



Citizen's / Client's Charter for

Department of Administrative Reforms and Public Grievances (2015-2016)

Address: 5th Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi.

Website ID: www.darpg.gov.in & <http://pgportal.gov.in>

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Next Review after six months

MANDATE

To foster good governance through :

- Process improvement for public service delivery
- A citizen-centric approach for Grievance Redressal

VISION & MISSION

VISION

Excellence in governance for the benefit of all citizens.

MISSION

- To foster excellence in governance and pursuit of administrative reforms through:
 - Improvement in Government policies, structures and processes.
 - Promoting redressal. citizen-centric governance with emphasis on grievance
 - Innovations in e-Governance.
 - Documentation & Dissemination of best practices

SERVICES

| Sl. No | <u>Services</u> | <u>Service Standard</u> |
|--------|---|---|
| 1 | <p>Redress of Public Grievances</p> <p>(i) Action on grievances</p> <p>(ii) Monitoring of grievances</p> <p>(iii) Training on CPGRAMS</p> | <p>(i) Forwarding and monitoring for action by Authorities concerned within <u>sixty days</u> as far as possible.</p> <p>(ii) Two Review Meetings every month</p> <p>(ii) Once in a month</p> |
| 2 | Recognition of excellence & innovation through PM/e-Governance Awards and Civil Services Day | Once a year |
| 3 | <p>Documentation & Dissemination of best practices</p> <p>(i) Regional Conferences and Presentation on Best Practices</p> <p>(ii) Documentary Films on Best Practices</p> | <p>(i) Two conferences in a year</p> <p>(ii) Five films in a year</p> |
| 4 | Support to Office Modernisation | Assistance to a set of Central Government Offices located in Delhi once a year. |
| 5 | <p>States</p> <p>(i) Financial assistance for professional documentation</p> <p>(ii) Scheme for Strengthening of all State ATIs/CTIs through implementation of Sevottam Cell</p> <p>(iii) Scheme for studies by State ATIs/CTIs</p> | <p>(i) Up to five projects in a year</p> <p>(ii) For ATIs/CTIs from whom the proposals are received - Up to Rs. 20 lakh each for five years</p> <p>(iii) One time lump sum grant of Rs. 10 lakhs to each selected</p> |
| 6 | e-Governance Facilitating implementation of e-office | Assistance to Central Ministries/Departments |

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| Sl.No. | Indicative Expectations from Service Recipients |
|--------|---|
| 1 | Citizens should first try to access the relevant information from the public domain. |
| 2 | Citizens should first take up their grievances directly with Ministries/Department/State Governments concerned. |
| 3 | Any query on the programme, scheme or activity of the Department should be clear and specific. |
| 4 | All stake holders participating in any activity or event of the Department should send the complete relevant information in time. |

The updated Citizens'/Clients' Charter of the Department for 2015-16 including the corrected list of the names of the officers at the level of Director/Deputy Secretary/Under Secretary is placed below for approval before it is uploaded on the website of the Department. The CCC will be reviewed after six months as per this Department's Circular (p-86/c) dated 23.3.2015.

(Hemant Verma)
Under Secretary(PG-C3)
Dated 8.4.2015

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