

Citizen Charter

Detailed Components of a Citizen Charter

- Introduction of the organization
- Vision: Ultimate direction in which the organization seek to move
- Mission: In tune with the vision
- Location
- Identification of services: Services provided should be clearly mentioned
- Identification of levels of services
- Specification of time limit for each service
- Specification of time frame at each level
- Specification of service quality standards
- Clear information of the procedure to access services
- Clear information about contact points to obtain service benefits
- Clear information about information facilitation counters
- Clear information about public grievance cell
- Information about online charter
- Information about right to information