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Citizens’ Charter

- 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.
Citizens' Charter

(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 formulation 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/appleate 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..........................................................

<table>
<thead>
<tr>
<th>Name of Officer I/c -</th>
<th>Name of Alternate Officer -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel No. - Office</td>
<td>Tel No. - Office</td>
</tr>
<tr>
<td>Res.</td>
<td>Res.</td>
</tr>
<tr>
<td>Mobile</td>
<td>Mobile</td>
</tr>
<tr>
<td>Fax No.</td>
<td>Fax No.</td>
</tr>
<tr>
<td>E-mail ID -</td>
<td>E-mail ID -</td>
</tr>
<tr>
<td>SMS</td>
<td>SMS</td>
</tr>
<tr>
<td>Meeting Hours -</td>
<td>Meeting Hours -</td>
</tr>
</tbody>
</table>

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 ————)

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Name &amp; Location of Office with landmarks</th>
<th>Designated Officer</th>
<th>Designated Area</th>
<th>Meeting Hours</th>
<th>Alternate Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Name &amp; Designation</td>
<td>Tel. No.</td>
<td>E-Mail ID / SMS</td>
<td>Name &amp; Designation</td>
</tr>
<tr>
<td>1</td>
<td>IGP/Jt.CP</td>
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<td>2</td>
<td>DIG/Addl.CP</td>
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</tbody>
</table>

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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:                       
SMS                           SMS                           
Meeting Hours:                Meeting Hours:                

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

DUTY OF THE OFFICER IN CHARGE OF THE POLICE STATION

<table>
<thead>
<tr>
<th>Services Offered</th>
<th>Documents Required</th>
<th>Form, if any (Self Attested)</th>
<th>No. of Days Required</th>
<th>If not done satisfactorily, pl. contact</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration of FIR</td>
<td></td>
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</tr>
<tr>
<td>Permission for functions, etc.</td>
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<tr>
<td>Certification of Losses/theft</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registration of Security Agencies</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Issue of Arms and Ammunition licenses</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Licenses of Cinema, Video Games, Parlour, etc</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Licenses of Eating Houses &amp; Hotels</td>
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</tr>
<tr>
<td>Licenses of Poisons</td>
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</tbody>
</table>

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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.


10. Providing Guards for the transportation of cash, if required, as per police rules.


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 administrated 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.
Model Citizens' Charter - Police

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).
Model Citizens’ Charter - Police

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/blinders/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

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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) Requirements
   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-mail ID:
   Visiting Days & Hours

   Alternate Officer’s Name:
   Address:
   Tel. No.: (O) (R) Mobile:
   Fax:
   E-mail 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.
# Model Citizens’ Charter - Primary Education

## Citizens’ Charter of Primary School

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

### Session Starts from ———————————— (As on date.........................................)

<table>
<thead>
<tr>
<th>Classes</th>
<th>Criteria for Admission incl. Age</th>
<th>Formalities Required</th>
<th>Fees Payable</th>
<th>Last Date of Application</th>
<th>Designated Officer</th>
<th>Extra-curricular facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-primary</td>
<td>Nursery</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>- KG</td>
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<tr>
<td>Primary</td>
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<td></td>
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<tr>
<td>First</td>
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<td>Second</td>
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<tr>
<td>Third</td>
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<tr>
<td>Fourth</td>
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</tbody>
</table>

### Infrastructural Details

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Formalities Required</th>
<th>Fees Payable</th>
<th>Designated Officer</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form</td>
<td>Documents (Self Attested)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- 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

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Transparency International India
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 is on ...............................................

(Name of well known landmark)

Number of Beds, Doctors, Nurses Etc.

This hospital has a total of ......................... beds

i) Emergency ......beds....... Occupied..... available

ii) Gen. Wards......beds....... Occupied..... available

iii) Pr. Wards ......beds....... Occupied..... available

iv) ........ Doctors (incl. Faculty members, Sr. and Jr. Residents) and

v) .................. Nurses.

Casualty and Emergency Service

Casualty: Tel. Nos. ......................... (timings)

<table>
<thead>
<tr>
<th>Casualty Ward for</th>
<th>Exact Location</th>
<th>Tel No.</th>
</tr>
</thead>
</table>

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.
Model Citizens’ Charter - Hospital

GRIEVANCE REDRESSAL SERVICES

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

(As on date.........................................)

<table>
<thead>
<tr>
<th>Type of OPD</th>
<th>Location</th>
<th>Tel No.</th>
<th>Days</th>
<th>Registration Time &amp; Counter No.</th>
<th>Consultation</th>
<th>Consultant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Morning</td>
<td>Evening</td>
<td>Time</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Off.</td>
<td>Res.</td>
<td></td>
</tr>
</tbody>
</table>

A. General OPD (Surgery)

1
2

B. General OPD (Medical)

1
2

C. Specialty Clinics

1
2

Transparency International India
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.

CITIZEN'S CHARTER FOR THE DISTRICT FOOD & CIVIL SUPPLIES DEPARTMENT

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

<p>| Location of Rationing Offices in ........... (City/Distt.) | (with prominent Land Mark) |
|-----------------------------------------------------------|</p>
<table>
<thead>
<tr>
<th>Address of Circle Offices</th>
<th>Areas covered</th>
<th>Working Days &amp; Hours</th>
<th>Officer I/c</th>
<th>Alternate person</th>
<th>Details of Services</th>
<th>Grievance Address Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Name</td>
<td>Tel.</td>
<td>Fax No.</td>
<td>Name</td>
</tr>
<tr>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

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.

CITIZEN'S 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

## Location of Rationing Shops with prominent Land Marks

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

<table>
<thead>
<tr>
<th>Location of Rationing Shops</th>
<th>Address (where to go)</th>
<th>Areas covered</th>
<th>Shop’s Owner &amp; Tel. No.</th>
<th>Shop’s Registration No.</th>
<th>No. of Card Holders</th>
<th>Working Days &amp; Hours</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>Officer to be approached</th>
<th>Meeting Time</th>
<th>Phone Nos.</th>
<th>Public Information Officer</th>
<th>Any other information</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office</td>
<td>Residence</td>
<td>Name</td>
</tr>
</tbody>
</table>

**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 cut side the Circle Office)

<table>
<thead>
<tr>
<th>Location of Rationing Shops</th>
<th>Address (where to go)</th>
<th>Areas covered</th>
<th>Shop’s Owner &amp; Tel. No.</th>
<th>Shop’s Registration No.</th>
<th>No. of Card Holders</th>
<th>Working Days &amp; Hours</th>
</tr>
</thead>
</table>

**Grievance Redress Mechanism for any deficiency in the Standard of Services**

<table>
<thead>
<tr>
<th>Officer to be approached</th>
<th>Meeting Time</th>
<th>Phone Nos.</th>
<th>Public Information Officer</th>
<th>Compensation to Complainant</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office</td>
<td>Residence</td>
<td>Name</td>
</tr>
</tbody>
</table>

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### Any other information

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

<table>
<thead>
<tr>
<th>Quantity in Stock</th>
<th>Entitlement</th>
<th>Rate per liter</th>
<th>Areas covered</th>
<th>Depot’s owner &amp; Tel No.</th>
<th>Working Days &amp; Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BPL</td>
<td>APL</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Officer to be approached</th>
<th>Meeting Time</th>
<th>Phone Nos.</th>
<th>Information Officer</th>
<th>Compensation to Complainant</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

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: