

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

UNSTARRED QUESTION NO:3071  
ANSWERED ON:12.12.2012  
CITIZENS CHARTER  
Hegde Shri. K. Jayaprakash

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

- (a) whether the Government has prepared any citizens charter;
- (b) if so, the details thereof;
- (c) the aims and objectives of the citizen charter; and
- (d) the steps taken by the Government to ensure proper implementation of its citizens charter?

**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): Yes, Madam.

(b): One hundred twenty-one Citizen's Charters in all, exist in Government of India. Out of this, Sixty-one Ministries/Departments have Sevottam Compliant Citizen's Charters and sixty Ministries/Departments/Organizations, have ordinary Citizen's Charters.

(c): The main objective of the Citizen's Charter is to inform the common man on the following:-

- (i) about the activities of the public authority/organization,
- (ii) about the services being delivered by a public authority,
- (iii) about the system for grievance redressal available in the public authority,
- (iv) about the system for getting the services and grievance redressal could be availed by the common man.

(d)

(i) The Union Government has issued guidelines from time to time from 1997 onwards to Ministries/ Departments/Organizations and to State Governments and Union Territory Administrations, to prepare Citizen's Charters; give it wide publicity, and also to display relevant extracts from it within the organization.

(ii) In addition, the Citizen Charter has now been included as one of the three modules of Quality Management System called Sevottam. Sevottam is a framework for bringing improvement in public service delivery on a continuous basis. The Citizen's Charter in Sevottam includes services alongwith time limits for the delivery and contact details of the persons responsible for the service delivery.

(iii) For disseminating the Sevottam framework, Department has organized 8 workshops for two days each in 2010-11 and 2011-12, for all Central Ministries/Departments and for Senior Officers from six social sectors from all State Governments. As an output, 61 out of 121 Charters of Central Ministries/Departments have been converted into Sevottam compliant Citizen's Charters. Under Sevottam, it is also mandatory to display the Sevottam Compliant Citizen's Charter on the Department's website, and to provide a link to the grievance redressal mechanism available in the Ministries/ Departments, on its website.