

# **MANUAL**

**INSTITUTIONAL FINANCE & STATE LOTTERY  
GOVERNMENT OF MIZORAM  
MIZORAM : AIZAWL**

## **FORWARD**

In pursuance to the Mizoram Information Commission, Mizoram Aizawl Memo No. F.13011/1/2006-P&AR(ARW) Dated 6th August, 2009, Manual in respect of Directorate of Institutional Finance & State Lottery, Government of Mizoram is prepared for wide publicity in order to make the Department more transparent and responsive to the general public.

This Manual enumerates the rights of the citizens *vis-a-vis* the services which the Department has to deliver and a clear iteration of the step required to be taken by the citizens to avail the services of the Department. It is a document which represents a systematic effort to focus on the commitment of the Department towards its customers in respect of standard of services, information, choice, consultation, non-discrimination and accessibility, redressal of grievances, courtesy and value of the money.

In addition to preparation of Manual, this Directorate Office has a Notice Board near the entrance of the Office Building in which the name of the key functionaries of different Sections/Branches, who are responsible for interacting with the public are displayed.

I hope this Manual is much helpful to all customers and to the general public.

**(JENNIFER H.L.DUHAWMI)**  
**Director**  
**Institutional Finance & State Lottery**  
**Mizoram : Aizawl**

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## **I. INTRODUCTION :**

The Government of Mizoram started organizing Mizoram State Lotteries from 21<sup>st</sup> April 1987. The Directorate of Mizoram State Lottery was established on 29<sup>th</sup> July 1989. The erstwhile two minor Departments under the Administrative control of Finance Department viz. (1) Department of Institutional Finance & Small Savings and (2) Department of Mizoram State Lottery were amalgamated on 10.01.2005 by the State Government forming one major Department called "Department of Small Savings & State Lottery" vide Notification No.A.11016/1/04-F.Est/14 of 10/1/05. Thereafter, the nomenclature of the Department is changed as "Department of Institutional Finance & State Lottery" vide Government Notification No.G.16010/40/94-F.Est. of 22.09.2005.

At present, the Directorate is accommodated in two adjacent buildings at **Tuikhuahtlang, Aizawl**, one of which is belonging to the Department and the other is a rented building.

As the Department is established and instituted mainly to generate 'Revenue' for the State Government and also to improve the 'Additional Resources Mobilisation' of the State Government with less administrative expenditure, it endeavours to strive for achieving such goal and target with untiring zeal.

## **II. ORGANISATIONAL STRUCTURE :**

There are 49 (forty nine) sanctioned posts in the Department of which, 31 posts are filled up and 18 posts are lying vacant due to promotion of staff and demise of staff. The existing number of various posts sanctioned by Government for the Institutional Finance & State Lottery Department with scale of pay are as under :-

19 nos. of Provisional employees are engaged as LDC, Driver, Despatch Rider & Peon.

A. Regular Employees

B.

<b>Sl. No</b>	<b>Name of Post</b>	<b>Level of pay</b>	<b>Category Or Group</b>	<b>No. of post sanctioned</b>	<b>No. of post filled up</b>	<b>No. of post vacant</b>
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>
1.	Director	Level - 13	A	1	1	-
2.	Joint Director	Level - 12	A	1	1	-
3.	Deputy Director	Level - 11	A	1	-	1
4.	Assistant Director	Level - 10	A	2	1	1
5.	Superintendent	Level - 10	A	1	1	-
6.	Assistant	Level - 8	B	6	3	3
7.	U.D.C	Level - 7	B	11	3	8
8.	L.D.C	Level - 6	C	8	6	2

9.	Driver (Special Grade)	Level - 7	C	5	5	-
10.	Driver ( Grade - I)	Level - 6	C			
11.	Driver ( Grade -II)	Level - 4	C			
12.	Driver ( Grade -III)	Level - 2	C			
13.	<i>Steno (Grade- III)</i>	Level - 6	C	2	1	1
14.	Group - D	Level - 1	D	11	9	2
			<b>TOTAL</b>	<b>49</b>	<b>31</b>	<b>18</b>

### C. PROVINSIONAL EMPLOYEES

Sl. No.		Wages per month (Rs.)	No. of M/R Filled - up	No. of M/R vacant
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
1.	LDC (Skilled – II)	@ Rs. 17,600/-	12	-
2.	Driver (Skilled – II)	@ Rs. 16,440/-	2	-
3.	Despatch Rider (Skilled – II)	@ Rs. 16,440/-	1	-
4.	Group - D (Unskilled)	@ Rs. 12,470/-	3	-
		<b>TOTAL</b>	<b>18</b>	<b>-</b>

### III. DUTIES AND FUNCTIONS :

The Department is functioning under the Administrative control of Finance Department, Government of Mizoram. The main duties and functions of the Department are :-

- i) to generate ‘Revenue’ for the State Government by launching the Mizoram State Lottery / Bumper with less administrative expenses in the States where sales of lottery tickets are permitted.
- ii) to examine all lottery schemes submitted by the Sole Distributors / applications submitted by private parties, associations, firms or other persons for conduct of lotteries and forwarding the same to Government for approval or otherwise and issue of such Government decision to them.
- iii) to improve the ‘Additional Resources Mobilisation’ of the State Government through Small Savings Schemes from among Government employees as well as from the general public, and
- iv) acting as a ‘Nodal Department’ in the State Government in Banking spheres in Mizoram, dealing with co-ordination between the Banks and the State Government as well as individual Government Departments, the Banks and other banking and non-banking financial institutions belonging to the Central Government as well as

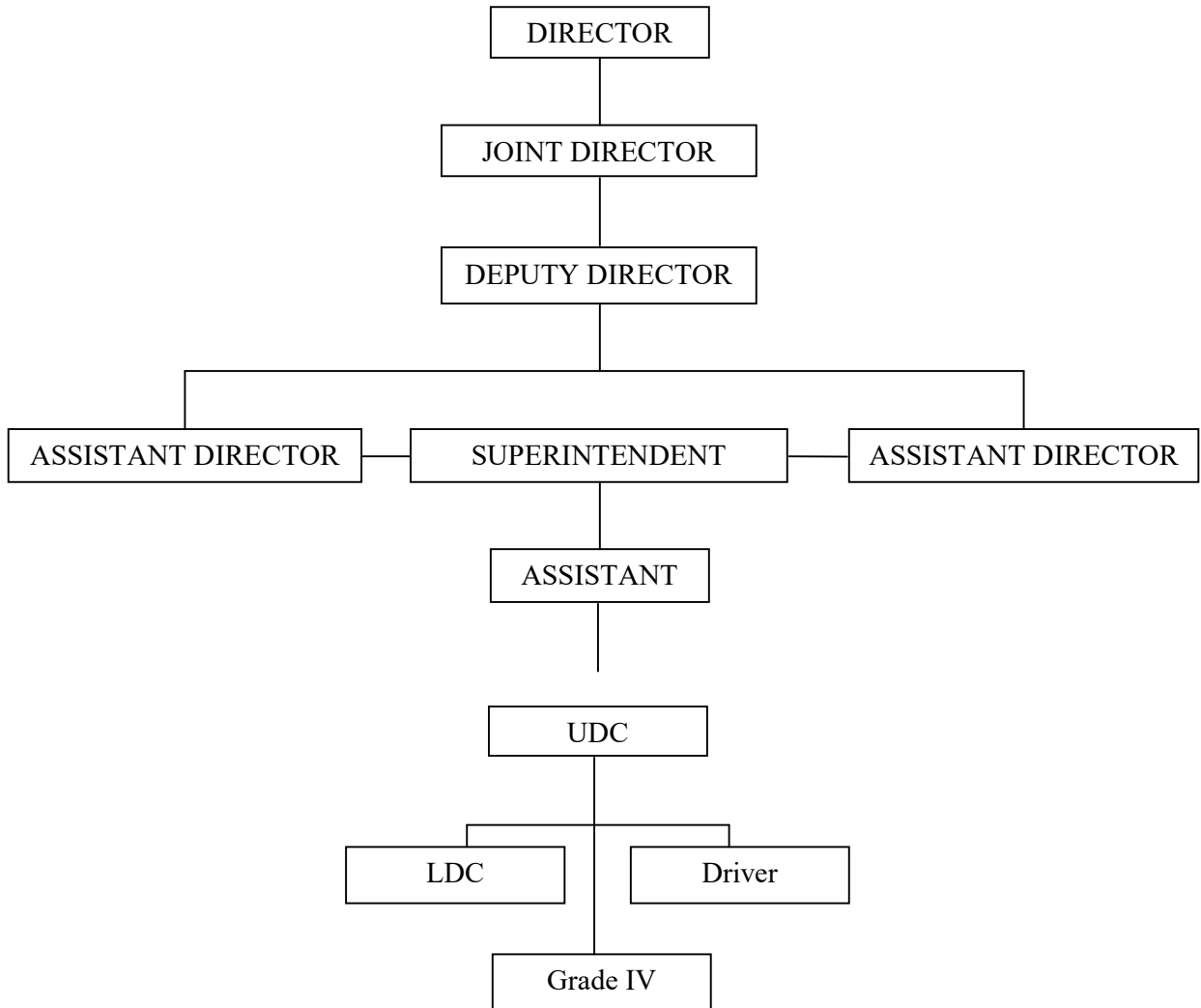
the State Government. It also screens the schemes formulated by the Government Departments and endorses the same to Administrative Department after proper examination and elaboration.

- v) to appoint Standardised Agency (SAS) and Mahila Pradhan Kshetriya Bachat Yojana (MPKBY) Agents to collect and deposit money to concerned Head Post Office (HPO) or Sub Post Office (SPO) as his/her attachment may be from the Post Office Savings Scheme.

The Directorate is divided into 3 (three) Sections depending on the assignment and nature of works as below :-

- i) Establishment & Account Section :** This Branch deals with administrative and accounts matters of the Department like creation of posts, recruitment, appointment of staff, filling up of posts, engagement of Muster Roll employees, Medical Reimbursement, leave, distribution of works, ACR and property return, purchase and maintenance of vehicles, procurement of stores, stationeries, advertisements, subscription of newspaper, preparation of budget, budget speech, issue of LOC, expenditure sanctions, preparation of bills including pay and allowances bills, re-appropriation of funds, reconciliation of accounts with A.G., Mizoram, record of loan and advances, preparation and submission of Monthly / Quarterly Expenditure Return and submission of Monthly Revenue Receipts, etc.
- ii) Small Savings Section :** This Branch deals with appointment and renewal of Standardised Agency (SAS) and Mahila Pradhan Kshetriya Bachat Yojana (MPKBY) Agents to collect and deposit money to concerned Head Post Office (HPO) or Sub Post Office (SPO) as his/her attachment may be from the Post Office Savings Scheme. The updated list can be seen in the departmental website.
- iii) Lottery Section :** This Section deals with floating of tenders for appointment of Sole Distributors/Sole Selling Agents of Mizoram State Lottery, signing of contractual agreements with Selected Sole Distributors/Sole Selling Agents, examination / approval of lottery schemes submitted by Sole Distributors/Sole Selling Agents, examination of private lotteries and forwarding the same to Administrative Department for approval, issue of Printing Order of Mizoram State Lottery tickets, maintenance of Sale Proceed accounts including draw expenses separately for each Sole Distributors/Sole Selling Agents, disbursement of prizes (Rs.10,000 & above) to the winners after deducting admissible amount of income-tax, issue of appointment / termination order to the Mizoram State Lottery Judges, preparation of monthly duty roster of draw Judges, inter-state matters relating to Mizoram State Lottery, framing of Rules and Regulations for Mizoram State Lottery and typing and printing of all Lottery Draw Judge Registers and maintenance of Department Website and all other residuary works pertaining to Mizoram State Lottery. It also deals with matters pertaining to all Lottery draw results for its compilation, sorting and keeping the records to enable Public or Private Parties to check/enquire the results as and when necessity arise.

**IV. HIERARCHICAL CHART :**



**V. RULES, REGULATIONS, MANUALS, AND INSTRUCTION :**

The Department is regulated and run under the Act and Rules of both Central and State Governments as well as Government instructions and notifications, namely :-

1. The Mizoram Lotteries (Regulation) Rules, 2019 as amended from time to time.
2. The Lotteries (Regulation) Act, 1998.
3. The Mizoram Protection of Interests of Depositors (in Financial Establishments) Act, 2002.
4. The Mizoram Protection of Interests of Depositors (in Financial Establishments) Rules, 2003.

5. Money Circulation Scheme (Banning) (Mizoram) Rules, 2013.
6. Mizoram Chit Fund Rules, 2014.
7. The Mizoram Public Demands Recovery Act, 2001.
8. The Mizoram Preferential Stores Purchase Rules, 1994.
9. The Government of Mizoram (Transaction of Business) Rules, 1987.
10. The Scheme for Mobilisation of Savings in Mizoram through Prize on Coupons.
11. An Incentive Scheme for Mobilisation of Small Savings in Mizoram, 1992.
12. Executive Instructions under Standardised Agency System (Small Savings Schemes).
13. Post Office Small Savings Schemes.
14. Fundamental Rules & Supplementary Rules, Part-I (General Rules).
15. Fundamental Rules & Supplementary Rules, Part II (T.A. Rules)
16. Fundamental Rules & Supplementary Rules, Part III (CCS (Leave) Rules, 1972)
17. Fundamental Rules & Supplementary Rules, Part IV (DA and DR)
18. Fundamental Rules & Supplementary Rules, Part V (HRA & CCA)
19. General Financial Rules
20. Delegation of Financial Power Rules
21. Central Treasury Rules, Vol. I
22. Central Treasury Rules, Vol. II
23. Accounts Code Vol. I-IV
24. CCS Conduct Rules
25. Medical Attendance Rules
26. CCS CCA Rules
27. General Provident Fund Rules
28. CCS Pension Rules
29. State Government Employees Group Insurance Scheme
30. House Building Advance Rules
31. CCS (Leave) Rules
32. Any other instructions issued by Government from time to time

## **VI. BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES :**

### **1. Mizoram State Lottery Committee (MSLC):**

The Government of Mizoram constituted the Mizoram State Lottery Committee consisting of from time to time. At present, The MSLC consists of the following members.

- |  |   |                  |
|--|---|------------------|
| 1) Principal Secretary, Finance Department         | - | Chairman         |
| 2) Secretary, Law & Judicial Dept.                 | - | Member           |
| 3) Director, Institutional Finance & State Lottery | - | Member Secretary |

**The terms of reference of this Committee is as under :-**

- 1) Appointment of Distributors/Dealers of Mizoram State Lottery Tickets.
- 2) Framing and amendment of Mizoram State Lottery Rules.
- 3) Determination of the modes of result draws.



- 4) Determination of the rates of Minimum Guaranteed Revenue payable to the Government of Mizoram.
- 5) Legal aspect of Lottery Affairs.
- 6) Other relevant issues pertaining to Lottery Affairs that require Government approval.
- 7) Private Lottery Affairs.

**Appointment of Lottery Draw Judges :**

The Directorate of Institutional Finance & State Lottery receives application for appointment as lottery draw judge from qualified retired officials not below the rank of Under Secretary to the Government of Mizoram. The application is forwarded to the administrative department i.e. Finance Department for approval. After approval is obtained from the Government, the Directorate appoints the applicant as lottery draw judge for Mizoram State Lottery.

**The terms and Conditions for appointment of Lottery Draw Judges :-**

Selection of Lottery Draw Judges from the list sponsored by the Mizoram Civil Pensioners Association on the conditions stipulated below :-

- 1) Pensioners should hold the post not lower than Under Secretary or its equivalents under the Govt. of Mizoram during their active service.
- 2) Pensioners should not be more than 65 years of age at the time of appointment as a draw judge and should be mentally and physically fit for appointment as Lottery Draw Judge.
- 3) Pensioners should not be engaged/re-employed on full time basis under the Government/Autonomous Bodies, Commissions and Corporation, etc.
- 4) If appointed as lottery draw judge the appointee shall be required to file an undertaking that the terms and conditions of appointment applicable to serving employees shall equally apply in their case on account of accountability, responsibility and liabilities in matters of lottery business and such other matters connected thereto (Appearance before any court of law in connection with lottery matters, whenever and wherever required, in any place in India may be at their own expenses).

**(A) Departmental Purchase Advisory Board (DPAB) :**

- |  |   |                  |
|--|---|------------------|
| 1. Principal Secretary, Finance Department         | - | Chairman         |
| 2. Secretary, Law & Judicial Department            | - | Member           |
| 3. Director, Institutional Finance & State Lottery | - | Member Secretary |

**(B) Local Purchase Board (LPB) :**

- |                    |   |                  |
|--------------------|---|------------------|
| 1. Director, IF&SL | - | Chairman         |
| 2. Joint Director  | - | Member Secretary |

3. Superintendent - Member

The power of SPAB/DPAB for considering purchase proposal is mentioned below :-

- (1) All purchases involving upto Rs.20 lakhs as recommended by DPAB will be submitted to Minister of the concerned Department for approval.
- (2) All purchases involving more than Rs.20 lakhs and upto Rs.50 lakhs as recommended by SPAB will be submitted for approval to Minister of the concerned Department and Finance Minister through Finance Department.
- (3) All purchases Involving more than Rs.50 lakhs will be submitted to Chief Minister for approval through the concerned Minister and Finance Minister.

The Purchase Advisory Board are recommendary bodies. The recommendations of the Purchase Advisory Board are required to be approved by the Minister concerned in the manner specified above.

The recommendation of the Purchase Advisory Board will be valid for a period of one year with effect from the date it is approved by the Government. The period of validity under exceptional circumstances may be extended by another six month by the Government.

**(C) DESIGNATION OF OFFICERS UNDER RTI ACT, 2005.**

In exercise of the powers conferred under section 5 (1) & (2) and Section 19 (1) of the Right to Information Act, 2005, the following officers as shown against their names are to receive application and to provide information to persons requesting for information or appeals :-

<b>Sl. No</b>	<b>Name of employee</b>	<b>Designation</b>	<b>Designation as</b>	<b>Contact No.</b>
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
1.	Jennifer H.L.Duhawmi	Director	DAA	0389-2322291(O) 0389-23110978(fax)
2.	Chalhuaia	Joint Director	SPIO	0389-2325115(O) 9436366311 (M)
3.	Allen V.L.Pundir	Assistant Director	SAPIO	0389-2325768(O) 8826054096 (M)

## **VII. APPOINTMENT OF AGENTS UNDER SMALL SAVINGS SCHEMES AND AUTHORISATION GRANTED FOR CONDUCT OF LOTTERIES OTHER THAN MIZORAM STATE LOTTERY :-**

### **A. Appointment of Agents under Small Savings schemes :-**

The Department appoints Standardised Agency System (SAS) Agents and Mahila Pradhan Kshetriya Bachat Yojana (MPKBY) Agents to collect and deposit money to be concerned Head Post Office (HPO) or Sub Post Office (SPO) as his/her attachment may be from the Post Office Savings Schemes.

### **B. Permit/Authorisation granted for conduct of lotteries other than Mizoram State Lottery :-**

Private parties, association, firms or any other persons are not allowed to conduct lotteries of any kind except on reasonable charitable ground and only on permission of the Government. Those conducting lotteries in whatever form and name without obtaining prior permission of the Government are liable to punishment under Section 294 A of Indian Penal Code.

## **VIII. IMPORTANT INFORMATIONS ON MIZORAM STATE LOTTERY :**

- 1) Appointment of Sole Distributors/Sole Selling Agents, Stockists and Selling Agents:** The Government may, by floating open tenders or such other manners as deemed appropriate, appoint a person or persons or firm having at least three years experience in running lotteries as Sole Distributor/Sole Selling Agent for distribution /marketing of Mizoram State Lottery tickets throughout the country. An Agreement was signed by the Government with each of the Sole Distributors/ Sole Selling Agents. The Sole Distributors/ Sole Selling Agents pay agreed amounts of Sale Proceeds to the Government for the sale of lottery tickets. The Sole Distributor/ Sole Selling Agent may appoint Stockists or Selling Agents to sell lottery tickets to the public.
- 2) Approval of Schemes and Printing of Tickets :** All the schemes of Mizoram State Lottery are accorded after obtaining prior approval of the Government before the tickets are printed and sold. Print Order for printing Lottery tickets for Approved schemes are sent to the Security Printing Presses duly approved by RBI and IBA Mumbai indicating the number of tickets to be printed with other conditions of printing, details of prizes, deductions to be made from prize money like Income Tax etc., terms and conditions for claims along with Department's website.
- 3) Prizes :** The total value of prize per draw including bonus/incentive to Stockists or Agents or Sellers shall not be less than 50 (fifty) per cent of the total value of the tickets printed for each draw. In case the prizes are offered in kind, the rank, amount and item of prizes offered in kind shall not be less than ten thousand rupees. No ticket shall be eligible for more than one prize in a draw. All prizes are guaranteed by the Government.

- 4) **Draw of Lottery :** All draws of Mizoram State Lottery are held at a time and date indicated on the tickets in the draw hall of the Department at Aizawl and are open to public. The draws are conducted under the supervision of the Director or his representative in the presence of two Judges duly appointed by the Government. The draw results are duly recorded by the two Judges and are authenticated by the Supervising Officer. The Judges are entitled to receive an honorarium for the draw, the rate of which is fixed by the Government from time to time.
- 5) **Publication of Results :** Result of each draw are published in the National and Local Newspapers where lottery ticket are marketed as well as in the Official Gazette and Department's website.
- 6) **Claim of Prizes :** All claims of taxable prizes (Rs.10001 & above) should be submitted to Director, Institutional Finance & State Lottery in prescribed form duly filled in indicating clearly the name of the claimant, full postal address, ticket number, name of the lottery and date of draw. Original prize winning ticket with one photocopy duly attested by a Gazetted Officer, three passport-size photographs of the claimant, an affidavit of ownership of the prize winning tickets from any Ist Class Magistrate/Notary should also be submitted. Prizes amounting to Rs.10000 and below shall be claimed with original winning tickets from the Sole Distributor/Sole Selling Agent, Stockists and Selling Agents concerned. All prizes of each draw shall be claimed by the prize-winners within 60 (sixty) days from the date of draw failing which the Government shall, in no case, be held responsible for non-payment of prizes. However, Government reserves the right to disburse the prize even if the claim is received after 60 (sixty) days, but the maximum period of the same shall, in no way, exceed 90 (Ninety) days from the date of draw. Prize winning ticket must be kept intact. Government shall not be liable to pay prizes on tickets lost in postal transit, defaced or mutilated. Tampered ticket cannot be entitled to any prize and any person claiming prize money with tampered tickets may be sued in a Court of Law.
- 7) **Examination of Prize Winning Tickets :** The prize winning tickets received by the Director through the Sole Distributor or directly from the holder are examined carefully in line with the following procedures :-
  - (a) the ticket which is found genuine may be sent to the printer of the ticket for final authentication of its genuineness ;
  - (b) the ticket even if mutilated by the series and ticket number remaining intact may also be accepted for examining its genuineness or otherwise.
- 8) **Payment of Prize Money :** The Director shall disburse prize money for accepted genuine claims after deducting the necessary items viz. Income Tax, etc. Prize money of Rs. 10000 and above payable to winners shall be transferred to the account of the claimant through RTGS. All prizes up to Rs.10000/- and below is authorised to be disbursed by the Sole Distributors, Stockists and Selling Agents.
- 9) **Mode of Payment to and by the Government :** All payment due to the Government shall be made by the Sole Distributor by Demand Draft only and drawn in favour of the Director on any Nationalised or Public Sector Bank located at Aizawl. The Director shall initially credit all the amount received in a Bank account in the State Bank of India

or any other Nationalised or Public Sector Bank. The transactions relating to the payment of Prize Money, charges for publication of results, expenses incurred in connection with lottery draws and other miscellaneous expenses shall be done through the Bank Account jointly operated by Director and Joint Director of the Department.

- 10) Honorarium :** Officers and staff of this Department are entitled to receive honorarium at the rates duly fixed / approved by the Government from time to time for the official duties performed by them pertaining to the Mizoram State Lottery draws beyond working hours on working days as well as on government holidays including Saturdays and Sundays. The existing rate of honorarium paid to the Officers and staff is mentioned below :-

- |                        |   |                      |                      |
|------------------------|---|----------------------|----------------------|
| 1. Supervising Officer | - | Rs. 1500/- per shift | ( w.e.f. 14.06.2017) |
| 2. Staff Cat I & II    | - | Rs. 800/- per shift  | ( w.e.f. 14.06.2017) |
| 3. Other staff         | - | Rs, 600/- per shift  | ( w.e.f. 14.06.2017) |

NOTE : Supervising Officer - All Gazetted Officers of the Department  
Staff - Assistant, UDC, Steno – III LDC on regular basis  
Other Staff - LDC(PE), Driver, Driver (PE) and all Group D Staff.

#### **IX. IMPORTANT INFORMATIONS ON SMALL SAVINGS :**

- 1) Pay Roll Savings Scheme :** Persons employed in Government Offices, Offices of Government Undertakings, public and private sector establishments & commercial establishments enjoy this scheme.

The main objectives of the scheme are:

- (i) To make available facility of savings to an individual at his/her working place.
- (ii) To save the time, labour and money required for going to Post Office and to avoid standing in a queue for opening an account and depositing money.
- (iii) To motivate employees to save money regularly and provide them financial security for future prosperity and for odd times.

The main features of the scheme are :

- (i) The account can be opened with the amount divisible by 5. The minimum amount is Rs.200/- and there is no maximum limit.
- (ii) a depositor/Pay Roll Savings Group member can have more than one account in his name or jointly with other person or persons in the same Post Office or in different Post Office.
- (iii) the accounts can be opened at any time.
- (iv) the account can be closed prematurely after 3 (three) years from date of opening. However, interest will be calculated @ 3.5% p.a. (compounded quarterly).
- (v) the Head of Office will appoint himself or any other reliable officer under him as Pay Roll Savings Supervising Officer in order to supervise the works of Group Leader strictly.

- (vi) A subscriber may nominate one or more persons to received the amount standing to his credit in the event of his death.
- (vii) Rate of interest w.e.f 31.12.2016 to till date is 7.3% p.a. (quarterly compounded).
- (viii) the scheme is applicable to all the staff both gazetted and non-gazetted.
- (ix) the account can be transferred to any Post Office in India free of cost.

**Other National Savings Schemes :** Interest rates for small savings schemes are to be notified on quarterly basis.

## 2) **XIV. IMPORTANT INFORMATIONS ON BANKING :**

The Institutional Finance & State Lottery Department is acting as Nodal Department in the Government in Banking spheres in Mizoram. It deals with co-ordination between the Banks and the Government as well as individual Government Departments, the Banks and other banking and non-banking financial institutions belonging to the Central Government as well as the State Government. It represents the Government in the various meetings held with banking authorities and other Financial institutions within and outside the State. It screens the schemes formulated by the Government Departments and endorses the same to the banking authorities concerned for implementation after proper elaboration.

The functions of Institutional Finance & Small Savings Department in this respect in a nutshell are as follows :-

- (a) Development of Banks in Mizoram.
- (b) Opening and Closing of Banks in Mizoram.
- (c) Lead Bank Schemes.
- (d) Annual Action Plan (Lead Bank).
- (e) Improvement of C:D ratio in Mizoram.
- (f) Payment and recoveries of Bank loans to public and private sectors including personal loans to Government servants and general public.
- (g) Maintenance of Security Measures to Banks in Mizoram.
- (h) Flow of Agriculture Credits through Banks.
- (i) Co-ordination of Financial Institutions.
- (j) Matters relating to NEDFI.
- (k) L.H.D. (Money Lending by Non-Tribals).
- (l) Prize Chits of Money Circulating Schemes (Banking).
- (m) Vigilance on the Non-Banking Financial Institutions within the State.
- (n) All other residuary matters pertaining to Banks in Mizoram.

## X. **LAND AND BUILDING :**

The Department purchased land and building at Tuikhuahtlang, Aizawl from Pu Lalthanmawia of Chhinga Veng, Aizawl under LSC No.203 of 1972 covering an area of 3440 sq.ft. with its building on 9.4.1996 at the cost of Rs.16 lakhs.

The Department also rents a private building belonging to Pu F. Hmingthanga of Republic Veng, Aizawl which is adjacent to the Departmental building. The monthly rental charges of this private building as approved by the Government is @ Rs.27,164/- per month.

Government approval of Rs.401.18 lakh for the construction of a new office building for Directorate of Institutional Finance & State Lottery, IF&SL has been accorded vide order No.D.11047/1/2018-PWD(T)(order enclosed).The fund is allotted under PWD and the new building is being constructed at the present site at Tuikhuahtlang.

**XI. GRIEVANCES REDRESSAL :**

In case any member of the public is not satisfied with the services provided by the Department, complaint can be sent in the following ways and appropriate action will be taken for redressal thereof at an earliest possible date :

- a. to leave a complaint in the Letter Box which is hanging near the entrance of the Office,
- b. to send complaint by post/courier to the **Director, Institutional Finance & State Lottery, Government of Mizoram, Aizawl, Mizoram, Pin – 796 001.**
- c. to send complaint by e-mail at [ifsl\\_mizoram123@yahoo.in](mailto:ifsl_mizoram123@yahoo.in)
- d. to see Lottery Result and other information at [www.ifsl.mizoram.gov.in](http://www.ifsl.mizoram.gov.in)
- e. to contact the following officials in person or telephone for redressal of any kind of grievances

Sl. No	Name of employee	Designation	Designation as	Contact No.
1	2	3	4	5
1.	Jennifer H.L.Duhawmi	Director	DAA	0389-2322291(O) 0389-2336707(R) 9436142288(M) 0389-23110978(fax)
2.	Chalhuaia	Joint Director	SPIO	0389-2325115(O) 9436366311 (M)
3.	Allen V.L.Pundir	Assistant Director	SAPIO	0389-2314207(O) 8826054096 (M)

**XII. SUGGESTION/COMMENT :**

In case any member of the public has any suggestion/comment to offer in regard to the Citizen’s Charter and for improvement of the services provided by the Department, he/she may write to the **Director, Institutional Finance & State Lottery, Government of Mizoram, Aizawl, Mizoram, Pin – 796 001.**