

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

UNSTARRED QUESTION NO:1639  
ANSWERED ON:22.08.2012  
CITIZEN CHARTER  
Meghwal Shri Arjun Ram

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

- (a) whether the Government has ascertained the names of Departments along with the services wherein there is a need to introduce Citizens Charter;
- (b) if so, the number and details of the said departments;
- (c) whether several Departments have already introduced such practice separately;
- (d) if so, the details thereof Department-wise;
- (e) whether the Government is making any efforts for bringing uniformity in the Citizen Charter; and
- (f) if so, the manner in which the said efforts are being made along with the details thereof ?

**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): From the year 2003 the formulation of Citizens Charters has been made part of Annual Report of Government Ministries / Departments through paragraph 157 in the Central Secretariat Manual of Office Procedure (CSMOP), 12th Edition, 2003. This has been continued in paragraph 146 of the 13th edition of the Manual brought out in 2010. 72 Departments/ Ministries of Government of India have formulated revised Citizens Charters, as per list enclosed.

(e) & (f): In 2005, the Union Government had created a Quality Management System (QMS) called Sevottam. This is a generic framework, for bringing improvements in public service delivery on a continual basis, and the Citizen's Charter has been included as one of the three modules of the framework. Dissemination of Sevottam has been undertaken through workshops, conferences, advertisement in leading newspapers, information in public domain, issue guidelines etc.

In addition, the Union Government has introduced in the Lok Sabha in 2011, a legislation called "The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of Their Grievances Bill, 2011". This makes it mandatory for all public authorities to publish Citizens Charters, stating therein the time within which goods shall be supplied and services be rendered. It also provides for a 'Grievance Redressal Mechanism' for non-compliance of citizens charter.

**LIST IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 1639 FOR ANSWER ON 22.08.2012 ASKED BY SHRI ARJUN MEGHWAL REGARDING CITIZEN CHARTER List of 72 CENTRAL MINISTRIES/DEPARTMENTS THAT HAVE REVISED CITIZENS CHARTERS**

- 1) Department of Agriculture & Cooperation
- 2) Department of Agricultural Research and Education
- 3) Department of Animal Husbandry, Dairying and Fisheries
- 4) Ministry of Food Processing Industries
- 5) Department of Rural Development
- 6) Ministry of Panchayati Raj
- 7) Ministry of Environment & Forests
- 8) Department of Land Resources
- 9) Department of Drinking Water Supply
- 10) Ministry of Earth Sciences
- 11) Department of Official Languages
- 12) Department of Health and Family Welfare
- 13) Department of AYUSH
- 14) Department of Health Research
- 15) Department of AIDS Control
- 16) Department of School Education and Literacy
- 17) Department of Higher Education
- 18) Ministry of Women and Child Development
- 19) Department of Sports
- 20) Department of Youth Affairs
- 21) Ministry of Statistics and Programme Implementation

- 22) Department of Justice
- 23) Department of Legal Affairs
- 24) Department of Legislative
- 25) Department of Chemical and Petro-Chemicals
- 26) Department of Fertilizers
- 27) Department of Pharmaceuticals
- 28) Ministry of Coal
- 29) Ministry of Mines
- 30) Ministry of Power
- 31) Ministry of New and Renewable Energy
- 32) Ministry of Petroleum and Natural Gas
- 33) Ministry of Steel
- 34) Ministry of Water Resources
- 35) Department of Defence Research and Development
- 36) Department of Disinvestment
- 37) Department of Commerce
- 38) Ministry of Textiles
- 39) Department of Industrial Policy and Promotion
- 40) Ministry of Corporate Affairs
- 41) Department of Heavy Industries
- 42) Department of Public Enterprises
- 43) Ministry of Micro, Small and Medium Enterprises
- 44) Ministry of Tourism
- 45) Ministry of Culture
- 46) Ministry of Information and Broadcasting
- 47) Department of Personnel and Training
- 48) Department of Defence Production
- 49) Department of Telecommunications
- 50) Ministry of Civil Aviation
- 51) Department of Posts
- 52) Department of Information Technology
- 53) Ministry of Development of North Eastern Region
- 54) Department of Road Transport and Highways
- 55) Department of Shipping
- 56) Department of Science and Technology
- 57) Department of Scientific and Industrial Research
- 58) Department of Bio Technology
- 59) Department of Space
- 60) Ministry of Railways
- 61) Department of Food and Public Distribution
- 62) Department of Consumer Affairs
- 63) Ministry of Housing and Urban Poverty Alleviation
- 64) Ministry of Labour and Employment
- 65) Ministry of Minority Affairs
- 66) Ministry of Overseas Indian Affairs
- 67) Ministry of Social Justice and Empowerment
- 68) Ministry of Tribal Affairs
- 69) Ministry of Urban Development
- 70) Department of Administrative Reforms and Public Grievances
- 71) Department of Pensions and Pensioners' Welfare
- 72) Department of Ex-Servicemen Welfare