

PROFORMA FOR SUBMITTING THE NEW CITIZEN CHARTER AND ROBUST GRIEVANCE REDRESSAL SYSTEM

Name of Department _____

Address _____

Contact No. _____ Email Address _____

Sl.No.	Services Provided by the Department	List of Activities that Deptt. Interface with Citizens (Direct/Indirect)	Types of Common Grievances	Time Limit for resolution of Grievances/Services	Additional resources required for providing the services, if any	Designation of the Officer responsible