

14051 URGENT
TIME BOUND

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
ADMINISTRATIVE REFORMS DEPARTMENT
7th Level, C-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110 002.

F.No. 101/2014/AR/ 282-441/C

Dated: 13/01/14

OFFICE ORDER

Subject: Review and Updation of Citizen Charter.

1. It has been observed that the existing Citizen Charters prepared by the various departments have become outdated & obsolete. All the departments which have prepared the Citizen Charters should therefore review & update the existing Citizen Charters. The other departments which have not yet prepared the same should do the needful within 15 days.

2. The Citizen Charters should incorporate the following elements.

- (i) Vision & Mission Statement
- (ii) Details of Business transacted by the organization.
- (iii) Details of services provided to the clients.
- (iv) Quality & Standards of services being provided
- (v) Expectations from the client by the department.

3. The departments which are covered under the Delhi Right of Citizens to Time Bound Delivery of Services Act, 2011 should highlight the time frame fixed for the various services rendered by them in the Citizen Charter also. They should also highlight the provisions of the said Act relating to the grant of compensation in case of delay & the procedure to be followed for the same.

4. The Citizen Charters should highlight the grievance redressal mechanism available in their departments & how to approach the Grievance Redressal Officer. Their name, designation & address alongwith the telephone number/e-mail should also be prominently mentioned in the Citizen Charter.

5. Detailed instructions about preparation of Citizen Charter can be downloaded from the website of the Department of Administrative Reforms & Public Grievances, Govt. of India(darp.gov.in).

6. All the departments are directed to comply with the directions within 15 days and also display the same on the Notice Board at conspicuous place. These Citizen Charters should also be uploaded on the website of Govt. of NCT of Delhi. The undersigned shall review the contents & status of Citizen Charters of all the departments.

(S. K. SRIVASTAVA)
CHIEF SECRETARY, DELHI

Dated: 13/01/14

- A Pr Secretaries/Secretaries/HoDs, Govt. of NCT of Delhi.
- A Heads of Local Bodies/Undertakings/Autonomous Bodies, Govt. of NCT of Delhi

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Copy for information to:

- 1. Pr. Secy. to Lt. Governor/Chief Minister, Govt. of NCT of Delhi.
- 2. Secy. to all Ministers, Govt. of NCT of Delhi.
- 3. OSD to Chief Secretary, Govt. of NCT of Delhi.

(ARUN BAROKA)
PR. SECRETARY (AR)

Chd
SS (PCC)

Ac (PCC)

Personal Branch of Spl. Secy. - Genl. Spl. Com.
Diary No. 15-6
17 JAN 2014
F.No. 101/2014/AR/ 282-441/C
Food & Supplies Dept.

Personal Branch of Commissioner (F.R.S.)
39 8/4
17 JAN 2014
Govt. of NCT of Delhi