

No. F.12011/1/2010-DP&AR(GGC)
GOVERNMENT OF MIZORAM
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS
(GOOD GOVERNANCE CELL)

OFFICE MEMORANDUM

Dated Aizawl, the 9th July, 2012

Subject: Format for drafting of Citizens' Charter.

In pursuance of the meeting of all Secretaries held on 10.4.2012, the Government of Mizoram has laid down the following format for drafting of Citizens' Charter which should be followed by all Departments under the State Government. All Departments having a Citizens' Charter are also instructed to revise their respective Citizens' Charter based on this format and to upload the Charter in their respective websites.

FORMAT FOR CITIZENS' CHARTER

Citizens' Charter - a tool for facilitating the delivery of services to citizens with specified standards, quality and time frame etc. with commitments from the Organization and its clients.

Components of a Citizens' Charter

A Citizens' Charter should have the following components:-

- (i) Vision and Mission Statement of the Organization.
- (ii) Details of Business transacted by the Organization
- (iii) Details of 'Citizens' or 'Clients'
- (iv) Statement of services including standards, quality, time frame etc. provided to each Citizen/Client group separately and how/where to get the services.
- (v) Details of Grievance Mechanism and how to access it (MIPUI AW and Manual)
- (vi) Expectations from the 'Citizens' or 'Clients'
- (vii) Additional commitments such as compensation in the event of failure of service delivery.

Formulating a Citizens' Charter

Following road map may be adopted to formulate the Citizens' Charter for an Organization:-

- (i) Setting up of a task Force in the Organization to formulate the Citizens' Charter;

- (ii) Identification of all stakeholders in the Organization and major services provided by Organization;
- (iii) Setting up of a Core Group in the Organization consisting of representatives from all stakeholders which inter-alia may include Top Management, Middle Management, cutting-edge level, staff representatives, strategic partners, Customers/Clients etc;
The Core Group shall oversee the formulation of the Citizens' Charter and approve it. It shall monitor its implementation thereafter.
- (iv) Consultation with Clients/Stakeholders/Staff (Primarily at cutting-edge level) and their representative associations;
- (v) Preparation of Draft Citizens' Charter;
(a) Circulation of comments/suggestions
(b) Modification of Charter to include suggestions.
- (vi) Submission of draft Charter to Department of Personnel & Administrative Reforms(GGC)
- (vii) Consideration of the Charter by High Power Committee/Task Force on Results Framework Documents (RFD)
- (viii) Modification of Charter by the Department on need basis.
- (ix) Approval by Minister-in-charge
- (x) Formal issue/release of Charter and putting up on website
- (xi) Sending copies to People's Representatives and all stakeholders
- (xii) Appointment of a Nodal Officer to ensure effective implementation.

Following may be kept in view by an Organization while formulating formulating/implementing Citizens' Charter:-

Sl. No.	Dos	Don'ts
1.	Make haste, slowly	Don't merely make haste
2.	List areas of interface	Don't be unrealistic in making commitments
3.	Phase out areas for introduction of small steps	Don't take on more than you can commit
4.	Involve customer and staff in formulating and implementing it	Don't involve only senior officers in the formulation and implementation
5.	Prepare a Master Plan for formulation and implementation over five years and budget for it	Don't rush into an overall package for the whole Department/Organization


6.	Win consumer confidence with small, highly visible measures	Don't promise more than you can deliver at a given point of time
7.	Remember Citizens' Charter is a constantly evolving process	Don't look upon it a one-time exercise, with a final outcome
8.	Inform the customers of the proposed commitments	Don't inform the customer unless you are sure of delivering the service
9.	Use simple language	Don't use jargon, abbreviations etc.
10.	Train your staff about their role and responsibility in the implementation of the Charter	Don't leave yourself out
11.	Delegate powers to the Staff to enable them to discharge their responsibilities	Don't centralize
12.	Set up systems for feedback and independent scrutiny	Don't continue blindly without regular periodic reassessment of performance

Sd/- L.TOCHHONG

Addl. Chief Secretary to the Govt. of Mizoram

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Copy to:-

1. Secretary to Governor, Mizoram
2. P.S. to Chief Minister, Mizoram
3. P.S. to Speaker/Ministers/Deputy Speaker/Ministers of State/Parliamentary Secretaries/Vice Chairman, State Planning Board, Mizoram.
4. Sr. PPS to Chief Secretary, Mizoram
5. All Principal Secretaries/Commissioners/Secretaries/Special Secretaries, Govt. of Mizoram.
6. Secretary, State Information Commission/MLA/MPSC.
7. Managing Director, Boards/Corporations, Government of Mizoram.
8. All Administrative Departments, Govt. of Mizoram.
9. All Heads of Department, Govt. of Mizoram.
10. Guard File.


(C.C. LALCHHUANGKIMA)
Nodal Officer
DP&AR(GGC)