

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
ADMINISTRATIVE REFORMS DEPARTMENT
7th FLOOR, 'C' WING, DELHI SECRETARIAT, I.P. ESTATE, NEW DELHI 110002
Email- arupdate@nic.in : Fax : 23392621

No.F.03/11/2014/AR/4719-4838

Dated: 09/06/15

To

1. All Pr. Secretaries/Secretaries/HODs, Govt. of NCT of Delhi
2. All Heads of Local Bodies/Undertakings/Autonomous Bodies/ Boards/ Corporations, Govt. of NCT of Delhi

Sub: Review and Updation of Citizen Charter

Sir,

Kindly refer to this office Circular/order No.F.03/11/2014/AR/Pt.file-1/14635-14795/C dated 05/11/14 and its subsequent reminders dated 13/01/2014,21/04/2014 and 10.06.2014 vide which all the departments were directed to prepare, review & update their existing Citizen Charters and also highlight the grievances redressal mechanism available in their departments, in the Citizen Charter.

In this connection, it is stated that compliance report has been received from 31 departments only (List enclosed).

It is also observed that most of the departments are not complying with the provisions of the Delhi Right of Citizens to Time Bound Delivery of Services Act, 2011, time frame fixed for the various services rendered by the department and grant of compensation in case of delay, as specified in the Citizen Charter of the Department.

All the departments (except the list enclosed) are therefore once again ~~directed~~ ^{requested} to comply with the directions of Chief Secretary, Delhi with regard to preparation and updation of the Citizens Charters of their departments and also intimate the steps taken by them for implementation of provisions, highlighted in the Citizens Charter, to this department, latest by 15.07.2015.

Model citizen charter may be seen in the departmental website of many Delhi Government offices (list enclosed).

Encl. As stated

Yours faithfully,



(V.C.PANDEY, IAS)

SPECIAL SECRETARY (AR)

Tel. No.23392143

S.No	Name of Department
1.	Services Department.
2.	Principal Accounts Office.
3.	Dte. Of Audit.
4.	East Delhi Minicipal Corporation
5.	Planning Department
6.	Dte. Of Economics & Statistics
7.	Environment Department
8.	Delhi Subordinate Services Selection Board
9.	Excise Department
10.	Industries Department
11.	Delhi Pollution Control Committee
12.	General Administration Department
13.	Director General (Prisons)
14.	Department of Food Safety
15.	Home Department
16.	Delhi Tourism & Transportation Development Corporation Ltd.
17.	Public Grievance Commission
18.	Directorate of Information & Publicity
19.	Industries Department
20.	Maulana Azad Medical College
21.	Delhi Financial Corporation
22.	Director of Vigilance
23.	I&FC
24.	Prosecution Department
25.	Transport Department
26.	Delhi Legislative Assembly Secretariat
27.	Institute of Human Behavior & Allied Sciences
28.	Sanjay Gandhi Memorial Hospital
29.	Maulana Azad Medical College
30.	Drugs Control Department
31.	Guru Nanak Eye Centre