

Duties and Responsibilities of ‘Nodal Officers of Citizen’s Charter’ in Central Government Ministries/ Departments/ Public Sector Undertakings/ Organisations for Formulation and Implementation of Citizen’s Charter

1. Citizen’s/ Client’s Charter :-

1.1. Citizen’s/ Client’s Charter is a document which represents a systematic effort to focus on the commitment of the Organisation towards its 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 Organisation from the Citizen/ Client for fulfilling the commitment of the Organisation.

1.2 A Charter comprises of the following components :-

- (i) Vision and Mission Statement;
- (ii) Details of Business transacted by the Organisation;
- (iii) Details of Customers/ Clients;
- (iv) Statement of services provided to each Citizen/ Client group separately and time limits for the same;
- (v) Details of Grievances Redress Mechanism and how to access the same; and
- (vi) Expectations from the Citizen/ Client

2. Nodal Officer for Citizen’s Charter for Central Government Ministries/ Departments/ Public Sector Undertakings/ Organisations

2.1 Each Ministry/ Department/ Public Sector Undertaking/ Organisation proposing to formulate a Citizen’s Charter may designate an officer known as **Nodal Officer for Citizen’s Charter**. This officer may preferably be of the rank of Joint Secretary or equivalent in Ministry/ Department and should be selected on the basis of a careful assessment of his/ her attitude and suitability for the job.

2.2 The Nodal Officer for Citizen’s Charter shall be actively involved in the process of formulation and implementation of Citizen’s Charter at each and every stage. Each Ministry/ Department/ Public Sector Undertaking/ autonomous organisation may formulate a job chart for the Nodal Officer for Citizen’s Charter keeping in view the duties and responsibilities of Nodal Officer for Citizen’s Charter enumerated in subsequent paras.

3. Duties and Responsibilities of Nodal Officer on Citizen’s Charter in Central Government

I. Job Title : Nodal Officer for Citizen’s Charter

II. Responsible to : Secretary/ Head of the Organisation

The Nodal Officer will be responsible for various activities involved in formulation and implementation of Citizen’s Charter in the Organisations enumerated below.

3.1 Formulation of Citizen's Charter

- (a) Formation of a Task Force in the Organisation to oversee the formulation of the Citizen's Charter. The Nodal Officer shall act as a Member Secretary for the Task Force. The composition of the Task Force shall be :-
- (i) 1-2 representatives from top management
 - (ii) 2- 3 Representatives from Middle Management
 - (iii) 2 – 3 Representatives from cutting-edge level staff
 - (iv) Representatives from Staff Associations/ Unions
 - (v) 2 - 3 Representatives from Citizen's/ Client's/ Citizen's Associations/ NGOs/ Consumer Groups

3.1.1 Duties of Task Force

- (i) Identification of all stakeholders/ clients and services/ products provided by the Organisation in consultation with the officers/ staff/ clients representative etc.
- (ii) Determining the standards of outputs/ services etc. provided by the Organisation in consultation with all stakeholders and officers/ Staff etc. (particularly at cutting-edge level).
- (iii) Preparation of a draft Charter and circulation amongst various clients/ stakeholders, management levels and staff for comments/ suggestions.
- (iv) Modification of draft Charter to include suggestions etc.
- (v) Submission of draft Charter to Department of AR&PG for consideration by the 'Core Group on Citizen's Charter' and liaisoning with the Department of AR&PG.
- (vi) Modification of the draft Charter on the basis of suggestions/ observations made by the Core Group on Citizen's Charter.
- (vii) Seeking the approval of Minister In-Charge
- (viii) Issue/ release/ publish the Charter in public domain.

3.2. Implementation of Citizen's Charter

- 3.2.1 Ensuring wide publicity of the Charter. Conduct awareness campaigns. Putting up the Charter on the Ministry/ Department/ Organisation's website and sending copies to people's representatives and all stakeholders and their representative associations etc.
- 3.2.2 Organising training programmes, workshops etc. for orientation and motivation of officers and staff of the Organisation for aligning the workforce to the

commitments made in the Charter so as to ensure proper implementation of the Citizen's Charter.

3.3 Monitoring of Citizen's Charter

- 3.3.1 Set up an Integrated Performance Monitoring System and monitor Organisation's performance vis-à-vis commitments made in the Charter on a regular basis and keep the Head of the Department informed.
- 3.3.2 Publish data relating to performance of the Organisation, vis-à-vis, commitments made in the Citizen's Charter, in the Annual Report and share with citizens/ clients using appropriate media.

3.4 Evaluation and Review of Citizen's Charter

- 3.4.1 Arrange for regular internal and external evaluation of implementation of Citizen's Charter in the Organisation and assessment of the level of satisfaction among citizen/ client. Report to the Head of the Department/ Organisation on a regular basis.
- 3.4.2 Based on the feedback/ assessment/ evaluation, taking necessary steps for review/ revision of the Citizen's Charter.
- 3.4.3 Ensuring that activities related to formulation/ implementation of Citizen's Charter form a part of the Annual Action Plan of the Organisation.
- 3.4.4 Ensuring that all the activities relating to Citizen's Charter during the year are included in the Annual Reports of the concerned Ministry/ Department/ Organisation.