

GUIDELINES ON THE FORMAT OF A CITIZEN'S CHARTER

The Citizen's Charter for a Ministry / Department should contain the following nine sections:

- (i) Cover Page
- (ii) Vision
- (iii) Mission
- (iv) Service Standards
- (v) Grievance Redress Mechanism
- (vi) Stakeholders / Clients
- (vii) Responsibility Centers
- (viii) Indicative expectations from service recipients
- (ix) Month and Year for next review of the charter

In what follows, each section is described briefly.

(i). Cover Page

To ensure instant recognition and user-friendliness, it is important that all Citizen's / Client's Charters have a uniform cover page as given on the next page:

<p>National Emblem Logo (if any)</p> <p>CITIZEN'S / CLIENT'S CHARTER</p> <p>NAME OF THE MINISTRY / DEPARTMENT</p> <p>(Name of the Ministry to which the department belongs)</p> <p>Address with website ID</p>

(ii) Vision

This should be consistent with the Vision in the Results-Framework Document **Month and Year of issue**

(iii) Mission

This should be consistent with the Mission in the Results-Framework Document as well as Departmental Strategy.

(iv) Service Standards

The information in this section should be presented in the following format

SERVICE STANDARDS		
S.NO.	MAIN SERVICES*	STANDARD

* Main Services include services that are being provided on a regular basis to the Ministry / Departments service recipients. Departmental Services rendered occasionally under exceptional or extraordinary circumstances should not be a part of Main Services. These should also be aligned with the GRM processes.

(v) Grievance Redress Mechanism

This section should contain information relating to the following items:

- (a) Name and contact details of Public Grievance Officer:
- (b) Helpline number/Website url to lodge grievance
- (c) Response to be expected by person lodging the grievance
- (d). Timelines for redress

(vi) Stakeholders

This section should contain the list of stakeholders / clients who have been consulted for setting service standards. The stakeholder consultations done for the Strategy development process may be used for the purpose of setting standards as well.

(vii) Responsibility Centers and Subordinate Organizations

This section should contain a list of the Responsibility Centers and Subordinate Organizations under the administrative control of the Ministry/Department. Information in this section should include references to the service standards of the Responsibility Centers and Subordinate Organizations, how to lodge a grievance against them, and the role of the Ministry/Department in ensuring that they have set standards for service and are delivering services accordingly.

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(viii) Indicative expectations from service recipients

This section should contain responsibilities of the citizens / clients if they are to avail efficient service delivery at the standards stated in the Charter. Examples of this would include submitting completed application forms along with **all** the required enclosures, duly attested

where required; cross-checking for information or the latest position on a matter on the Department's website before raising a query or a grievance etc.

(ix) Month and Year for the next review of the Charter

This section should indicate the month and year for the next review of the Charter. This allows the citizens to be patient till the next major revision. The next date of review should not be too distant. Upper time limit of once in a year or once in two years may be prescribed.

Concluding Remarks

The above formats show the standard format for the Citizen's Charter. Ministries/Departments may need to include additional information pertinent to their specific domain in the Citizen's Charter. In such cases, the information can be included, but without changing the overall look and feel of the Charter. Care must be taken not to make the Charter too long. If the additional information that the Ministry/Department needs to include is very lengthy, it can be provided separately on the website in another document, and in the Charter a reference can be given as to how and where the information is available. It is imperative that the Citizens' Charter be kept user friendly as well as concise by including all the necessary information, but without clutter, rhetoric, and very lengthy information which may be daunting for the average service recipient.