

## Examrace

# Citizens Charter: Nine Principles of Service Delivery and Citizen's Charter in India

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- Citizens are conscious of their rights as customers and demand timely delivery of the services as they pay for the Government services
- Citizens as “customer-focus” was result of Private Organization which impacted public organizations.
- Citizens Charter came into existence to change the passive attitude of government officials and make the administration functioning efficient.
- Transparency and Standard delivery of services he idea behind a Citizens Charter
- The charter is a Code of Conduct on the part of public officials
- The Citizens Charter is Voluntary and has no Sanctions
- The Charter is a commitment on the part of public officials as well as the citizens
- Idea of a Citizen's Charter was first put up by the United Kingdom's Conservative Government in 1991 to improve quality of services delivered
- It was relaunched by the Labour Government in 1998 and was labelled as “Service First”

### **The Citizens Charter had six principles:**

- Quality
- Choice
- Standards
- Value
- Accountability
- Transparency

### **Nine Principles of Service Delivery (1998)**

1 . Set Standards of Service
2 . Be open and provide full information
3 . Consult and involve

4 . Encourage access and promote choice
5 . Treat all fairly
6 . Put things right when they go wrong
7 . Use resources effectively
8 . Innovate and improve
9 . Work with other providers
<i>Nine Principles of Service Delivery (1998)</i>

### **Citizen's Charter in India**

- The recommendations of the Conference of Chief Secretaries of States and Union Territories on "Effective and Responsive Administration" held in 1996
- The scheme was introduced from 1997 in India

### **Components of Indian Citizen's Charter**

- Vision and Mission statement
- Details of business transacted
- Details of citizens
- Statement of Services
- Details of Grievance Redressal Mechanisms
- Expectations from the citizens

### **Initiatives for Citizens Charter in India**

- From 1997 there is a Citizens Charter in all Central, State and Union Territories Ministries and Departments
- From 2010 Citizen's Charter is uploaded on the respective departments website
- Making Citizen's Charter as one of the three component of citizens Charter
- Making Citizen's Charter more interactive with citizens on the recommendation of 12th report of second Administrative Reforms Commission entitled "Citizen Centric Administration-Heart of Governance"

### **Creating Department Charters through pilot projects which was implemented in four states:**

- Himachal Pradesh
- Karnataka

- Madhya Pradesh
- Odisha

### **SEVOTTAM Model**

Sevottam Model is a “Service Delivery Excellence Model” which provides assessment improvement framework

#### **It has three modules or components:**

- Effective Citizens Charter
- Public Grievance Redress System
- Service Delivery Capability

 Mayank

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