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- Hierarchy gap between the Officers and the Operative Staff and no team spirit
- Different mind-set of officers and the Staff- Insensitiveness on the part of the supervisors and the staff
- Staff is not ready to shoulder the responsibility
- Lack of motivation and accountability
- Complicated and restrictive rules & procedures.

Recommendations

The present Citizens' Charters in general have been found to be deficient, particularly in respect of above-mentioned aspects. Therefore, this study made the following recommendations:

Change of Mind-set: There is a need for officers and staff dealing with the public to change the present mindset from Raja-Praja syndrome to facilitate harmonious relations between service providers and service users/consumers. The services promised by a department should be rendered showing due courtesy. In this connection, the following oft-quoted statement of Mahatma Gandhi bears reiteration:

"A customer is the most important visitor on our premises.

He is not dependent on us. We are dependent on him.

He is not an interruption in our work; he is the purpose of it.

He is not an outsider to our business; he is part of it.

We are not doing him a favour by serving him,

He is doing us a favour by giving us an opportunity to do so".

The foregoing inscription in bold letters should also be displayed near the entrance of every Department dealing with the public. The introduction of customer and people's orientation in administration and the adoption of Citizens Charter ought to project more than a philosophical statement. They have to be seen really as what they are, a paradigm shift in the way administration has functioned so far. The public agencies have to collaborate in the institutionalization of the new attitudes and changed procedures, and in the required capacity- building of the personnel at the managerial and cutting-edge levels.

Awareness and Consultation: About 70% of the intended beneficiaries are not aware of the existence of the Citizens' Charter. Then, how can they ever demand its implementation? What is worse, most of the personnel themselves are not aware of the existence of a Citizens Charter in their department. Consequently we recommend that:

- (i) The Citizens' Charter should be prepared in consultation with the employees of the department dealing with the public, in addition to its officers and the service users, by publishing the charter and inviting suggestions from all concerned.
- (ii) The Citizens' Charter should be displayed in English, Hindi and the local language prominently at the entrance of the department concerned, These should be printed and made available with the Receptionist or the Public Relations Officer (PRO), so that any citizen visiting the Department get it free of charge.
- (iii) Regular publicity be given to their contents through media - both print and electronic, and its inclusion as a subject in courses & curriculum in schools and colleges.

- (c) A social activist representing any NGO interested in the implementation of Citizens' Charters: TI India can suggest a few such bonafide NGOs, if needed.

The Citizens' Ombudsman should have access to files and documents connected with the specific grievance and be authorised to call on any officer of the Department, including the Head, to ensure justice and fair play to the citizen. Where ever necessary, the Citizens' Ombudsman will have access to the Department of Public Grievances to seek redress for the affected or aggrieved citizen.

Where a bribe has been demanded, citizen shall report the matter to the Citizens' Ombudsman. If satisfied that the complaint is genuine, the Citizens' Ombudsman will approach the Vigilance Department to take action against the erring officer.

Citizen's Duties: It is important that every citizen should also be aware of his duties. Such duties have been spelt out in Article 51A of the Constitution of India. In addition, the specific duties relevant to a specific Citizens' Charter shall also be spelt out clearly. Both these duties, general and specific, shall constitute an important part of the Citizens' Charters.

Orientation of Officers and Staff : There is an urgent need to impart training to officers and staff regarding necessity of Citizens' Charter, their active role in the fomulation and whole-hearted cooperation in delivering the public services as per specified standards.

Study of the Dept. of Adm. Reforms & Public Grievances (DAR & PG)

These findings have been confirmed in another study of a professional agency sponsored by DAR & PG in 2002-03 for developing a standard model for internal and external evaluation of Citizens' Charters in a more effective, quantifiable and objective manner. This agency

carried out evaluation of implementation of Charters in 5 Central Government Organisations and 15 Departments/Organisations of States of Andhra Pradesh, Maharashtra and Uttar Pradesh. Its major findings were:

- (i) In majority of cases, Charters were not formulated through a consultative process.
- (ii) By and large, service providers are not familiar with the philosophy, goals and main features of the Charters.
- (iii) Adequate publicity to the Charters had not been given in any of the Departments evaluated. In most Departments, the Charters are only in the initial or middle stage of implementation.
- (iv) No funds have been specifically earmarked for awareness generation of Citizens' Charter or for orientation of staff on various components of the Charter.

Its key **recommendations**, inter alia, include: (i) need for citizens and staff to be consulted at every stage of formulation of the Charter, (ii) orientation of staff about the salient features and goals/objectives of the Charter; vision and mission statement of the department; and skills such as team building, problem solving, handling of grievances and communication skills, (iii) need for creation of database on consumer grievances and redress, (iv) need for wider publicity of the Charter through print media, posters, banners, leaflets, handbills, brochures, local newspapers etc. and also through electronic media, (v) earmarking of specific budgets for awareness generation and orientation of staff, and (vi) replication of best.

The status of Citizens' Charter and grievance redress mechanism are to form a part of the Annual Report of all the Ministries from 2006-07 to confirm the organisation's commitment towards citizen centric governance. The importance of benchmarking the quality of service is being impressed upon

relation between citizen and government (both in the field of service delivery, information exchange and participation). These standards are formulated as rights citizens are entitled to, and matching obligations by government bodies. They are in the interest of both citizen and government. By making e-Governance tangible in the front office, it gives incentives to back office reorganisation. Thus, the e-charter is an instrument to stimulate the further development of e-Governance from the citizen's perspective.

The e-Citizen Charter is first of all based on research by Tilburg University into existing quality systems and several surveys of citizens' expectations. Thus, from the start, the e-Citizen Charter has been conceived of as model to be further developed via an open procedure. This was done by publishing it as a workbook that invites thinking, instead of a manual that should only be studied. The current personal workbook (which is available in several formats, including an online version) allows the owner to write down his or her remarks and criticism. On the basis of these comments and suggestions, an improved version 2.1 was drafted at the end of 2005.

Suggested Guidelines for the Citizens' Charters

- 1 List all Offices according to type of services they provide to public - indicate their location, areas they cover, type of services being rendered to public, phone nos.
- 2 There should be a separate Citizens' Charter for each office covering the services they provide. For example, there should be a separate Charter of the Directorate, its subordinate offices, Hospitals, Schools, etc. according to specific services they provide.
- 3 Mention Service Standards - Step-by-step road map based on 'Where to go; How to proceed', simple and easy to fill-in forms, specimen of duly-filled in forms, documents, fees, etc. required, specified time schedule, Do's & Don'ts, etc., names, addresses and Tele. Nos. of concerned Officials, alternate/appealete authority for each service, etc.
- 4 Minimum documentation, self-attestation and self-declaration - Efforts should be made to minimize the number of Forms. Such Forms (e.g., Application for Ration Card) should be publicized through the Newspapers and the concerned website to enable the service seekers to get them copied and use it, according to convenience.
- 5 No duplication - In case desired information and documents submitted earlier like proof of residence (if there is no change), birth certificate, etc., these should not be asked again and again.
- 6 If promised services are not provided as per specified time schedule, an effective grievance redress mechanism (including the provision of compensation to the concerned citizen in order to introduce accountability) should be introduced
- 7 Provision of "TATKAL" (Immediate) Services if somebody is in urgent need (as in the case of Passport, Railways, etc.) to avoid touts, bribery, etc.
- 8 Simultaneous changes in the Proforma and other requirements to be effected along with the changes made in the Citizens Charter
- 9 Database of frequently required information, like ownership of property, vehicle, etc., tax and dues paid or pending, etc.

Model Citizens' Charter - Police

This draft Citizens' Charter for the Police should be finalized after having a detailed discussion with the concerned Service Providers, Service Seekers and the genuine NGOs representing the concerned Citizens and services. It has been divided into the following sub-Charters for the -

- 1) Office of the DGP/IGP/DIG of Commissioner of Police/Jt.CP/Addl.CP
- 2) Office of the SSP/SP or DCP/ACP
- 3) Office of the Area SHO/Inspector
- 4) Traffic Police
- 5) Special Branch

Office of the DGP/IGP/DIG or Commissioner of Police/Jt.CP/Addl. CP

Website: <http://www.....>

Name of Officer I/c -

Name of Alternate Officer -

Tel No. - Office Res. Mobile

Tel No. - Office Res. Mobile

Fax No.

Fax No.

E-mail ID -

E-mail ID -

SMS

SMS

Meeting Hours -

Meeting Hours -

Locations of Office of the IGP/DIG or Jt.CP/Addl.CP

(Please fill in the following Chart and mention the website ID. This may please be displayed prominently out side the Offices of the DGP/IGP/CPS)

(As on date _____)

Sl. No	Name & Location of Office with land marks	Designated Officer					Designated Area	Meeting Hours	Alternate Officer				
		Name & Designation	Tel. No.			E-Mail ID/ SMS			Name & Designation	Tel No.			E-Mail ID/ SMS
			Off.	Res.	Fax					Off	Res	Fax	
1	2	3	4	5	6	7	8	9	10	11	12	13	14
IGP/Jt.CP													
1													
2													
DIG/Addl.CP													
1													

Model Citizens' Charter - Police

Office of the SHO/Inspector of -----Area

Website: <http://www.....>

Name of Officer I/c :

Name of Alternate Officer :

Tel No. - Office Res. Mobile

Tel No. - Office Res. Mobile

Fax No.

Fax No.

E-mail ID :

E-mail ID:

S M S

S M S

Meeting Hours:

Meeting Hours:

(Please fill the following Chart and mention the website ID. This may please be displayed prominently out side the Offices of Area SHO/Inspectors)

DUTY OF THE OFFICER IN CHARGE OF THE POLICE STATION

Services Offered	Documents Form, if any (Self Attested)	Form, if any	No. of Days Required	If not done satisfactorily, pl. contact			Remarks	
				Name & Designation	Telephone No.			
					Off.	Res.		Fax
1	2	3	4	5	6	7	8	9
Registration of FIR								
Permission for functions, etc.								
Certification of Losses/theft								
Registration of Security Agencies								
Issue of Arms and Ammunition licenses								
Licenses of Cinema, Video Games, Parlour, etc								
Licenses of Eating Houses & Hotels								
Licenses of Poisons								

3. Relatives & Friends											
4. Meeting among prisoners											
C. Any Other Person											
1. Family Members											
2. Advocates											
3. Relatives & Friends											
4. Meeting among prisoners											

Duties of the office in charge of the police station

To prevent & detect crime and maintain law & order within his jurisdiction, Police Stations/ Police Posts are responsible for:-

1. Registration of FIR/NCR and investigation of cases, arrest of the accused, recovery of stolen property, challaning of cases and prosecution.
2. Depositing unclaimed property under Police Act.
3. Recording of Report on missing persons (including) and tracing them.
4. Undertake regular patrols in their designated areas, keeping track of all important activities having bearing on law & order. Maintenance of dossiers on persons with criminal past or those suspected of being involved in unlawful activities.
5. Verification of servants/chowkidars/tenants and registration of Security agencies.
6. Granting permission for loud speakers, rallies, political/religious functions.
7. Checking of banks and institutions dealing with cash transactions.
8. Providing help to Senior Citizens and other vulnerable groups.
9. Providing documents for filing claim in Motor Accident Claim Tribunal.
10. Providing Guards for the transportation of cash, if required, as per police rules.
11. Public hearing for redress of grievances.
12. Helping rape and other victims of heinous crime.
13. Implementation of Neighbourhood Watch Scheme.
14. Assisting and involving NGOs in community oriented policing.
15. Organising meetings with Residents Welfare Associations/Mercantile Traders Associations to sort out their safety related

6. A person who has been arrested or detained and is being held in custody in a police station or interrogation center or other lock-up, shall be entitled to have one friend or relative or other person known to him or having interest in his welfare being informed, as soon as practicable, that he has been arrested and is being detained at the particular place, unless the attesting witness of the memo of arrest is himself such a friend or a relative of the arrestee.
7. The time, place of arrest and venue of custody of an arrestee must be notified by the police where the next friend or relative of the arrestee lives outside the district or town through the Legal Aid Organization in the District and the police station of the area concerned telegraphically within a period of 8 to 12 hours after the arrest.
8. The person arrested must be made aware of this right to have someone informed of his arrest or detention as soon as he is put under arrest or is detained.
9. An entry must be made in the diary at the place of detention regarding the arrest of the person which shall also disclose the name of the next friend of the person who has been informed of the arrest and the names and particulars of the police officials in whose custody the arrestee is.
10. As far as practicable, women police officers should be associated where the person or persons being arrested are women. The arrest of women between sunset and sunrise should be avoided.
11. The arrestee should, where he so requests, be also examined at the time of his arrest and major and minor injuries, if any present on his/her body, must be recorded at that time. The "Inspection Memo" must be signed both by the arrestee and the police officer effecting the arrest and its copy provided to the arrestee.
12. Where children or juveniles are to be arrested, no force or beatings should be administered under any circumstances. For this purpose, Police officers may associate respectable citizens so that the children or juveniles are not terrorized and minimal coercion is used.
13. Where the arrest is without a warrant, the person arrested has to be immediately informed of the grounds of arrest in a language, which he or she understands. Again, for this purpose, the police, if necessary, may take the help of respectable citizens. These grounds must have already been recorded in writing in police records. The person arrested should be shown the written reasons as well and also given a copy on demand.
14. Apart from informing the person arrested of the above rights, the police should also inform him of his right to consult and be defended by a lawyer of his choice. He should also be informed that he is entitled to free legal aid at state expense.
15. When the person arrested is brought to the police station, he should, if he makes a request in this regard, be given prompt medical assistance. He must be informed of his right. Where the police officer finds that the arrested person is in a condition where he is unable to make such request but is in need of medical help, he should promptly arrange for the same. This must also be recorded contemporaneously in a register. The female requesting for medical help should be examined only by a female registered medical practitioner.

3. The particulars of the domestic help and the tenants may be sent to the local police for verification to prevent entry of criminals and anti-national elements in their houses.
 4. To observe Traffic rules, follow the lane system and cooperate with the traffic police for smooth mobility and avoiding inconvenience to others.
 5. May not touch or lift any suspicious object, but inform PCR.
 6. To adopt various home security and vehicle safety measures advised by the local police to prevent thefts and other crimes.
 7. To assist local police in all possible manner for prevention and detection of crime and to maintain law and order.
-

THANA & DISTRICT LEVEL COMMITTEES

To promote interaction between the Police and the public, Thana and District Level Committees should be constituted in each District and Police Station, respectively. The Thana Level Committees should be represented by the Area MLAs, whereas District Level Committees should be represented by the MPs. Monthly meetings should be held regularly with the representatives of public.

CAMPUS COMPLAINT BOX

Mention the location of complaint boxes fixed in universities, college and other institutions -

1

2

These boxes are to be opened by the concerned SHOs and complaints so received, to be registered in Daily Diary of the Police Station for taking necessary action, under intimation to complainant.

CRIME BRANCH

The Crime Wing under the supervision of a Deputy Commissioner of Police in Metropolitan cities deals with specialised cases which comes under any of the following Cell/Unit:-

1. General Crime

- a) Robbery Cell.
- b) Anti-Kidnapping Cell.
- c) Anti-Burglary Cell.
- d) Anti-Homicide Cell.
- e) Anti-Auto Theft Squad.
- f) Inter-State Cell
- g) Special Investigation Team
- h) Bomb Disposal Squad.
- i) Dog Squad
- j) Missing Person Squad.

2. Economic Offences Wing

- a) Anti-Forgery Cell
- b) Criminal Breach of Trust
- c) Anti-Fraud and Cheating Cell
- d) Land & Building Racket Cell

Important : In order to introduce accountability in Police, a mention should be made about an effective grievance redress mechanism (including the provision of compensation on the pattern of the Central 'Right to Information Act-2005' to the concerned citizen, if promised services are not provided as per specified time schedule and service standard).

The Unit is mainly responsible for:-

- 1 Providing safe and smooth flow of traffic.
- 2 Preventing road accidents.
- 3 Effective enforcement of traffic rules and regulations.
- 4 Inculcating a sense of discipline amongst road users and educating the general public, including school children on road safety.
- 5 Ensure smooth and secure traffic movement for special occasions and VIP movements with minimal inconvenience to public.
- 6 Removal of vehicles parked at "Non-Parking" Zones leaving the indications that the vehicle bearing the registration number has been towed away to (name of the place with telephone no.)

The Unit is also responsible for:-

- 1 Rendering assistance to public in various stressful conditions such as prompt first aid to road accident victims.
- 2 Assisting and advising various agencies in co-ordinated development of infrastructure for safe and smooth flow of traffic.
- 3 Protecting environment by taking appropriate steps for prevention of noise and air pollution.
- 4 Encouraging participation and involvement of public in traffic management and regulation.
- 5 Arrangements for various functions in the city.
- 6 Updating of Website on traffic related matters.
- 7 Imparting traffic training to school-children.

- 8 Promoting road safety through-mobile exhibition van, painting competitions, skit competitions, essay competitions, debates etc.
9. Installation of traffic signals/blinkers/timers.
10. Smooth functioning of Pre-paid Taxi/TSR booths.

Rights/facilities available to persons violating traffic rules/regulations

- a) Compounding the traffic offence at the spot and pay the prescribed compounding amount to a traffic police officer without going to court.

or

- b) Go to court for its disposal/contesting etc.

Documents one should always carry while driving on the road

- Driving License
- Vehicle Registration Certificate
- Vehicle Insurance
- Pollution Certificate

Note - In case of non-availability of any/all such documents or attested copies thereof, the same can be sent by registered post within 15 days from the date of demand.

Facilities available to general public

- Traffic Helpline Phone No. (and its timings)
- E-mail ID and postal address for lodging any traffic related complaint/suggestion
- Traffic Website providing traffic related information

Model Citizens' Charter - Primary Education

This draft Citizens' Charter for the Primary Education should be finalized after having a detailed discussion with the concerned Service Providers, Service Seekers and the genuine NGOs representing the concerned Citizens and services. It has been divided into the following sub-Charters for the

- 1 Education Department
- 2 District Education Office
- 3 Primary School

Citizens' Charter for Education Department

(It should be prominently displayed out side the Education Department/Directorate)

- 1 The norms for opening a Primary School and its responsibilities are as follows -
 - i) Requirments
 - ii) Forms
 - iii) Documents
 - iv) Special Provisions
 - v) Fees
 - vi) Authorities to be approached
 - vii) Website ID
- 2 Applications for registration of a School shall be duly acknowledged and replies will be given within days.
- 3 Efforts should be made to simplify Application Form for opening a School. Such Forms should be made available on the

concerned website to enable the Applicants to get them copied and use it.

- 4 On the pattern of the Central Right to Information Act 2005, a provision should be made about the compensation to the complainant if the promised standard of services has been deficient.
- 5 Any complaints can be made to the following

Officer's Name:

Address:

Tel. No.: (O) (R) Mobile:

Fax:

E-maile ID:

Visiting Days & Hours

Alternate Officer's Name:

Address:

Tel. No.: (O) (R) Mobile:

Fax:

E-maile ID:

Visiting Days & Hours

VIGILANCE AND PUBLIC PARTICIPATION

To review the functioning of the Schools periodically, the Department will constitute Vigilance Committees at the District and State/ UT levels associating the members from Government, social organisations, consumer organisations, local body members, parent-teachers, etc.

Citizens' Charter of Primary School

(Please fill in the following Chart and mention the website ID. This may be displayed prominently out side the School)

Session Starts from _____ (As on date.....)

Classes	Criteria for Admission incl. Age	Formalities Required		Fees Payable			Last Date of Application	Designated Officer		Extra-curricular facilities
		Form	Documents (Self Attested)	Application	Admission	Details of Other Periodical Charges		Room No.	Tel. No.	
Pre-primary										
- Nursery										
- KG										
Primary										
First										
Second										
Third										
Fourth										
Fifth										

Infrastructural Details	Eligibility	Formalities Required		Fees Payable	Designated Officer			Remarks
		Form	Documents (Self Attested)		Name	Room No.	Tel. No.	
School Leaving Certificate								
Transportation								
Medical Check up & First Aid								
Library								
Computer & Lab Facilities								
1) Scholarships 2) Fee Concession								
S. Worker & Counselor								
Canteen								
Drinking Water Separate Toilets, etc.								
Welfare Activities								

Model Citizens' Charter - Hospital

Effective Grievance Redress Mechanism

This draft Citizens' Charter for the Government Hospitals should be finalized after having a detailed discussion with the concerned Service Providers, Service Seekers and the genuine NGOs representing the concerned Citizens and services. It has been divided into the following sub-Charters -

- 1) General Information
- 2) Casualty and Emergency Services
- 3) Enquiry and Other Information
- 4) Out -Patient Department (OPD) Services
- 5) Diagnostic Services
- 6) Indoor Services (General/Private Wards)
- 7) Mortuary

CITIZEN CHARTER

(Name of Hospital)

GENERAL INFORMATION

Website: <http://www.....>

Location - Hospital's Address

.....

Main entrance.....
(Name of well known landmark)

Number of Beds, Doctors, Nurses Etc.

This hospital has a total of beds

- i) Emergencybeds..... Occupied..... available
- ii) Gen. Wards.....beds..... Occupied..... available
- iii) Pr. Wardsbeds..... Occupied..... available
- iv) Doctors (incl. Faculty members, Sr. and Jr. Residents) and
- v)Nurses.

Casualty and Emergency Service

Casualty: Tel. Nos. (timings)

Casualty Ward for	Exact Location	Tel No.

Mention if ambulance facility is available to transfer patients or meet any exigency/disaster situation.

Specify the details of facilities in **Casualty Wards** for major specialties, i.e., Medicines, Surgery, Gyane, Orthopedics & Pediatrics, etc. available to attend serious patients and required fees, etc.)

Mention (i) If Casualty is equipped with the Emergency Operation Theatre or with modern gadgets like monitors, ventilators, nebulisers, defibrillators, central O₂ and suction supply etc. for any urgent treatment.

(ii) The availability & their timings of urgent investigations like Blood Biochemistry, Urine, ECG, USG, X-ray, C.T. Scan, MRI etc.

(iii) Whether medicines and surgical items available in casualty are provided **free of cost**.

(iv) If there are arrangements for the stay of patients' attendants. If yes, its conditions like stay charges, etc.

(v) Details of PCOs/STDs, public utilities like toilets, waiting area with Tea/Coffee/ Snacks, Attendants' Waiting Hall, parking facilities, etc.

GRIEVANCE REDRESSAL SERVICES

Contact Person's Name				Alternate Person			
Location				Location			
Tel No. (Off)	(Res.)	Mobile		Tel No. (Off)	(Res.)	Mobile	
E-mail ID				E-mail ID			
Timings				Timings			

If promised services are not provided as per specified standard and time schedule, an effective grievance redress mechanism (including the provision of compensation on the pattern of the 'Right to Information Act-2005' and recently issued orders by the Delhi Government in respect of Electricity to the concerned citizens should be mentioned

For assistance (including financial help for poor and indigent patients) .

A. Social Guides

Location
 Tel No. (Off) (Res.) Mobile
 E-mail ID
 Timings

B. Medico Social Workers

Location
 Tel No. (Off) (Res.) Mobile
 E-mail ID
 Timings

OUT-PATIENT DEPARTMENT (OPD) SERVICES

(including various Vaccinations and Preventive Healthcare)

(Please fill in the following Chart and display it prominently out side OPD)

OPD (Card costing Rs.)

(As on date.....)

Type of OPD	Location	Tel No.	Days	Registration Time & Counter No.		Consultation		Consultant		
				Morning	Evening	Time	Fee, if any	Name	Tel. No.	
									Off.	Res.
A. General OPD (Surgery)										
1										
2										
B. General OPD (Medical)										
1										
2										
C. Specialty Clinics										
1										
2										

Mention (i) whether the hospital charges can be waived off in respect of poor and costly drugs/surgical items can also be provided to them by the hospital. If financial assistance is also available through Prime Minister's Relief Fund, NIAF and other such funds.

(ii) All procedures, operations etc. and if the patient is required to contact the Medical Superintendent Office for admission in **Private Wards, and other formalities**, hospitalization and other charges (including doctors visit fee, investigation like **USG, CT, MRI** etc., diet etc.)

(iii) Facilities available to senior citizens and physically disabled patients.

(iv) If promised services are not provided as per specified standards and time schedule, an effective grievance redress mechanism (including the provision of compensation on the pattern of the 'Right to Information Act-2005 'to the concerned citizen in order to introduce accountability) should be mentioned

MORTUARY SERVICES

(When there is a Medico-legal case, the body is released only after the post-mortem clearance from the Police. While in case of natural death in the Hospital Ward, it is shifted to the Mortuary. It can be claimed only after producing the proof of identity and the relationship with the deceased person.) (As on date

Location.....Tel.No.

Name of I/c

Tel.No. Office.....Res.....Mobile :

Name of Alternate Officer

Tel.No. Office.....Res.....Mobile :

Working Hours

Documents, etc required to Claim Body by the legitimate claimant -

1

2

Availability of Van

Charges of the Van's Use

Vigilance and Public Participation

To review the functioning of the scheme periodically at Shop/ Panchayat level, District/Area level and State/UT level, the Department will constitute Vigilance Committees associating the members from Government, social organisations, consumer organisations, local body members, etc.

On the pattern of the Right to Information Act 2005, a provision should be made about the compensation to the complainant if the promised standard of services has been deficient.

TRAINING OF PERSONNEL ENGAGED IN PDS ACTIVITIES

Training programmes, including workshops, may be arranged in association with the voluntary consumer and social organizations, including youth and women organizations, to train the staff engaged in the delivery of PDS services. The Government may also consider suitable incentives for rewarding good work, while ensuring at the same time that lapses, if any, are dealt with.

CITIZENS' CHARTER FOR THE DISTRICT FOOD & CIVIL SUPPLIES DEPARTMENT

(Please fill in the following Chart and display it out side the Department)

Location of Rationing Offices in (City/Distt.) (with prominent Land Mark)

(Date of issue)

Address of Circle Offices	Areas covered	Working Days & Hours	Officer I/c			Alternate person			Details of Services	Grievance Redress Officer		
			Name	Tel.	Fax No.	Name	Tel.	Fax No.		Name	Tel.	Fax No.

Note : Specific mention be made about penalty on the pattern of the 'Right to Information Act-2005 ' against dealers for defaults in quality and weights & measurements of rationed items.

CITIZENS' CHARTER FOR THE CIRCLE OFFICE OF FOOD & CIVIL SUPPLIES DEPT.

1. After the expiry of specific period for the verification and other reports by the Area Inspector and any other authority, the processing of application should be initiated immediately to ensure timely delivery of promised services. In case the Ration Card is not ready for collection on the date as specified in the acknowledgement slip, the reasons for the delay and the likely date by which the card will be available will be invariably intimated.
2. On the pattern of the Central Right to Information Act 2005, a provision should be made about the compensation to the complainant if the promised standard of services has been deficient.
3. Staff should be citizen friendly, courteous and facilitate the visitors in getting various services, including the filling up of forms. Any difficulty faced by the card holders will be resolved within days by deputing appropriate inspecting officials to the FPS under intimation to the card holder.
4. All staff and officials coming in to contact with public in connection with the issue of Ration Cards will wear name badges and will attend to the needs of the public courteously and promptly.

Model Citizens' Charter - Ration Card

Any other Service like loss of R Card								
Any other Service like loss of R Card, change in age, etc.								

Grievance Redress Mechanism for any deficiency in the promised standard of Services

Officer to be Approached	Meeting Time	Phone Nos.		Public Information Officer		Any other information	Remarks
		Office	Residence	Name	Telephone Off. Res.		

Note - 1) Salient features of each service should be prominently displayed in simple and easy language at all places likely to be visited by the service seekers. It could be easily visible to the customers.

INFORMATION ABOUT THE FAIR PRICE SHOPS IN THE CIRCLE

Location of Rationing Shops with prominent Land Marks

(Please fill in the following Chart and display it out side the Circle Office)

(As on date.....)

Location of Rationing Shops	Address (where to go)	Areas covered	Shop's Owner & Tel. No.	Shop's Registration No.	No. of Card Holders	Working Days & Hours

Grievance Redress Mechanism for any deficiency in the Standard of Services

Officer to be approached	Meeting Time	Phone Nos.		Public Information Officer			Compen- sation to Complainant	Remarks
		Office	Residence	Name	Telephone			
					Off.	Res.		

Model Citizens' Charter - Ration Card

Information as on the morning of
 (Date/month/Year)

Note - 1) The Shop will remain closed on
 (Day) and reopen on (Day)

- 2) There should be a separate queue for the women, senior citizens and physically disabled card holders.
- 3) The consumer attached to the FPS will be entitled to inspect the Stock, Sales and Ration Card Registers at the FPSs.

4) Specific mention should be made about penalty on the pattern of the 'Right to Information Act-2005' against Dealers for defaults in quality and weights & measurements of foodgrains.

For Suggestions/Complaints, contact

Name :

Designation & Address:

Location (with the prominent landmarks)

Tel. No.: (O) (R) Mobile:

Fax: e-mail ID:

CITIZENS' CHARTER OF THE KEROSENE OIL DEPOT

(Please fill in the following Chart and display it out side the Circle Office)

Quantity in Stock	Entitlement		Rate per liter	Areas covered	Depot's owner & Tel No.	Working Days & Hours
	BPL	APL				

Grievance Redress Mechanism for any deficiency in the promised standard of Services

Officer to be approached	Meeting Time	Phone Nos.		Information Officer			Compen-sation to Complainant	Remarks
		Office	Residence	Name	Telephone			
					Off.	Res.		

Location of Kerosene Oil Depot with prominent Land Mark

Information as on the morning of
 (Date/Month/Year)

Note - 1) The Depot will remain closed on
 (Day) and reopen on (Day)

- 2) There should be a separate queue for the women, senior citizens and physically disabled card holders.
- 3) Specific mention should be made about penalty on the pattern of the 'Right to

Information Act-2005' against Dealers for defaults in quality and weights & measurements of supplies.

For Suggestions/Complaints, please contact

Name :

Designation:

Address:

Location (with the prominent landmarks)

Tel. No.: (O) (R) Mobile:

Fax:

e-mail ID: