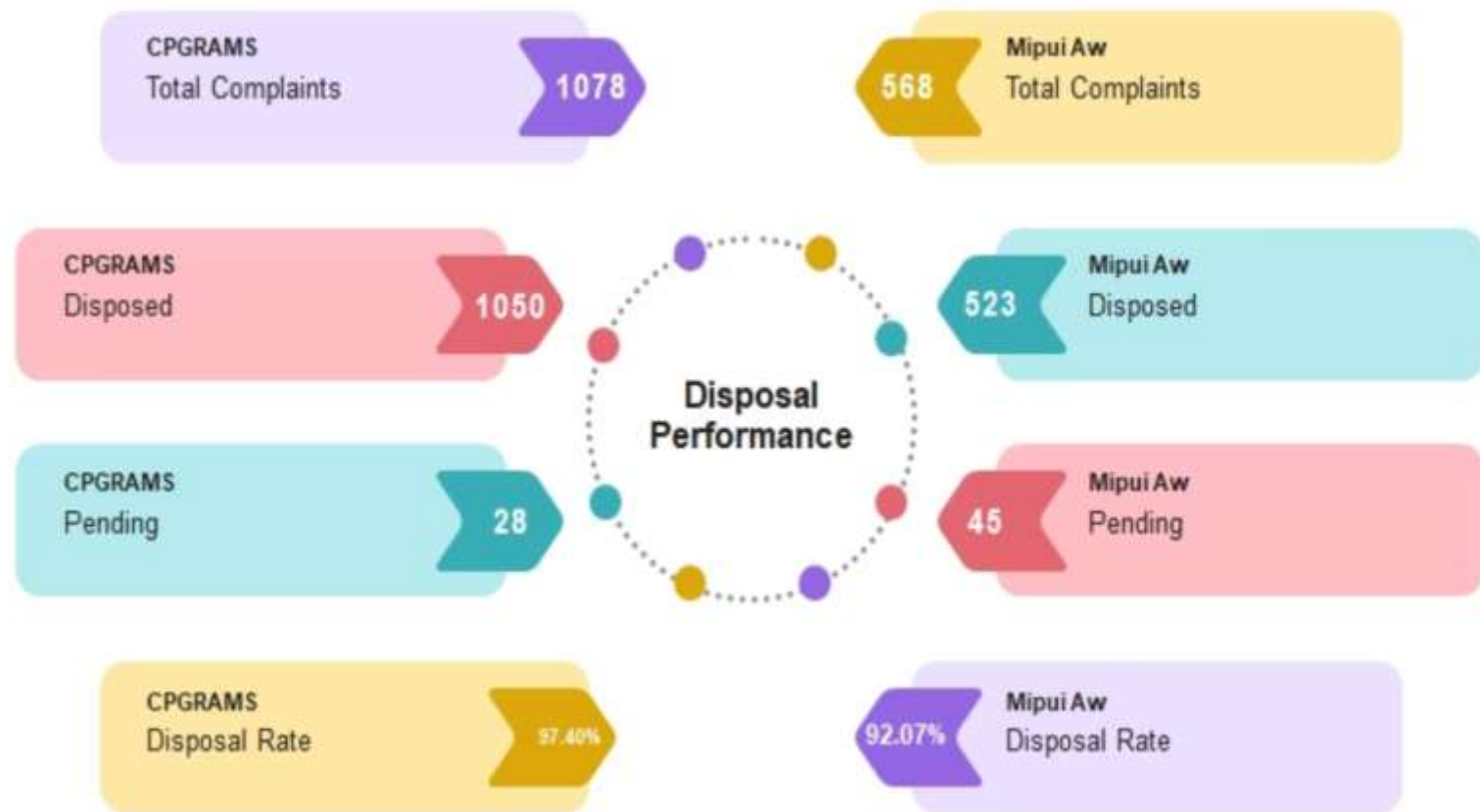
Video Tutorial



ABOUT MIPUI-AW

Mipui Aw hi online platform a ni a, mipuiten service pek kaihnawih thupui eng pawhah vantlang thuneitute hnenah an lungawi lohna an theluh theihna tur online platform a ni. Department tin hian he system ah hian role-based access an nei vek a ni. Mipui Aw-a grievance theluh dinhmun chu complainant-in registration a tih laia a pek chluah unique registration ID hmangin a enfiah theih a ni. Mipui Aw ah hian Grievance Officer-in thutlukna a siamah mipuite an lungawi loh chuan appeal facility a pe bawk. Complainant-in resolution-a a lungawi loh chuan grievance khar hnuah feedback a pe thei ang. Rating 'Poor' a nih chuan appeal file theihna option chu enable a ni.

Achievement during the past 3 Years



Disposal Performance (Overall)





Service Delivery Capability

- Department tinton efficient taka hna an thawh theih nan thawktu te training chi hrang hrang hmang a intahhriam a angai
- Mission Karmayogi
- I-got Karmayogi
- ATI ah Group 'D' atanga Group 'A' te tan kumtluanin training buatsaih thin a ni.
- Sawrkarin NGO hrang hrangte thawhpuiin outreach leh seminar te a tul leh remchan dan angin a buatsaih bawk.

MIPUITE MAWHPHURHNA

- Kan chanvo hriatchian
- Sawrkar thiltih te ngun tak a lo vilpui a, sawisel an ngaihna lai ah sawiselna thlen theihna hmun a sawisel hreh loh(Tawngpawng a insel a in chirhtheih mai lova constructive thei ang ber a insawisel hi mipuite mawhphurhna a ni)

Tlipna

Sevottam in a tum ber chu mipuite hnen a service tha thei ang ber pekchhuah a ni a. Hemi tihlawhtling tur hian sawrkar chuan mipuite hnenah an chanvo te chiang takin a hriat tir anga,, mipuiten sawrkar lak a an chanvo an hriat chian chuan sawrkar lakah beiseina neih dan tawk an lo hria anga, mipui chanvo te a hun taka pekchhauh zar zar a nih theih nan Sawrkarin thawktute a theih dan danin a tuaihriam bawk anga, sawrkarin a tih tur a ti tha tawklo nia mipui ten an hriat chuan vuivaina thlen theihna hrang hrang Complain Box, CPGRAMS leh Mipui Aw kaltlang tein an thlen zung zung anga, chu chu sawrkar lamin insiamthat nan a lo hmang anga. Chutichuan, Mipui ngaihsak sawrkar kan lo nei thei dawn a ni.

Ka lawm e

