



**GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER**

For

**Department/Office of The Registrar of Cooperative Societies
For the year 2022**

Address : Zarkawt, Babutlang

Website : coop.mizoram.gov.in

Date of Issue : 10.5.2022

This format is to be used for formulation of Citizen's Charter for Administrative Departments and subordinate offices at the level of directorates and autonomous bodies as listed in column (2) and (3) of annexure-IV

CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF THE REGISTRAR OF COOPERATIVE SOCIETIES (2022)

VISION AND MISSION

VISION : Cooperation Department is mainly responsible for overall development of Co-operative movement in the State of Mizoram. Registrar of Cooperative Societies is appointed for entire State for the purpose of registration, regulation, control and supervision of Cooperatives and such other functions, duties and responsibilities. In this connection, the vision of the Registrar is to make Cooperative movement a people movement for reduction of Socio-economic disparity and imbalances, illiteracy, poverty to remove exploitation if weaker section against rich and middlemen and to control market price etc. under the purview of Mizoram State Cooperative Act 2006 (amended 2017) and Mizoram State Cooperative Rules 2012 (amended 2014)

MISSION : To implement the various vision of the department successfully various mission have been undertaken time to time such as Centrally Sponsored Scheme of NCDC, ICDP, VANDHAN Mission etc for enriching financial assistance to the various Primary and State Level Cooperative Societies. For availing different loans from Financial Institution, State Cooperative Banks and National Level Banks are approached for providing loans to the Cooperative Societies. Various Training Programmes are conducted through State Cooperative Union and National Level Training Institution of successful Implementation of various Scheme for Socio-Economic Welfare of the Cooperators.

The Citizen's Charter of Cooperation Department will be of considerable value and utility to distinguished co-operators and give useful information about the organisation of Cooperative Societies, how to form a Cooperative Society and to become a member, how its get loans and services from Cooperative Societies.

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF THE
REGISTRAR OF COOPERATIVE SOCIETIES (2022)**

S.I No	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	E-Mail and Mobile (Phone No.)	Process for delivery of services within the department/office	Documents if any require for obtaining the services to be submitted by citizen/client	Fees, if any, for the services with amount
1	<p>Co-operation Department is meant for overall development Cooperative movement. Any citizen at the minimum age of 18 years can voluntarily participate to form a Cooperative Society with a minimum members required as per Cooperative Act & Rules. There are various type of Cooperative Societies and member are democratically controlled by the Managing Committee. Form and its relevant requirement paper can be availed from all the District Offices and the head office during office hour. After duly submission of application to the District authority or Registrar Cooperative Societies and if the Registrar is satisfied with aims and objectives and economic feasibilities then he will issue a registration certificates. The Cooperation Department provides all the services to its citizens through various registered Cooperative Societies both in Primary Level and State Level. For examples, MIZOFED Providing the consumer items and essential items to people of Mizoram with Petro-products and consumable items. MULCO Bank, Mizoram Coop. Apex Bank providing milk supply to the citizen.</p>	<p>Lalrinsanga, RCS Maria G. Ralte, JRCS Zaliankhuma, JRCS Robuanga, DRCS M. Liansangpuii, DRCS C.Lalbethlehema, DRCS A.N Barbhuiya, ARCS Lalmalsawma, DCO, Lunglei District K. Lalduhawma, DCO, Aizawl East H. Vanhlupuaia, ARCS K. Lalruatfela, DCO, Aizawl West Sajal Kanti Das, ARCS L. Lalzidingi, DCO, Serchhip District S. Lalremngheta, DCO, Champhai District Lalthangfala, DCO, Mamit District Lalthlamuana, DCO, Kolsib District</p>	<p>9436149246/ 8787529966 9862384281 9862369309 9862566516 9612950586 9862374441 9436195567 9436155440/ 9436159527 9862559348 9436351950/ 8415855505 9862546112/ 9366604770 9436142625/ 8416079300 9436198188 9436149467 9436360905 9436366803</p>	Through Cooperative Societies	yes	As per Act & Rules

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF THE
REGISTRAR OF COOPERATIVE SOCIETIES (2022)**

GRIEVANCE REDRESS MECHANISM:

Website address to lodge grievance pgportal.gov.in

Sl. No	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1	RCS	9436149246/ 8787529966	lrsachhangte01@gmail.com	

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF THE
REGISTRAR OF COOPERATIVE SOCIETIES (2022)**

LIST OF STAKEHOLDERS/CLIENTS:

S.I No.	Stakeholders/Clients
1	All the Registered Cooperative Societies

1) No. of Primary Cooperative Societies – 1285

2) No. of State Level Federation/Societies – 12

- (i) Mizoram State Cooperative Union Ltd. (MSCU)
- (ii) Mizoram Apex Handloom & Handicraft Cooperative Society Ltd. (MAHCO)
- (iii) Mizoram Cooperative Apex Bank Ltd. (MCAB)
- (iv) Mizoram State Cooperative Marketing and Consumer Federation Ltd. (MIZOFED)
- (v) Mizoram Milk Producer Cooperative Society Ltd. (MULCO)
- (vi) Mizoram Urban Cooperative Development Bank Ltd. (MUCO)
- (vii) Mizoram State Cooperative Fruit Forestry & Vegetable Fed. Ltd. (MAHFED)
- (viii) Mizoram Pig Producer Cooperative Federation Ltd. (PIGFED)
- (ix) Mizoram Women Cooperative Federation Ltd. (WOMENFED)
- (x) Mizoram Fish Farming Marketing & Processing Ltd. (ZOFISFED)
- (xi) Mizoram Apex Sericulture Cooperative Society Ltd. (SERIFED)
- (xii) Mizoram Poultry Producer Cooperative Federation Ltd.(POULTRYFED)



(LALRINSANGA)

Registrar

Cooperative Societies
Aizawl : Mizoram