



CITIZEN CHARTER

(Say It All)



**In 1947
we became Independent**



In 1952

**We Declared Ourselves to be a
Sovereign Secular Socialistic
Democratic Republic**





In 1997
We Celebrated the Golden Jubilee of
Our
Independence

celebrating
YEARS

In 2002
We Celebrated the
Golden Jubilee of
Our Republic



**But what have we as citizens got in
these
50 to 57 years?**





Let us first ask What is Democracy?

It is defined as Government

- OF**
- BY &**
- FOR the people**





Let us answer some further Questions

- Is our Democracy “Of” the people?

Answer can be “Yes” because our election system is fairly good.

- Is it “By” the people?

For the same reason the answer can be again “Yes”.



Is our Democracy 'For' the people?

Looking at the state of our Public Utilities & Govt. managed Services across the country an honest

answer to this question cannot be an unqualified and categorical "Yes"



This is NOT because

- Government is inherently Apathetic or lacks concern for the people.
- On the other hand it has innumerable programs for the benefit of the people



It is because.....

Little effort has been made either by Government
or by organized groups of Citizens to make the

Governmental Machinery

More Citizen Friendly






What the Citizens need therefore is

An organized attempt to:

- Build public opinion
- Bring the Citizens together on these issues &
- Make those in authority appreciate the needs of the Citizens



So, what should be done to make the Government really 'FOR' the people?

A background image showing the silhouettes of three people walking from left to right. The figures are rendered in a soft, glowing orange-red color against a light, hazy background.

The Answer lies
In
Citizen's Charter



What is Citizens' Charter?

- It is about giving more power to the Citizens
- It is a testament to the belief in the People's right to be informed and choose for themselves
- It is not a Recipe for more State action



Does Government has customers? Yes !

- **Payers for all Public Services through taxes**
- **They have therefore every right to expect quality service-responsive to their needs- which are provided efficiently at a reasonable cost**



Performance should be judged against well laid down and well publicized basic minimum standards involving various categories of users





- ‘Citizens’ Charter therefore sees Public Utilities & Services through the eyes of those who use them





Citizens' Charter Demands

1. Accountability
2. Measurement of Performance
3. Transparency





Basic Principles of Citizens' Charter





1. Set Standards of Service



2. Be open and provide full information



3. Consult and Involve



4. Encourage access and the promotion of choice



5. Treat all fairly



Griveance Redressal



6. Put things right when they go wrong



7. Use resources effectively



8. Innovate and Improve

Three things stand in the way for change



- Fear
- Apathy
- Cynicism





What is a Citizen Charter?

- Systematic Documentation of the commitment of the Organization towards its Citizens in respects of:
 - Standard of Services,
 - Information,
 - Choice and Consultation,
 - Non-discrimination and Accessibility,
 - Grievance Redress,
 - Courtesy and
 - Value for Money.
- This also includes expectations of the Organization from the Citizen for fulfilling their commitment



- The Citizen's Charter is not legally enforceable and, therefore, is non-justifiable.
- it is a tool for facilitating the delivery of services to citizens with specified standards, quality and time frame etc. with commitments from the Organization and its clients.

Citizen of the Citizen Charter



- implies the clients or customers whose interests and values are addressed by the Charter
- includes,
 - » Stakeholders
 - » customers,
 - » clients,
 - » users,
 - » beneficiaries,
 - » other Ministries/ Departments/ Organizations, State Governments, UT Administrations etc.

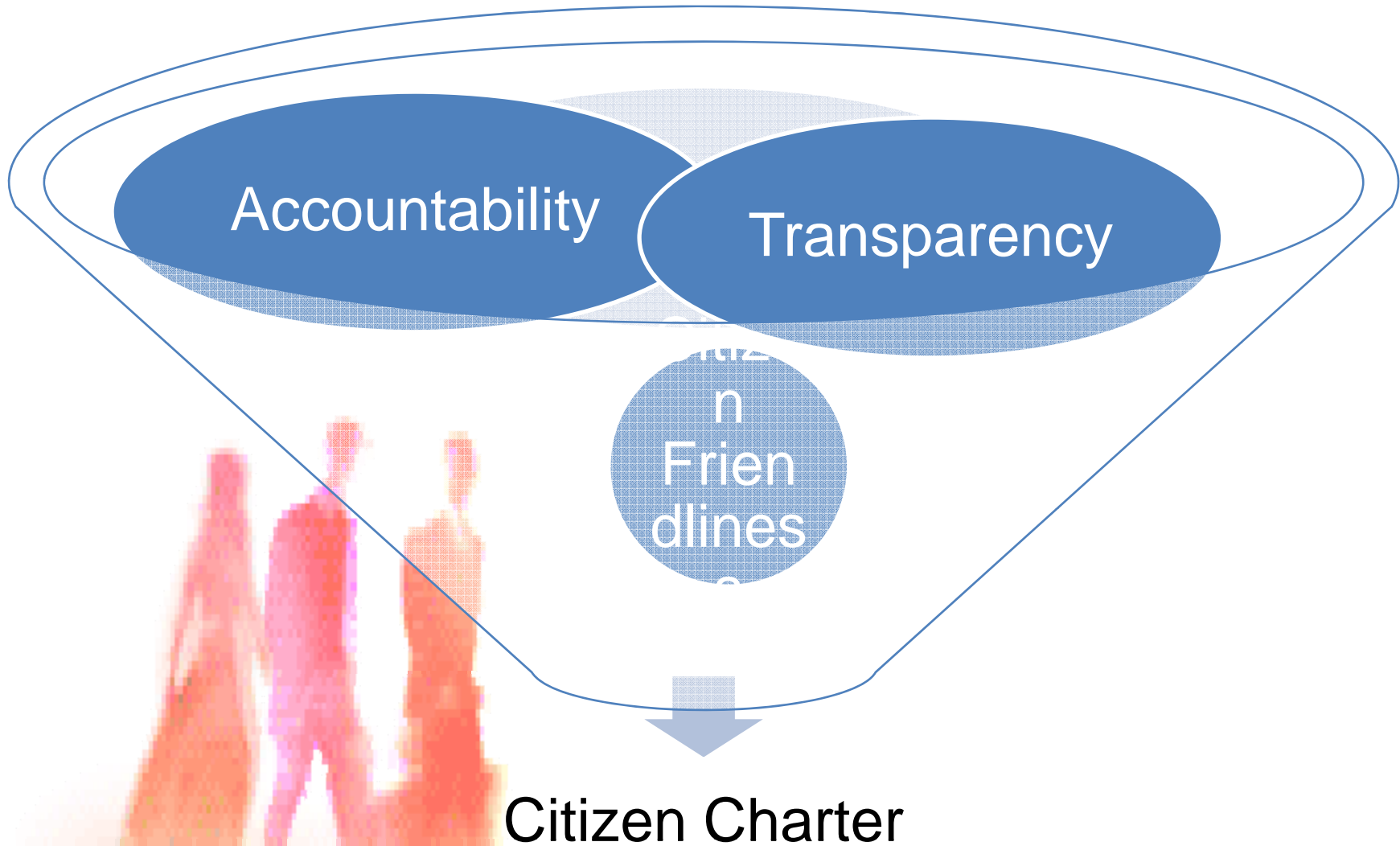


Citizen's Charter covers

- Central Government Ministries/ Departments/ Organizations
- Departments/ Agencies of State Governments and UT Administrations.



Good Governance





CITIZEN'S CHARTER

DIRECTORATE GENERAL QUALITY ASSURANCE

Vision

DGQA will provide world class Quality Assurance services to the Armed Forces ensuring total user satisfaction.

Mission

To enhance knowledge skills, create systems and evolve methodologies for achieving operational excellence at all levels.

Key Services

1. Technical Assistance / Advice on product configuration identification, procurement, test and evaluation during pre-production and post-production stage.
2. Preparation and issue of quality related documents and document control.
3. Issue of DGQA Approvals, Assignment Lists and Cataloguing of defence stores.
4. Provide Quality Assurance cover through Quality Audit and Surveillance at manufacturer's end.
5. Provide product support during the life cycle by interaction, defect investigation and attending customers requirements.

Charter Elements

The elements are fundamental to our faith in the organisational capability to provide excellent customer service which encompasses a visible commitment to the customer (The users through the Service Headquarters, Public and Private Sector production agencies, DRDO and other interfaces).

1. The organisation will adapt a knowledge and configuration management approach on all quality related issues.
2. The organisation will adopt a proactive approach in all interaction with the customers and meet the customers requirements in a professional manner.
3. All technical advice and inputs will be rendered keeping in view the total perspective and in the time frame as per users expectations.
4. The test / evaluation and defect investigation will be conducted in a transparent manner and in the stipulated time.

All the above services and commitments will be honoured in a transparent and efficient manner. Any exception / deficiency observed / suggestions will be brought to the notice of Grievances Officer (Technical Functions) :-

Col S K Kalra, JD (PP&T)
HQ DGQA
Room No. 31, H-Block
DHQ PO, New Delhi-110011
Tele : 011-23015574



(Rakesh Puri)
Lt Gen
DGQA
Dec 06

Components of good Citizen's Charter

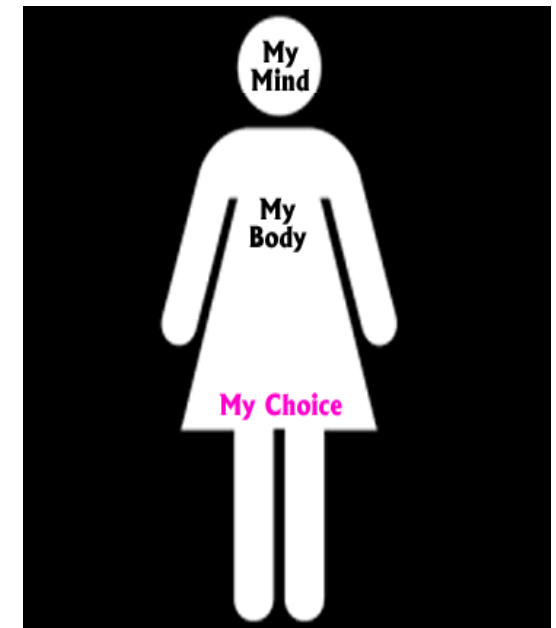


- Vision and Mission Statement
- Details of Business transacted
- Details of 'Citizens' or 'Clients'
- Statement of services
How/Where/What/When/Which
- Details of Grievance Redress Mechanism and how to access it
- Expectations from the 'Citizens' or 'Clients'
- Additional commitments such as compensation in the event of failure of service delivery.



Charter of Citizen's Health Rights

- What services are available?
- The quality of services they are entitled to?
- The means through which complaints regarding denial or poor quality of services will be addressed





Other information on Citizen charter:

- Information regarding grants received
- Medicines and vaccines in stock
- Outcomes for various monitoring mechanisms





- A Charter of Citizen's Health rights should be displayed outside all:
 - District Hospitals
 - CHC's
 - PHC's



Citizen Charters under Ministry of Health and Family Welfare



- Model Charter for Public Hospitals -Department of Health
- Dr. Ram Manohar Lohia Hospital, Delhi
- Safdarjung Hospital, Delhi
- Smt. Sucheta Kriplani Hospital, Delhi
- Morarji Desai National Institute of Yoga, New Delhi
- Central Research Institute of Ayurveda, New Delhi
- Department of Indian Systems of Medicine and Homeopathy (AYUSH)
- National Medicinal Plants Board



However framing of Citizens' Charter is not the end of the exercise





- It has to reach and be accepted at the Cutting Edge level of delivery of services.
- Attitudinal changes and Motivation must be inculcated from top to bottom.



- **Evaluation procedures have to be put in place**
 - **both internally and**
 - **Externally through regular feedback from the public**

- **Benchmarks of Performance need to be identified for every service**
 - **both for individual Performance &**
 - **Collective achievement**



Let's make a difference.....



SIHFW: an ISO 9001: 2008 Certified Institution





Thank You

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or

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