

**GOVERNMENT OF INDIA  
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS  
LOK SABHA**

STARRED QUESTION NO:477  
ANSWERED ON:09.05.2012  
CITIZENS CHARTERS  
Saha Shri Anup Kumar

**Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:**

- (a) Whether the Government has taken or proposes to take steps to adequately publicize the citizens' charters;
- (b) If so, the details thereof;
- (c) Whether the said measures are likely to impact the existing system in the departments; and
- (d) If so, the details thereof and the manner in which the Government is moving ahead to introduce citizens` charters?

**Answer**

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office.  
(SHRI V. NARAYANASAMY)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (d) OF LOK SABHA STARRED QUESTION No. 477 FOR 09.05.2012.

(a) Yes, Madam.

(b) The Central Government has taken the following steps to adequately publicize the Citizens Charter:-

(i) A special portal has been created at <http://goicharters.nic.in> listing out names of 131 Central organizations and 729 State government organizations that have prepared and notified their citizens charters. The portal also provides related information and documents on Citizens Charters.

(ii) The Citizens Charter has been made a part of the Quality Management System (QMS) called Sevottam from the year 2005. Sevottam is a generic framework for bringing improvements in public service delivery on a continual basis.

(iii) Sevottam Compliant Citizens Charters have been prepared and placed on websites by 62 Central Ministries / Departments.

(iv) Government of India also publishes advertisements on Sevottam in leading news dailies from across the country in English Hindi and vernacular languages. Two advertisements were published on 31st March 2011 and 20th March 2012. The 2011 advertisement was published in 29 newspapers, while the 2012 advertisement was published in 68 newspapers in 15 languages. The Government proposes to continue this citizen centric initiative.

(v) Government of India has also organized a total of eight workshops on Sevottam for all the Central Ministries / Departments and all States / Union Territories. The workshops focused on 'Creation and Implementation of Sevottam Compliant Citizens / Clients Charters and Sevottam Compliant Grievance Redressal System' and 'Capability Building for Implementing Sevottam for bringing improvements in service delivery. In respect of the States /UTs, service delivery in six social sectors taking Gram Panchayat as the hub, were chosen for the workshops on capability building for implementing Sevottam.

(c) Yes, Madam.

(d) The direct impact of the above measures has been:

(i) Empowering and facilitating citizens with information on service delivery including standards and time lines and on availability of grievance redress mechanism.

(ii) Improvements in Public Service Delivery Systems through Sevottam Workshops and pilot projects both at the Centre and the States, that have created models for replication in the respective sectors.

(iii) Some State Government departments / organizations have also reviewed their citizens charters and have made them more citizen centric. The increasing importance of Citizens Charter as an important tool for better service delivery, citizen satisfaction, and effective accountability is also reflected through the Service Guarantee Legislations enacted by 12 State Governments.

(iv) In an effort to establish an overarching structure in the country, the Government of India has introduced in the Lok Sabha on 20th December 2011, a rights based legislation called 'The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of Their Grievances Bill, 2011' (Bill No. 131 of 2011). The objective of the Bill is to lay down an obligation upon every public authority to publish citizens charters stating therein the time within which goods shall be supplied and services be rendered, and provide for a Grievance Redressal Mechanism for non-compliance of citizens charter and matters relating thereto. In January 2012 the Bill has been referred to the Department Related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice for examination and its Report is awaited.