



Mains Practice Questions

 drishtiias.com/mains-practice-question/question-869/pnt



Approach

- Start the answer by defining the concept of the Citizen's Charter
- Discuss the foundational features of a citizen's charter and what do citizens expect out of it.
- Conclude suitably.

Introduction

Citizen Charters is a document that acts as a means of solving the day-to-day problems which citizens experience while dealing with organizations providing public services. It expresses the understanding between citizens and the provider of public service.

Body

The elements of a good Charter are:

- Focus on Customer Requirements
- Simple Language
- Service Standards
- Effective Remedies
- Training

- Delegation
- Feedback Mechanism
- Close Monitoring
- Periodic Review.

Citizens have the following expectations from Government Departments/Service Providers:

- Reliability or consistency in performance
- Responsiveness or timely service
- Credibility or having customer interest at heart
- Empathy or attention to customer's needs
- Courtesy and care or physical evidence of willingness to serve.

Conclusion

To sum up, the six principles of Citizen's Charters are published standards; openness and clarity of information; choice and consultation; courtesy and helpfulness; redress when things go wrong; and value for money.