

GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER
for

Office of **Government J.Buana College**
Lunglei

For the year 2025



Address: Bazar Veng, Lunglei – 796701

Website: www.jbc.edu.in

Date of issue: 21st January, 2025

CITIZEN'S CHARTER FOR THE OFFICE OF
GOVERNMENT J.BUANA COLLEGE (2025)

VISION AND MISSION

Vision of the Institution

- 1) To impart quality education and to develop the personality of the students.
- 2) The motto "Diligence, Honesty, Service" is the guiding light of the college in teaching and learning process.
- 3) To bring about awareness among the students regarding service to the society.
- 4) To enhance commitment of the faculties in shaping students' character through effective and innovative teaching methods.

Mission

- 1) To attain excellency in learning and leadership in learning process.
- 2) To help students in fashioning their lives with their talents, values and interest for serving the humanity.
- 3) To produce quality human resources who would be employable in all areas and would prove to be good citizens for the country.

MOTTO

Diligence, Honesty, Service

**CITIZEN’S CHARTER FOR THE OFFICE OF
GOVERNMENT J.BUANA COLLEGE (2025)**

MAIN SERVICES to Students

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including nongovernmental organisations	Responsible official with designation	Email and mobile number (Phone No.)	Process of delivery for service within the office	Documents, if any, required for obtaining the service to be submitted by citizen /client	Fees, if any, for the service with amount
1.	Admissions	Mr Lallianzuala Principal	govtjbc@gmail.com Ph. No. 9612197255	Application through admission forms online/ offline	As given in the prospectus	As given in the prospectus
2.	Academic programmes	Academic & Examination Committee	govtjbc@gmail.com Ph. No. 9612197255	Lectures Tutorials Remedial Classes Field Trip Study Tour	Attendance Register	Tuition fees given at the time of admission
3.	a) Display of Internal Marks & Attendance b) Rectification of Internal Marks c) Sanction of Leave	Concerned Faculty	Heads of different Departments	Displayed on Notice Boards Leave Application to HODs	Test Papers Assignments Leave Application along with Doctor’s certificate or other necessary documents	Nil
4.	Issue of cards and certificates for regular students a) ID card/ Library Card	Esther Lalrammuani, Librarian	Email- govtjbc@gmail.com Ph.No. 8974686775	After checking / Examining of Admission Files	Admission Receipt	Library fee as per prospectus/ ₹ 300/-
	b) Issue of Character / Testimonial/ Transfer Certificate	Lalrintluangi Sailo , Head Assistant	Email – govtjbc@gmail.com Ph No. 8794124466	Checking of Marksheet	Original / Attested Copy of Marksheet	₹ 20/-
	c) Issue of marksheet / Registration card / Degree Certificate	Lalrintluangi Sailo , Head Assistant	Email- govtjbc@gmail.com Ph.No. 8794124466	Duly checked & signed by students	Admit Card/ Marksheet	Nil

MAIN SERVICES to Staff (Teaching and Non-Teaching)

1	Process leave/ duty leave application	Mr Lallianzuala Principal	govtjbc@gmail.com Ph.No. 9612197255	Examining the leave application letter	Leave application letter	Nil
2	Forward various applications of staff to higher office	Mr Lallianzuala Principal	-do-	Examining application letter	Application letters of the staff	Nil
3	Pay all types of renumerations after receiving approval	C. Lalrinsangi, Cashier	Email: sangbawihikrossinu@g mail.com Ph No. 8974317090	Calculations of renumerations according to extra hours	Record of performance	Nil

MAIN SERVICES to Government of Mizoram

1	Provide information required by the regulating authorities	Mr Lallianzuala Principal	9612197255	Examination of the requirement and collecting relevant informations	Official documents from higher authority	Nil
2	Submit new proposals etc. as per government policy	Mr Lallianzuala Principal	-do-	Thorough study of the infrastructure of the college	-do-	Nil
3	Provide rooms for conducting examinations	Dr B Lalrinchhani Chairman, Exam Deptt Email matei.boihlung@gmail.com Ph No. 9436157118	-do-	Checking and arranging of classrooms	-do-	Nil

**CITIZEN'S CHARTER FOR THE OFFICE OF
GOVERNMENT. J BUANA COLLEGE (2025)**

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including nongovernmental organisations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
1.	Admissions	Immediately after declaration of HSSLC Result	
2.	Academic programmes	In accordance with the academic calendar	
3.	a) Display of Internal Marks b) Rectification of Internal Marks c) Sanction of Leave	a) 3 days b) 1 day c) Same day	
4.	Issue of cards and certificates for regular students a) ID card/ Library Card	Within one month of college Re-opening	
	b) Issue of Character /Testimonial / Transfer Certificate	Same day	
	c) Issue of marksheet	4 days after receipt from MZU	
5.	Process leave/ duty leave application	1 day	
6.	Forward various applications of staff to higher office	1 Day	
7.	Pay all types of remunerations after receiving approval	Same day	
8.	Provide information required by the regulating authorities	Before the specified last date	
9.	Submit new proposals etc. as per government policy	On or before last date	
10.	Provide rooms for conducting examinations	As and when needed	

**CITIZEN’S CHARTER FOR THE OFFICE OF
GOVERNMENT. J BUANA COLLEGE (2025)**

GRIEVANCE REDRESS MECHANISM

Website address : <https://jbc.edu.in/students-grievances/>

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievance
1.	Dr Vanlalhlani Ralte, Vice Principal Chairman ICC and Sexual Harassment at workplace	9436147140	govtjbc@gmail.com	Immediately after receipt of complaint
2.	Mary Lalromawii, Chairman, Students Services	8014581553	-do-	-do-
3.	Ms Lalthangmawii Change Chairman, Student Support Committee	9436371337	-do-	-do-

**CITIZEN’S CHARTER FOR THE
OFFICE OF GOVT. J BUANA COLLEGE (2025)**

LIST OF STAKEHOLDERS/ CLIENTS

Sl.No.	Stakeholders/ Clients
1.	Students
2.	Parents
3.	Alumni
4.	Teaching Faculty
5.	Non-Teaching Faculty
6.	Government of Mizoram

**CITIZEN'S CHARTER FOR THE OFFICE OF
GOVT. J BUANA COLLEGE (2025)**

**EXPECTATIONS OF THE OFFICE FROM CITIZENS/ SERVICE
RECIPIENTS**

Sl. No.	Service recipients	Expectations of the office from citizens/ service recipients
1.	Students	Good attendance and good academic performance Follow institutional discipline, rules and regulations Active participation in various curricular, co-curricular activities organized by the institution for all-round development
2.	Parents	Cooperation, feedback and support
3.	Alumni	Cooperation, feedback and support
4.	Teaching Faculty	Regularity and completion of syllabus
5.	Non-teaching Faculty	Performance of office work for the students and staff and the college as a whole
6.	Govt. of Mizoram	Provide sufficient human resource at all levels Provide sufficient infrastructural activities