

**GOVERNMENT OF INDIA  
HOME AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:4289  
ANSWERED ON:20.12.2011  
ADOPTION OF CITIZENS CHARTER  
Meghwal Shri Bharat Ram

**Will the Minister of HOME AFFAIRS be pleased to state:**

- (a) whether several State Governments have adopted Citizens Charters to bring accountability in administration;
- (b) if so, the details thereof alongwith the names of the States which have not adopted the said Charters; and
- (c) the corrective steps taken by the Government in this regard?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI JITENDRA SINGH)

(a): Yes, Madam.

(b)&(c): As per information received from the Department of Administrative Reforms and Public Grievances, Madhya Pradesh, Jammu & Kashmir, National Capital Territory of Delhi, Bihar, Punjab, Rajasthan, Himachal Pradesh, Uttar Pradesh, Uttarakhand and Jharkhand have enacted legislation in this regard. The remaining States/Union Territories are either in the process or have not yet enacted legislation.

In addition to the above, a draft Bill called 'Citizens Right to Grievances Redress Bill' has been proposed by the Central Government which lays down an obligation upon every public authority to notify citizens charter stating therein that time within which specified goods shall be supplied and services be rendered and provide for a grievance redressal mechanism for non compliance of citizens charter and matter connected therewith or incidental thereto. The draft Bill has been uploaded on the website of the Department of Administrative Reforms and Public Grievances for inviting public comments.