

No. 1/15/97-1AR.

From

The Financial Commissioner and Principal Secy. to Govt. Haryana,
Administrative Reforms Department.

To

1. All the Financial Commissioners and Principal Secretaries to Govt. Haryana,
2. All Commissioners and Secretaries to Govt. Haryana,
3. All Heads of Departments,
4. All the Deputy Commissioners(in Haryana State)
5. The Registrar, Punjab and Haryana High Court,
6. All the Managing Directors/Chief Administrators of the State Corporations and Boards.

Dated, Chandigarh, the 30th Jan., 2002.

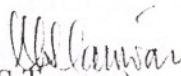
Subject: Citizens' Charters- Publicity, monitoring and review ~~of~~.

Sir,

Kindly refer to this department letter No.1/15/97-1AR dated 14.8.97 and subsequent reminders dated 8.5.2001, 5.6.2001 and 26.9.2001 with regard to formulation of Citizen's Charters.

2. The formulation of Citizen's Charters has been completed by some of the departments/organizations; the departments which have not yet finalized their Citizens Charters are requested to complete the process urgently. For the guidance of the departments/ organizations which have yet to formulate their Citizens' Charters, summarized guidelines are enclosed at Annexure-I. The assistance of the Administrative Reforms Department may be availed in this regard , if necessary.
3. A necessary step in the implementation of the Citizens' Charter is making the public aware of the Charter by the individual department/ organization. The Charter should be displayed on the notice boards of all the offices of the departments at every level so that the public is made aware of the provisions in the Charter. The departments may adopt other means to bring their Citizen's Charters to the notice of the public.
4. The implementation of the Citizens' Charter is required to be monitored and reviewed at all supervisory levels. A brief report of the results of the quarterly reviews may kindly be sent to Administrative Reforms Department, highlighting the benefits of the service accrued to the public by the implementation of the Citizens' Charters .

Yours faithfully,


(N.S. Tanwar)

Joint Secretary Administrative Reforms
For Financial Commissioner and Principal Secy. to Govt. Haryana,
Administrative Reforms Deptt.

(Annexure-I)

CITIZEN'S CHARTER

What is Citizen's Charter ?

Citizen's Charter is a document which lists the services provided by the organization (whose citizen charter it is) to the citizen.

What it should contain ?

It should contain the details of each service provided by the department to the citizens

How is the service delivered ?

The procedure for claiming the service should be mentioned in detail in the Charter

How much time it will take to deliver the service ?

Mention the time period required for delivery of the service

Whom to contact if things go wrong ?

Name the official who should be contacted with his office and residential address along with his telephone numbers (these should be updated and put up on the office notice board as and when required)