

# **CITIZEN'S CHARTER**



# **RATIONALE OF A CITIZEN'S CHARTER**

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- The citizen's Charter is essentially about the rights of the public and the obligations of the public servants as well as expectations from the citizens
  - It is a useful way of defining to customers the nature of service provision and explicit standards of service delivery
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# **RATIONALE OF A CITIZEN'S CHARTER**

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- Citizen's Charter is to help change the mindset of the public official from someone with power over the public to someone with care of duty in spending the public money collected through taxes and in providing them with necessary services.
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# **DEVELOPMENTS TOWARDS CITIZEN'S CHARTER**

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- ❑ 1991 – United Kingdom (John Major)
  - ❑ 1992 – France (Service Charter)
  - ❑ 1992 – Spain (The Quality Observatory)
  - ❑ 1993 – Malaysia (Client Charter)
  - ❑ 1993 – Portugal (The Quality Charter in Public Service)
  - ❑ 1994 – Jamaica (Citizen's Charter)
  - ❑ 1995 – Canada (Service Standards Initiative)
  - ❑ 1997 – Australia (Service Charter)
  - ❑ 1997 – India (Citizen's Charter)
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# **CITIZEN'S CHARTER :** **DEFINITION**

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- *Citizen's charter is a written declaration by a Govt. Department that highlights the standards of service delivery that it subscribes to, availability of choice for consumers, avenues for grievance redress and other related information.*
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# **COMPONENTS OF A CITIZEN'S CHARTER**

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- Vision and Mission Statement
  - Details of Business transacted by the Organisation
  - Details of Citizens or Clients
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- Details of services including standards, quality, time frame, etc provided to each client group
  - Details of grievance redressal mechanism and how to access it
  - Expectation from the citizens or clients
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# **FORMULATION OF CITIZEN'S CHARTER - A ROAD MAP**

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- Formation of the Task Force
  - Identification of all stakeholders and major services provided by Organisation
  - Consultation with clients/stakeholders/staff and their representative associations
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# **FORMULATION OF CITIZEN'S CHARTER - A ROAD MAP**

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- Preparation of Draft Citizen's Charter
    - \* Circulation for comments/suggestions
    - \* Modification of Charter to include suggestions
  - Submission of draft Charter to DP&AR(GGC)
  - Consideration of the Charter by High Power Committee/Task Force on RFD
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# **FORMULATION OF CITIZEN'S CHARTER - A ROAD MAP**

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- Modification of the Citizen's Charter by the Department on need basis
  - Approval by the Minister-in-charge
  - Formal issue/release of Charter and putting up on website
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# **FORMULATION OF CITIZEN'S CHARTER - A ROAD MAP**

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- Sending copies to People's Representatives and all stakeholders
  - Appointment of a Nodal Officer for effective implementation.
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# **MODEL GUIDELINES:** **DO's and DON'TS**

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- Make haste, slowly
  - List areas of interface
  - Phase out areas for introduction of small steps
  - Involve customer and staff in formulating and implementing them
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# **MODEL GUIDELINES:** **DO's and DON'TS**

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- Win consumer's confidence
  - Inform the customers of the proposed commitments.
  - Remember Citizen's Charter is a constantly evolving process
  - Use simple language
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# **MODEL GUIDELINES:**

## **DO's and DON'TS**

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- Train your staff about their role and responsibility
  - Delegate powers to staff
  - Set up systems for feedback and independent scrutiny
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# **MODEL GUIDELINES:** **DO's and DON'TS**

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- ❑ Don't be unrealistic
  - ❑ Don't take on more than you can commit
  - ❑ Don't involve only senior officers in their formulation and implementation
  - ❑ Don't promise more than you can deliver
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# **MODEL GUIDELINES:**

## **DO's and DON'TS**

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- Don't look upon it as a one-time exercise with a final outcome
  - Don't centralise
  - Don't use difficult language or jargon
  - Don't leave yourself out
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# **WHAT MAKES A GOOD CITIZEN'S CHARTER**

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- Focus on Customer requirements
  - Simple Language
  - Service Standards
  - Effective remedies
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# **WHAT MAKES A GOOD CITIZEN'S CHARTER**

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- Training
  - Delegation
  - Feedback Mechanism
  - Close Monitoring
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# **PROBLEMS IN IMPLEMENTING CITIZEN'S CHARTER**

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- ❑ Consultation process was minimal or largely absent
  - ❑ Lack of proper training and orientation amongst the workforce.
  - ❑ Transfers of concerned officers at the crucial stages of formulation/ implementation of the Charter
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# **PROBLEMS IN IMPLEMENTING CITIZEN'S CHARTER**

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- Awareness campaigns to educate clients were not conducted systematically
  - Standards/time norms of service are set too lax or too tight
  - Concept behind the Charter was not properly understood
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# **BENEFITS OF CITIZEN'S CHARTER**

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**□ If successfully implemented, the Charter can enable the following:**

- 1) Improved service delivery
  - 2) Greater responsiveness of officials towards the public
  - 3) Greater public satisfaction with services
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**THANK YOU**

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