

- **Establish IFC:** The Bill required every public authority to establish information and facilitation centres for an efficient and effective delivery of services and redressal of grievances.
- **“A citizen’s charter in every department** will send a clear message that the government is determined to prevent and control corruption”.

CRITICAL EXAMINATION OF IMPLEMENTATION OF CITIZEN CHARTER IN INDIA

India’s experience with Citizen charter

- In October 1998, DARPG and Consumer Coordination Council, New Delhi, an NGO, conducted an assessment of the Citizens' Charters of different government agencies. Given the nascent stage of this initiative in India, the findings were very promising.
- During the calendar year 2002-03, DARPG hired a specialist agency to create a standardised model for more accurate, quantifiable, and objective internal and external assessment of Citizens' Charters.

According to the Agency's assessment report, major findings included:

- Charters were not formulated through a consultative process in most cases;
- Service providers are generally unfamiliar with the ideology, aims, and key features of the Charter; and
- Charters were not given adequate publicity in any of the Departments examined.
- No funds have been expressly earmarked for raising knowledge of the Citizens' Charter or for workers briefing on different components of the Charter;
- The Charters are only in the early or middle stages of implementation in most Departments;
- No funds have been set aside to raise awareness of the Citizens' Charter or to train workers on the different components of the Charter.

Sevottam model

- The Sevottam model is intended to serve as a structure for achieving excellence in public service delivery. The need for the Sevottam model emerged because of the Citizen Charter failing to produce the required results in terms of enhancing the quality of public services on its own.
- The Sevottam model serves as a tool for assessing the efficiency of internal processes and their effect on service delivery quality.

It has 3 Modules:

- **Citizen Charter:** requires effective charter implementation, which creates a mechanism for people to provide feedback on how organisations decide service delivery requirements.
- **Public Grievance Redressal Mechanism:** needs a good grievance redress mechanism that, regardless of the final judgement, leaves the citizen more comfortable with how the organisation relates to grievances.
- **Services Delivery Capabilities:** Organisation could have exemplary service delivery efficiency only if it manages the key components for successful service delivery well and builds its own capacity to boost delivery continuously.

Significance of Sevottam model:

- Initially, the Sevottam system was introduced in ten government departments with broad public interfaces from April 2009 to June 2010. Later, the **IS 15700:2005** standard was developed by the BIS, which allows public service organisations to be awarded the Sevottam symbol of excellence if they adopt and can demonstrate compliance with a collection of management systems.
- The Sevottam model aims to evaluate an organization's ability to:
 - Enforce the Citizens' Charter,
 - Implement a grievance resolution mechanism, and
 - Provide services.

Conclusion:

- Citizen charters are a vital aspect of public administration because they are the best way for people to be aware about the services they will receive while also providing input to help service providers improve.