

**EXTRACTS FROM CENTRAL SECRETARIAT MANUAL OF OFFICE PROCEDURE  
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Paragraph 157. **Citizen's/ Client's Charter:-**

Citizen's/Client's Charter is a document which represents a systematic effort to focus on the commitment of the Organization towards it's Citizens/Clients in respect of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievances Redress, Courtesy and Value for Money. This also includes expectations of the Organization from the Citizen/Client for fulfilling the commitment of the Organization.

A Charter comprises of the following components-

- (i) Vision and Mission statement;
- (ii) Details of Business transacted by the Organization;
- (iii) Details of Customers/Clients;
- (iv) Statement of services provided to each Citizen/Client Group separately;
- (v) Details of Grievances Redress Mechanism and how to access the same' and
- (vi) Expectation from the Citizen/Client.

Activities relating to the Charters as detailed below will be included in the Annual Report of the Ministry/Department-

- (i) Action taken to formulate the Charter for the Ministry/Department and its subordinate formation;
- (ii) Action taken to implement the Charter;
- (iii) Details of Training Programme, Workshops, etc. held for proper implementation of charter;
- (iv) Details of publicity efforts made and awareness campaigns organized on Charter for the Citizens/Clients;
- (v) Details of internal and external evaluation of implementation of Charter in the Organization and assessment of the level of satisfaction among Citizen/Clients; and
- (vi) Details of revisions made in Charter on the basis of internal and external review.