Citizen's Charter

Introduction

- The Citizen's Charter is an instrument which seeks to make an **organization transparent, accountable and citizen friendly**. A Citizen's Charter is basically a **set of commitments** made by an organization regarding the standards of service which it delivers.

HISTORY

- It has been recognised world over that good governance is essential for sustainable development, both economic and social. The three essential aspects emphasised in good governance **are transparency, accountability and responsiveness of the administration**. Citizens' Charters initiative is a response to the quest for solving the problems which a citizen encounters, day in and day out, while dealing with the organisations providing public services.

HISTORY

- The concept of Citizens' Charter enshrines the trust between the service provider and its users. The concept was first articulated and implemented in the United Kingdom by the Conservative Government **of John Major in 1991** as a national Programme with a simple **aim: to continuously improve the quality of public services** for the people of the country so that these services respond to the needs and wishes of the users.

- The Programme was re-launched in **1998 by the Labour Government of Tony Blair which rechristened it Services First.**

Components

- 1. Services to be provided.
- 2. Standards of services.
- 3. GRM.
- 4. Duties of customers towards the organisation.

Stakeholders

Citizen charter

2005 - 2nd ARC.

ARC
Recommendations
↳ on better implementation of CC

- 1. One size does not fit all → C C in every org^n should be diff
- 2. Citizen's Charter should be prepared for each independent unit under the overall umbrella of the organization's charter
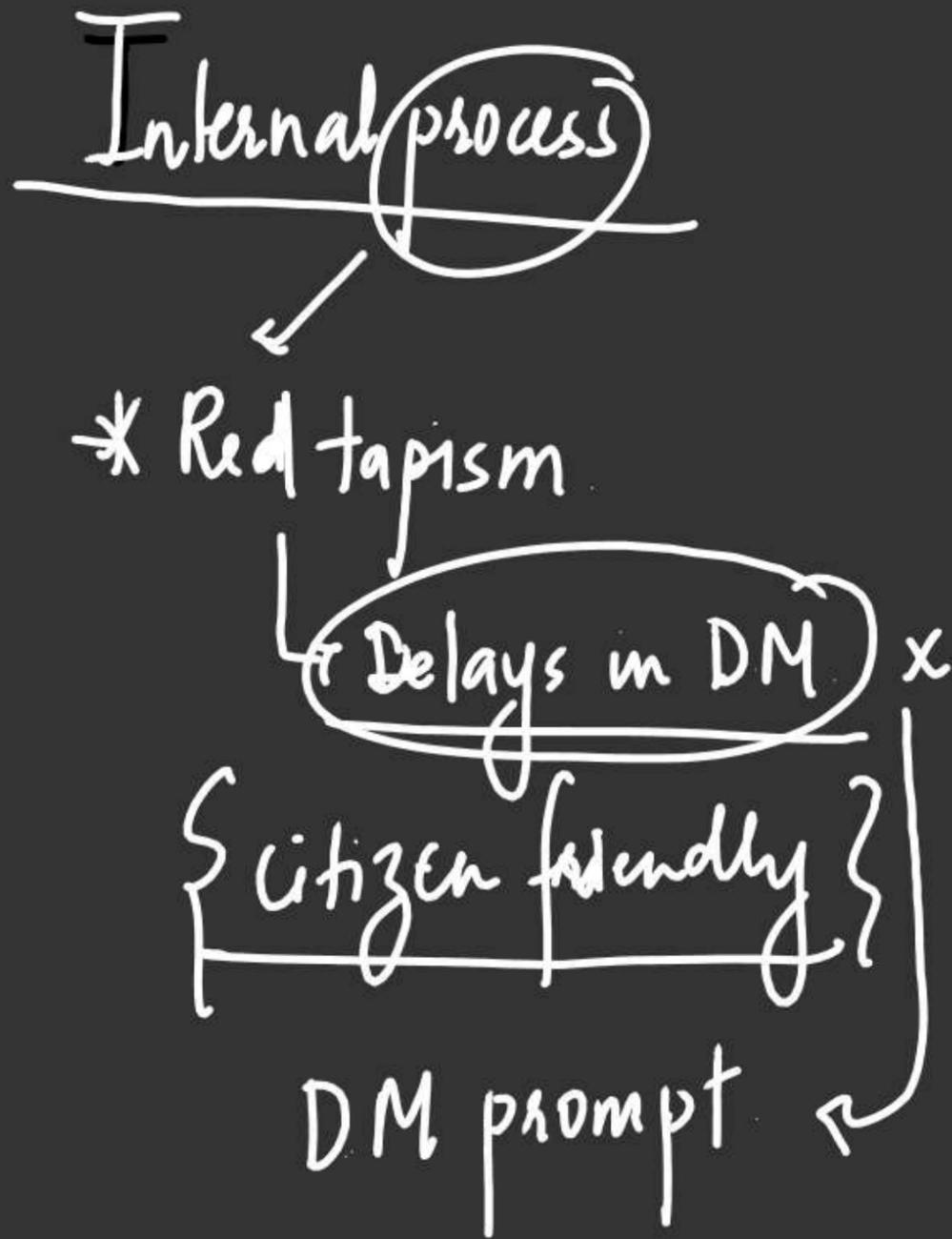- 3. Wide consultation which include civil society in the process { managerial charter } → NGO, SHGs
- 4. Firm commitments to be made
- 5. Internal process and structure should be reformed to meet the commitments given in the Charter
- 6. Redress mechanism is case of default
- 7. Periodic evaluation of Citizen's Charters → Citizen
- 8. Benchmark using end-user feedback
- 9. Hold officers accountable for results
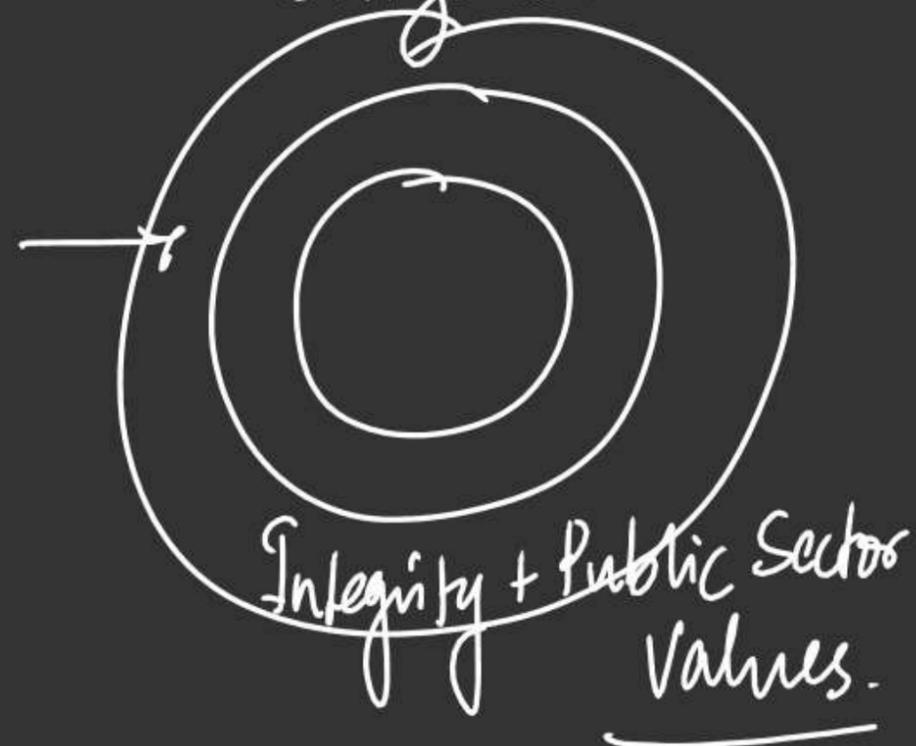
→ Service standards   → Managerial

Internal process & Structure.

* Red tapism

{Delays in DM} x

{ citizen friendly }

DM prompt

e.g GRM

* Appointment in every orgn a GR officer

RTI

What?

Statutory rt to citizen to gain access to Info

How probity?

- Accountability
- Transparency
- Participation.
- Responsive admn

* Info creates awareness

∴ a more assertive citizens.

Integrity + Public Sector Values.

State / govt

Bureaucracy ← → Citizens
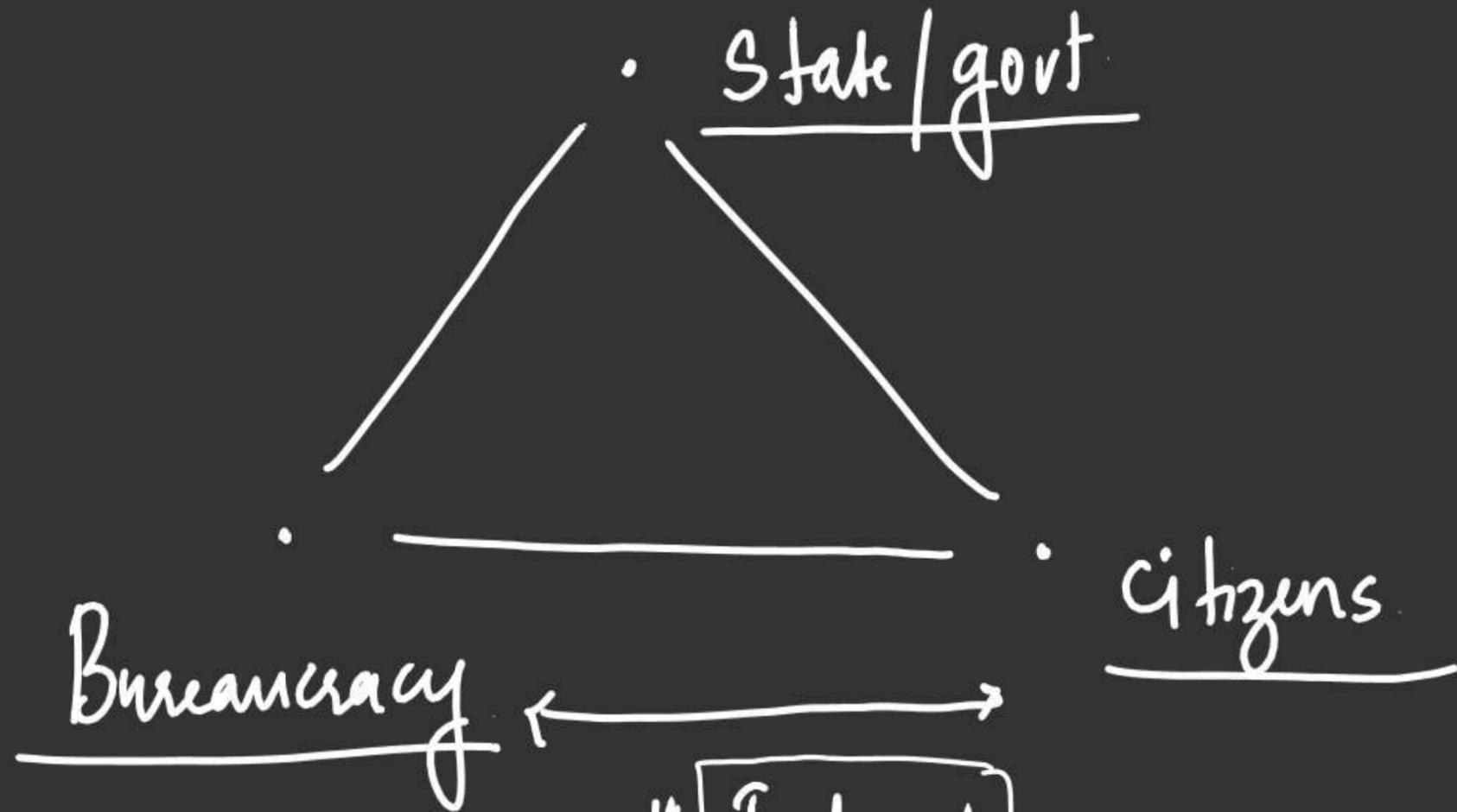
* Indirect

* Citizens lack the necessary information to hold the Bureaucracy accountable

Bureaucracy is accountable to govt. but not accountable to the citizens.

<u>RTI</u> is the law which can single handedly provide info. & ∴ ensure accountability of Bureaucracy & ∴ Ethical Bureaucracy or probity in Governance.

features.

(i) <u>RTI., what?</u>

    (a) Along with Info.

    (b) RA. to inspect records

    (c) Rt to take a certified sample

    (d) Access to all info, provide/stored in electronic medium

Applicable against?

(a) Any org^n established by the $const^n$.

(b) " " by the Parliament
& state legislatures

(c) Any authority declared as the "public authority"
by the [concerned govt] if it is substantially
financed by the govt.

Timeline.

* <u>Info</u>: 30 days from the receipt of the request
  ↳ If the info concerns life & liberty of any Ind^v
    than the info is to be provided within 48 hrs.

* <u>If the request is denied</u>

Convey to the applicant. ← {
* <u>Reason</u> for denial of request.
* <u>Time period</u> of appeal.
* The <u>appealate authority</u> to which appeal can be made.

* If the info is not given within the time period the org^n / Ind^v can be fined of ₹250/day max^m — fine of ₹25,000/—

* Armed forces

* Exemptions ⟶ Judiciary.

* Sub-judice (Under Judiciary)
* Contempt of court
* Cabinet papers
* IPR

* Soverignty or Integrity
* Friendly rel^n's with a foreign country
* Received in confidence through a foreign govt.

* Investigation

Info. comm

Central Info. Comm^n → State Info Comm

* Appealate Body for all Central org^n

* A.B for all state org^n

Composition

* 1 CIC

* not more than 10 other commissners

Conditions of services

* 2019, RTI law was amended & now the conditions of service of members & chairperson of Info Comm. is to be decided by the (Central govt)

{ Executive has complete control over the conditions of service of the I.C }

* Appointment
* Salary & allow
* Re-appointment
* Tenure

Removal

* <u>Similar to the UPSC/SPSC</u>

  * <u>Grounds</u>

    * misbeh$^\vee$

    * Incapacity

* An enquiry made by the SC on misbeh$^\vee$/ Incapacity.

Questions

Q1. <u>Simple question</u> : <u>Syllabus.</u>

e.g. <u>What is probity ? What are principles of probity?</u>

* <u>Requirement</u> : Rep. your notes

(Qualitatively) : Adding (examples.) : Hypron / X made up

* Newspapers.

* last 2yrs Padma awards

2. Statement /Quotes. { 3-4 }

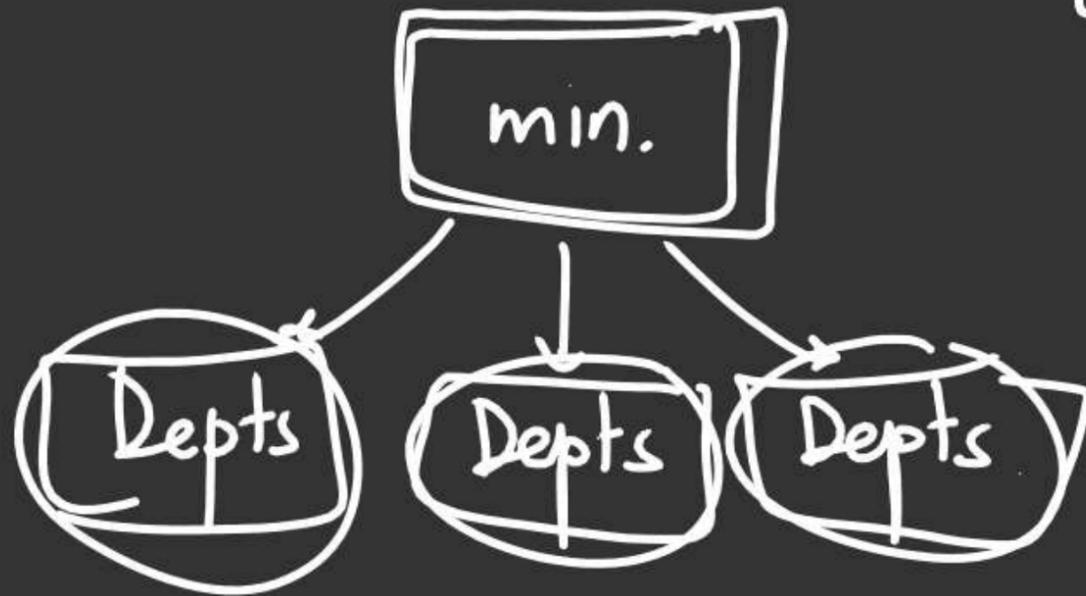↳ * Right Interpretation

* Contemporary relevance

↳ Issues relevant in current circumstances

Citizen charter

ARC :   Every org^n should have a seperate
                          charter under the
         overall umbrella of the org^n's charter

Structure:

```
                    ┌──────────┐
                    │   min.   │
                    └──────────┘
                   /     │     \
              ┌──────┐ ┌──────┐ ┌──────┐
             (│Depts │)(│Depts │)(│Depts │)
              └──────┘ └──────┘ └──────┘
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A New Approach for Making Organizations Citizen Centric

- Citizen's Charter cannot be an end in itself. It is rather a means to an end – a tool to ensure that the **citizen is always at the heart of any service delivery mechanism**.

- The IS 15700:2005 of the Bureau of Indian Standards is an Indian Standard for Quality Management Systems. The Standard itself stipulates that a **Quality Management System helps an organization to build systems which enable it to provide quality service** consistently and is not a substitute for 'service standard'. In fact they are complementary to each other.

The ARC Seven Step Model for Citizen Centricity

- 1. **Define** all services which you provide and identify your clients

- 2. **Set** standards and norms for each service

- 3. **Develop** capability to meet the set standards

- 4. **Perform** to achieve the standards

- 5. **Monitor** performance against the set standards.

- 6. **Evaluate** the impact through an independent mechanism

- 7. **Continuous improvement** based on monitoring and evaluation of results

Principles

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