

Duties and Responsibilities of “Nodal Officer of Citizen’s Charter” in State Governments/ Union Territory Administrations for Coordinating and Monitoring of Citizen’s Charter Initiative in State/ Union Territory

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 Initiative in the State Government/ UT Administrations

- 2.1 Each State Government/ UT Administration may designate an officer as **Nodal Officer for Citizen’s Charter** for that State/ UT. This officer may preferably be of the rank of Principal Secretary in State Governments/ UT Administrations 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 responsible for Citizen’s Charter initiative in the State Government/ UT Administration. He/ She shall be the contact point for the interaction with the Department of Administrative Reforms and Public Grievance, Government of India. State Governments/ UT Administrations 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 State Governments/ UT Administrations

- I. Job Title : Nodal Officer for Citizen’s Charter
- II. Responsible to : Chief Secretary/ Administrator

- 3.1 A Core Group on Citizen’s Charter shall be set up under the Chairmanship of the Chief Secretary/ Administrator with following members :-
- (i) Chief Secretary/ Administrator - Chairperson
 - (ii) Principal Secretary, Department of Civil - Member Supplies

- (iii) Principal Secretary, Administrative - Member Reforms
- (iv) Principal Secretary, Information Technology - Member
- (v) Director, Public Relations - Member
- (vi) Representatives of Citizen's Interests (NGOs, People's Forum, Consumer Societies etc.)
- (vii) Nodal Officer for Citizen's Charter - Member Secretary

[Note : Nodal Officer on Citizen's Charter may co-opt any other officer to the Core Group with the approval of the Chief Secretary/ Administrator]

Core Group shall examine and approve all the draft Citizen's Charters formulated by various Departments/ Organisations of the State Government/ UT Administration before they are issued by the respective Departments/ Organisations.

- 3.2 Nodal Officer shall ensure formulation of Charter in all Departments/ Organisations of the State Government/ UT Administration.
- 3.3 Nodal Officer shall ensure that each Department/ Public Sector Undertaking/ Organisation of the State/ UT Administration appoints a 'Contact Officer on Citizen's Charter' responsible for formulation/ implementation of the Citizen's Charter in their respective Organisations.
- 3.4 Ensuring monitoring of Citizen's Charter Initiative in the State Government/ UT Administration and apprising the Chief Secretary/ Administrator on a regular basis.
- 3.5 Plan and execute awareness campaign on the Citizen's Charter Initiative.
- 3.6 Arranging for organization of Capacity Building Workshops, training programmes etc. for officers/ staff of various Departments/ Organisations.