

***CITIZEN'S
CHARTER
TRANING
FOR
MCS OFFICERS***

Anita
Kharpor

The Spirit behind the Citizen's Charter

A customer is the most important visitor on our premises. He is not dependent on us; we are dependent on him. He is not an interruption on our work; he is the purpose of it. He is not an outsider on our business; he is part of it. We are not doing him a favour by serving him; he is doing a favour by giving us an opportunity to do so.

- Mahatma Gandhi



GOOD GOVERNANCE

- Transparency + Accountability +
Citizen friendliness = Citizen's Charter
- Good Governance is the Technology,
Citizen's Charter is the Tool



What is a Citizen's Charter

The Citizen's Charter is a written, voluntary declaration by service providers about service standards, choice, accessibility, non-discrimination, transparency and accountability. It should be in accordance with the expectations of citizens. Therefore, it is a useful way of defining to customers the nature of service provision and explicit standards of service delivery.

CITIZEN'S CHARTERS

- Rationale of a Citizen's Charter

A Citizen's Charter is the expression of an understanding between the citizen and the public service provider about the quantity and quality of services citizens receive in exchange for their taxes. It is essentially about the rights of the public and the obligations of the public servants as well as expectations from the citizens'.



Components of a Citizen's Charter

- i. Vision and Mission Statement;
- ii. Details of Business transacted by the Organisation;
- iii. Details of clients;
- iv. Details of services provided to each client group;
- v. Details of grievance redress mechanism and how to access it; and
- vi. Expectations from the clients.



Formulation of Citizens' Charters: A Road Map

- Formation of a Task Force
- Identification of all Stakeholders and major services provided by the organisation
- Consultation with Clients/Stakeholders/ Staff (Primarily at cutting-edge level) and their representative associations.

Formulation of Citizens' Charters: A Road Map contd.....

- Preparation of Draft Charter –
 - Circulation for comments/suggestions
 - Modification of Charter to include suggestions.
- Consideration of the Charter by Core Group.
- Modification of Charter by the Ministry/ Department on the basis of suggestions/ observations by the Core Group
- Approval by the Minister-in-charge

Formulation of Citizens' Charters: A Road Map contd.....

- Submission of a copy of the charter to Department of Administrative Reforms.
- Formal issue/release of Charter and putting up on website
- Sending copies to People's Representatives and all stakeholders
- Appointment of a Nodal Officer to ensure effective implementation

Citizen's Charters - Model Guidelines

The Charter arises from the dissatisfaction of the citizen with the quality of service we offer. The following guidelines should be useful:

- To be useful, the Charter must be simple.
- The Charter must be framed not only by senior experts, but by interaction with the cutting edge staff who will finally implement it and with the users (individual organisations).
- Merely announcing the Charter will not change the way we function. Create conditions through interaction and training for generating a responsive climate.

Citizen's Charters - Model Guidelines contd...

- Begin with a statement of the service(s) being offered.
- A mention be made against each service the entitlement of the user, service standards and remedies available to the user for the non-adherence to standards
- Procedures/cost/charges should be made available on line/display boards/ booklets inquiry counters etc at places specified in the Charter

Citizen's Charters - Model Guidelines contd...

- Indicate clearly, that while these are not ***justiciable***, the commitments enshrined in the Charter are in the nature of a promise to be fulfilled with oneself and with the user.
- Frame a structure for obtaining feedback and performance audit and fix a schedule for reviewing the Charter every six months at least.
- Separate Charters can be framed for distinct services and for organisations/ agencies attached or subordinate to a Ministry/Department

Citizens' Charters - General Structure Guidelines

- A brief statement regarding the services concerned.
- Public Interface of the service concerned to be addressed (e.g. issue of ST/SC certificates, issue of driving licence etc.)
- Commitment to Standards (Time frame, Quality of service)

Citizens' Charters - General Structure

Guidelines contd.....

- Our Staff : What to expect from them?
 Where are they located?
- Keeping you informed : What information do
 you need?
- If things go wrong : What could go wrong;
 Whom to contact;
 What to expect to set it right.
- Feedback - Who can help us?

Dos and Don'ts for Implementing the Charters

| SI No | Dos | Don'ts |
|-------|---|--|
| 1 | Have a sense of urgency | But do not merely make haste |
| 2 | List areas of interface. | Don't be unrealistic. |
| 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 Ministry/Department/Organisation, |
| 6 | Win consumer confidence with small, highly visible measures. | Don't promise more than you can deliver. |

Dos and Don'ts for Implementing the Charters contd.....

| Sl. No | Dos | Don'ts |
|--------|---|---|
| 7 | Remember Citizens' Charter is a process, constantly evolving. | Don't look upon it as a one-time exercise, with a final outcome. |
| 8 | Inform the customer of the proposed commitments. | Don't inform the customer unless you are sure of delivering the service. |
| 9 | Use simple language. | Don't use difficult language or jargon. |
| 10 | Train you staff. | Don't leave yourself out. |
| 11 | Delegate powers. | Don't centralise |
| 12 | Set up systems for feedback and Assesment . | Don't continue blindly without regular periodic reassessment of performance |



What Makes a Good Charter?

- Focus on Customer Requirements
- Simple Language
- Service standards
- Effective Remedies
- Training
- Delegation
- Feedback Mechanism
- Close Monitoring
- Periodic Review

Things to Remember

- **What Citizens Expect From Government Departments/Service Providers**
 - Reliability, i.e., consistency in performance.
 - Responsiveness, i.e., timely service.
 - Credibility i.e., having customer interest at heart.
 - Empathy, i.e., attention to customer's needs.
 - Courtesy and care, i.e., willingness to serve.



Six important areas to be covered in every Citizen's Charter

- ***The Six Principles of Citizen's Charters:***
 - Published Standards
 - Openness and Information
 - Choice and Consultation
 - Courtesy and Helpfulness
 - Redress when things go wrong
 - Value for money

Service provider has an open door system



“You’re looking for our customer service department. Go down the hall until you see a door marked ‘exit.’”

A Model Format for Citizen's Charter

- 1. The Aim/purpose of this charter is to work for better quality in public service.... (vision & mission)

- 2. (Enumeration of services delivered by the department) We deliver the following services :-
 - a)
 - b)
 - c)

A Model Format for Citizen's Charter contd.....

- 3. Our aim is to achieve the following service delivery/quality parameters

| No. | Nature of Service | Service Delivery Standard Time limit (days/hours/minutes) | Remarks |
|------------|--------------------------|--|----------------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |

4. Availability of Information: Information on the following subjects can be obtained from our officers listed below

| Details of Information relating to | Name and Designation of the Officer | Address / Location of the Office | Telephone/ Fax/e-mail |
|---|--|---|------------------------------|
| | | | |
| | | | |
| | | | |

A Model Format for Citizen's Charter, contd.....

Availability of prescribed forms

| Title of the Form | Fee to be paid | Whom to contact |
|-------------------|----------------|-----------------|
| a) | | |
| b) | | |
| c) | | |

Forms are also available in the web at [www](http://www.....)
(where applicable) and can be downloaded .



A Model Format for Citizen's Charter, contd.....

- 5. For information outside Office hours, please contact
- Name and Designation of the contact person (s):

6. Complaint Redressal Systems

- Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers


| Name and Designation of the officer | Address for Correspondence | Telephone/Fax/ email |
|-------------------------------------|----------------------------|----------------------|
| | | |
| | | |

6. Complaint Redressal Systems, contd.....

- We have also created a website for registering complaints at [www](http://www.....) And you are welcome to use this facility .
- A centralized customer care centre/grievance redressal centre is also available at _____ where you can lodge your complaint.
- All complaints will be acknowledged by us within _____ days and final reply on the action taken will be communicated within _____ days.

7. Consultation with our users/ stakeholders

- We welcome suggestions from our users.
- We conduct _____ polls.
- We hold periodical _____ meetings with users/user representatives and if you wish to be associated with this please contact _____ at _____.
- Please also enter your details at our website www..... indicating your willingness to be available for consultation, survey on the points enlisted in the Charter.



8. We seek your co-operation on the following :

- Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way (give details relevant to the departments concerned)
- a)
- b)

9. Guide Book/Hand Book/ Consumer Helpline

- We have published a Handbook for the guidance of our customers. Please contact _____ Officer for more details.
- Our helpline number is _____
- Our customer information centre is located at _____ Phone No. _____



10. Other information

- a)
- b)
- We are committed to constantly revise and improve the services being offered under the Charter.

- **LET US JOIN IN MAKING THIS CHARTER A SUCCESS!**



- Lets break into groups



thank you