

# GOVERNMENT AIZAWL COLLEGE, AIZAWL.



## CITIZEN'S CHARTER

### **PREAMBLE :**

The Citizen's Charter of Govt. Aizawl College is formulated and published in view of the current capacity of the administrative staff and faculty of the college. The charter has been framed with the objective of ensuring a transparent model of excellence in providing high quality education for all student aspirants. It is our commitment to be at the forefront to act as a catalyst in shaping a bright and sustainable future for our students, the state and the country.

### **VISION :**

To provide vocational and professional education for specific jobs or professions including self-employment.

To help form good habits, to acquire knowledge and skill, and to develop healthy interests and attitudes.

To make sincere efforts to educate students with suitable education so as to carry out various activities required in a dynamic modern society.

To provide incentives for creative minds.

To prepare students for competitions at national and international levels.

To emphasize the importance of athletics in physical and mental health, and to encourage students to participate in sports activities.

To improve language skills.

To remain dedicated and steadfast in pursuit of truth in line with the motto of the college ***Labor Omnia Vincit.***

### **MISSION:**

To impart higher education by providing suitable ground to achieve all-round development of the ability, talent and personality of the students and ensuring that they become good citizens and enhance the social fabric of the nation.

**Head of Institution:** Professor C. Sangluaii, Principal

## **STAKEHOLDERS**

1. All students of the institution
2. All parents/guardians of students of the institution
3. Teaching and non-teaching staff of the institution
4. Alumni of the institution
5. Higher & Technical Education Department, Govt. of Mizoram
6. Any citizens concerned with the institution

## **PROGRAMMES OFFERED BY THE COLLEGE**

Government Aizawl College is a premier higher educational institution in the state established in 1975. It has successfully implemented the following subject choices in Arts and Commerce.

	CORE SUBJECT		Elective I and Elective II
1	English / Mizo/ Hindi	Any two	A. Economics B. Political Science C. Education D. History / Sociology
2	Education	Any two	A. English/ Mizo/ Hindi B. Sociology/ History C. Political Science D. Economics
3	History/ Sociology	Any two	A. English/ Mizo/ Hindi B. Political Science C. Education D. Economics
4	Political Science	Any two	A. Political Science / History B. Economics C. Education/ Sociology D. English / Mizo/ Hindi
5	Economics	Any two	A. Sociology/ Education B. Political Science / History C. Sociology D. English/ Mizo/ Hindi
6	Commerce		

**MAIN SERVICES:**

The main services of the institution are stated below. The specific services are rendered if the application is complete in all respects and is within the specified parameters as far as practicable.

**1. STUDENTS' PROGRESS AND ACADEMIC SERVICE**

Main services	Service	Specified Parameters	Person responsible for delivery of service
1. Clerical services	1. Issue and receipt of admission forms and prospectus	One week from declaration of Board/University exams	B. Lalfaki LDC 9:30 am – 5:00 pm on all working days
	2. Issue of ID cards	10 minutes per students	
	3. Issue and receipt of scholarship forms	10 minutes per students	
	4. Admission of students	Instant admission on production of required documents by students	
	5. Collection of fees/ fines, matters related to sports & other extra-curricular activities	5 minutes per students	Lalnunmawii Sailo, LDC, 9:30 am – 5:00 pm on all working days
	6. Disbursement of scholarship, cashier	Immediately after receiving funds for the scheme	Zomuanpuui, LDC, 9:30 am – 5:00 pm on all working days
	7. Issue and receipt of examination forms, statistical reports, matters related to academics	10 minutes per students	John Lalnunthara, LDC, 9:30 am – 5:00 pm on all working days
	8. Liaison with faculty, BPL/AAY/Disability	Maintenance of transparent and accountable information and support of faculty	Lalmuanpuui, Head Assistant

2. Extension services	1. National Service Scheme (NSS).	Offers opportunities for volunteers to take part in community services such as tree plantations, voluntary blood donations, anti-drug and AIDS awareness campaigns, fire prevention campaigns, anti-tobacco campaigns etc. College NSS volunteers assisted the govt. during the COVID-19 lockdown in govt. quarantine centers within Aizawl city.	Programme Officers:  Lalremruati  Lalbiakzuala  Zolianzuali  Zorinfela
	2. National Cadet Corps (NCC)	Affiliated to the parent body of the National Cadet Corps. Cadets participate in activities such as trekking, training camps, cadet exchange programmes, etc. Along with their Caretaker Officers, cadets conduct a membership drive for the enrolment of new cadets every year, usually at the start of the annual academic year, i.e. July	K. Lalhruaia  Mary Lalnunziri
	3. Youth Adventure Club (YAC)	The GAC-Youth Adventure Club was founded on August the 7th 1982, and registered under the Govt. of Mizoram Firms and Societies Registration Act in 1988. Affiliated to the National Adventure Foundation (N.A.F), New Delhi, the GAC YAC was the first ever Youth Adventure Club in Mizoram. Members explore sites of cultural and historical value, and also frequently organize training camps, and rock climbing and mountaineering activities in various parts of the country.	Prof. Vanlalringa Bawitlung  Elizabeth L. Hmar
	4. Cultural Club	Created to uphold cultural dances and traditions, and to promote an atmosphere of cultural unity and oneness	K. Malsawmi  Lalrinmawii Khiangte

		among students. Members participate in competitions and perform at college events	Rosie Lalmuanpuii
	5. Literature Club	The Literature Club was started in 2004 by a group of students with a common interest in literature and writing. Enrolment and registration are done at the beginning of every odd semester i.e. in the month of July.	Lalremveli Chenkual A. Hmangaihzuai Poonte
	6. Consumers' Club	The Consumer Club conducts awareness campaigns at least twice a year with personnel from the Kolkata or Guwahati branches of Securities Exchange Board of India (SEBI) and Telecom Regulatory Authority of India (TRAI). The Mizoram Consumers Union also sends resource persons and makes financial donations for consumer awareness.	Prof. Chawngsailova Zomuansanga Pachuau
	7. Red Ribbon Club	The Red Ribbon Club (RRC) is affiliated to the Mizoram State Aids Control Society and works for HIV & AIDS prevention, care & support treatment, stigma reduction, among the youth in educational institutions. It also prepares and promotes youth peer educators within and outside the campuses.	Rosie Vanlalruati Ralte Dr. Janet Lalhmingpuii
	8. Eco Club	The Ecology Club was formed in 2018 as an initiative of the Mizoram Pollution Control Board which sponsors the activities. Members have periodic cleanliness drives and campaigns to promote public awareness against the use of plastics, and for general preservation of the earth's ecology.	Rochamliaana K.Lalhruaia

	9. AISHE	The All India Survey on Higher Education (AISHE) was implemented to formulate the National Policy on Education. Its main objective is to identify and map all institutions of higher learning across India and to collect data from such institutions on various aspects of higher education. Data of the college is uploaded every year by the college Nodal Officer	Rohmingmawii Pachuau Nodal Officer, AISHE.
	10. Evangelical Union	Regular prayer meetings are held thrice a week in any vacant room available. Some meetings are conducted in English and some in Mizo. Fundraising is done through selling edibles during College Week, College Fest, etc. The money raised is gifted to the needy in various Homes, Rehabilitation Centers and Orphanages.	Vanlalsawmi Elizabeth L. Hmar
	11. Civil Services Aspirants' Club	The club was formed in January 2020 to help members in their preparation of exams conducted by the Union Public Service Commission and Mizoram Public Service Commission. The club takes up the initiative of hiring Resource Persons or providing study resources in the form of study material	Lalmalsawma Khiangte Zomuansanga Pachuau
	12. Art Club	The Art Club was formally started on the 1st October 2019 to encourage and unite art lovers and enthusiasts in the student community, and contribute to a meaningful honing of their talents and skills	A.Hmangaihzuali Poonte

	13. IGNOU	The GAC Study Centre, established in 1988, is the first and largest IGNOU study centre in Mizoram. It offers several academic courses and programmes. There are two sessions in a year, January and July, and two examinations in June and December. Classes are conducted on Saturdays	Rebecca Lalhmangaihi Co-ordinator  Dr Lalsangzuala Khangte Asst. Co-ordinator
	14. NIELIT	A branch of the National Institute of Electronics & Information Technology (NIELIT), formerly known as the DOEACC Society, which provides Information Technology training. It offers four certificate and diploma courses, and gives priority to students of the college, adjusting class timings as per their free periods. Admissions are done in January and July.	Lalremruati Co-ordinator

## 2. ACADEMIC SUPPORT SERVICES :-

SERVICES	SPECIFIED PARAMETERS	DESIGNATED AUTHORITY AND CONTACT TIMINGS
1. Classroom teaching	1 hour per lecture	All faculty members
2. Remedial Classes	1 hour in the last period of every Monday	Dr. Lalsangzuala Khangte Co-ordinator, RUSA
3. Seminars	1 seminar for each department during one semester	Heads of Departments
4. Assignments	1 assignment in each paper during one semester	Heads of Departments

5. Internal (Continuous Assessment) Tests	2 internal tests in each paper during one semester	Examination Committee
6. Mentoring	Mentor – mentee meeting once a month or as required	Zothanchami, Chairperson, Mentoring Cell
7. UGC Insurance Course	Certificate, Diploma and Advanced Diploma courses for Commerce students	Prof. L.G. Singh, Co-ordinator, UGC IC

### **LIBRARY SERVICES :**

SERVICES	SPECIFIED PARAMETERS	DESIGNATED AUTHORITY AND CONTACT TIMINGS
1. Issue of Library Cards	1 week after admission	Lalsiamliana IV Grade 9:30 am – 4:00 pm on all working days
2. Issue of Library Books	1 day after the library cards are issued, 2 books per students for a week	-do-
3. Reading Room services	9:30 am to 4:00 pm on all working days	-do-
4. Referencing facilities	9:30 am to 4:00 pm on all working days	-do-
5. Internet facilities	9:30 am to 4:00 pm on all working days	Lalrindika Computer Operator
6. Photocopies of study materials	9:30 am to 4:00 pm on all working days	Lalkhawma IV Grade

### **4. EXAMINATIONS :-**

SERVICES	SPECIFIED PARAMETERS	DESIGNATED AUTHORITY AND CONTRACT TIMINGS
1. Conduct of University examinations	As per University Rules and Regulations	Prof. Chawngsailova, Chairman, Examination Committee



2. Conduct of Internal Examinations (Continuous Assessment)	Two Internal examinations (CA) during one semester	Examination Committee Members: 1. Prof. Vanlalhruaia 2. Prof. Vanlalringa Bawitlung 3. Rosie Vanlalruati Ralte 4. Dr. Lalnunpuii Ralte 5. Zorinfela
3. Publication of Internal Examination results	1 – 2 weeks after Internal examinations	Principal

## 5. **INTERNAL QUALITY ASSURANCE CELL ( IQAC )**

For achieving greater improvement in higher education, the IQAC has created various committees and cells to uplift the institution in terms of academic as well as community services. The various committees are as follows: -

Sl.No	Name of Cells	Services	Designated authority and contact timings
1	IQAC Core Committee	Coordinating and supervising various committees and cells under IQAC	Dr. Lalthansangi Fanai Co-ordinator Dr. Andrew Lalsangzela Sailo, Lalmalsawma Khiantge Asst. Co-ordinators 9:30 am – 4:30 pm
2	Curricular Aspects Cell	Curricular planning and implementation, Academic flexibility, Curriculum enrichment and feedback	Lalbiakhluni Chairperson 9:00 am – 4:30 pm
3	Teaching-Learning & Evaluation Cell	Students' enrolment and profile, Teaching and Learning process, Teacher profile and quality, Evaluation process and reforms, Students performance and learning outcomes	Zoliansuali Chairperson 9:30 am – 4:30 pm

4.	Research, Consultancy & Extension Cell	Resource mobilization for research, Research publications and awards, Extension activities.	Prof. LG Singh Chairperson 9:30 am – 4:30 pm
5	Infrastructure Cell	Physical facilities, and maintenance of campus infrastructure	Prof. C. Sangluaii Chairperson 9:30 am – 4:30 pm
6.	Students' Support & Progression Cell	Students' support and progression, Alumni engagement including Alumni Association, Students' participation and activities	Vanlalsawmi Chairperson 9:30 am – 4:30 pm
9.	Governance, Leadership and Management Cell	Institutional vision and leadership, Strategy development and deployment, Faculty empowerment strategies, Financial management and Resource mobilization, Internal quality assurance system	Prof. Chawngsailova Chairperson 9:30 am – 4:30 pm
10.	Institutional Values & Best Practices Cell	Institutional values and social responsibilities, Best practices and Institutional distinctiveness	Hmingpuii Poonte Chairperson 9:30 am – 4:30 pm
11.	Grievances Redressal & Disciplinary Cell	Receiving and redressing complaints and suggestions, imposing fines and punishments, Maintaining vigilance and a cordial atmosphere in the campus	Rochamliaana Chairperson 9:30 am – 4:30 pm
12.	Equal Opportunity Cell	Overseeing equal opportunities for all students, Keeping vigil on how no student is denied of opportunities in his/her pursuit of studies.	Vanlalsawmi Chairperson 9:30 am – 4:30 pm
13.	Career, Counseling & Placement Cell	Creating awareness of career options, Inviting experts in different fields to conduct classes, Contact hotels,	Dr. Mary L. Renthlei Chairperson 9:30 am – 4:30 pm

		industries etc in search of suitable jobs for new graduates	
14.	Sexual Harassment Cell	As per Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013.	Rosie Lalmuanpuii Chairperson 9:30 am – 4:40 pm
15.	Village Adoption Cell	A Memoranda of Understanding was signed on 5.11.2019 with Hmuifang village to cover a period from November 2019 to June 2021. The Cell aims to extend every possible help in developing the adopted village including relief work. During the lockdown period due to Covid-19, food items amounting to more than one lakh rupees was donated to the adopted village as a relief measure.	Prof. C. Sangluaii, Principal, Chairperson 9:30 am – 4:30 pm
16.	School Adoption Cell	Extending academic and extra-curricular help through remedial sessions. Conducting career awareness and inspirational speeches on social ethics and moral values.	Dr. Andrew Lalsangzela Sailo Chairperson 9:30 am – 4:30 pm
15	Mentoring Cell	Overseeing mentor-mentee meetings at least once a month or as need-based	Zothanchami Chairperson 9:30 am – 4:30 pm

## 6. EXTRA-CURRICULAR ACTIVITIES:-

(a) **Students' Union:** The Students' Union (SU) comprises of directly elected members who function under the patronage of the Principal. It represents and safeguards the welfare and interests of the students and organizes student-centric functions such as College Week, Freshers' Social, University Sports etc.

(b) **National Service Scheme (NSS):** The NSS offers opportunities for volunteers to take part in community services such as tree plantations, voluntary blood donations, anti-drug and AIDS awareness campaigns, fire prevention campaigns, anti-tobacco campaigns etc. The college NSS volunteers assisted the state govt. during the COVID-19 lockdown in govt. quarantine centers within Aizawl city.

(c) **Eco Club** : The Ecology Club was formed as an initiative of the Mizoram Pollution Control Board which sponsors the activities. Members have periodical cleanliness drives and campaigns to promote public awareness against the use of plastics and for general preservation of the earth's ecology.

(e) **Youth Adventure Club (YAC)**: The GAC YAC was the first ever Youth Adventure Club in Mizoram and inspired many other colleges and communities in Aizawl and other parts of Mizoram to form their own clubs. Members explore sites of cultural and historical value, and also frequently organize training camps, and rock climbing and mountaineering activities in various parts of the country.

(f) **National Cadet Corp (NCC)**: The NCC offers opportunities for students to prepare and train themselves for military career. It also gives awareness and importance of discipline and training for those aspiring military career.

(g) **Red Ribbon Club** : Organizes awareness campaigns in different places on HIV/AIDS prevention, care and support.

(h) **Students' Self-Support Union** : The Union helps its members in finding gainful employment and prides itself on adherence to the value and dignity of labour.

(i) **Consumers' Club** : The Consumer Club conducts awareness campaigns at least twice a year with personnel from the Kolkata or Guwahati branches of Securities Exchange Board of India (SEBI) and Telecom Regulatory Authority of India (TRAI).

(j) **Legal Aid Clinic** : The Legal Aid Clinic was inaugurated on the 27th March 2018. A small room is allotted to the clinic on the 5th floor of the college building. It is open to all students, teaching faculty and office staff at Govt. Aizawl College free of cost. Consultations are available twice a week, that is, on Mondays and Thursdays.

## **OTHER COMMITTEES & FUNCTIONARIES:**

1. Library Committee
2. ICT Committee
3. Website Management Committee
4. Canteen Committee
5. Property & Purchase Committee
6. Mualpui Campus Steering Committee
7. Sports Committee
8. Admissions Committee
9. Ek Bharat Sheshtha Bharat Club
10. Alumni Association

## **7. GRIEVANCE REDRESSAL MECHANISM:-**

For any queries, grievances, suggestions, etc. relating to services delivered by the Institution, students, staff, or the general public may lodge their grievances or queries through email at [aizawlcollege75@gmail.com](mailto:aizawlcollege75@gmail.com) or in writing or in person to the undermentioned personnel:

1. Prof. C. Sangluaii, Principal - Ph: 03892323188/ 8974307783
2. Prof. Vanlalringa Bawitlung, Nodal Officer, Citizen's Charter - Ph: 9436148166

*Further and detailed information provided at the college website [www.gac.ac.in](http://www.gac.ac.in)*