

INTRODUCTION TO CITIZEN CHARTER

What is a Citizen Charter?

A Citizen Charter aims at addressing some of the problems of interface between the Government and its citizens and also continuously improving the quality of public services for the people at large to make them responsive to their needs and wishes. The basic objective of the citizens' charter is to empower the citizens in relation to public service delivery in areas like improvement of quality and provision of standard services with the taxpayer's money. This should lead to accountability of organizations and their staff with total transparency about the rules, regulations and the processes and procedures. It also aims at providing a mechanism for redressal of citizens' grievances.

This is a welcome step to provide the basic information to the public and to open the vistas of transparency and accountability in the systems. These charters are required to spell out the standards of services and time limits within which the public can reasonably expect the disposal of the requests made by them to the government.

-----X-----