


# CITIZEN'S CHARTER:

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► **Importance,  
Objective,  
Features,  
Problems faced in implementation,  
Guidelines**

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## ▶ **Importance of Citizen's Charter**

- ▶ To make administration accountable and citizen friendly.
- ▶ To ensure transparency.
- ▶ To take measures to improve customer service.
- ▶ To adopt a stakeholder approach.
- ▶ To save time of both Administration and the citizen.
- ▶ **Objective of the Citizens' Charter**

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- ▶ Fundamental objectives of Citizens' Charter are as follows:
- ▶ Goal of Citizens' Charter is to empower the citizen in relation to public service delivery.
- ▶ Six principles of the Citizens' Charter movement as originally framed were:
- ▶ **Quality:** Improving the quality of services

- ▶ **Choice:** Wherever possible
  - ▶ **Standards:** Specify what to expect and how to act if standards are not met
  - ▶ **Value:** For the taxpayers' money
  - ▶ **Accountability:** Individuals and Organisations
  - ▶ **Transparency:** Rules/ Procedures/  
Schemes/Grievances
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## ► Issues of good governance

- Accountability. Governance lays emphasis on making all the organs of government accountable for the performance of functions. ...
  - Participation. It means people are the key to good governance. ...
  - Transparency. ...
  - Effectiveness and Efficiency. ...
  - Rule of law.
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► **Right to Information act exempts the following organizations**

Twenty five government organizations are exempted from the purview under the second schedule of RTI act. These includes intelligence agencies, central economic intelligence bureau etc, research bodies working with the countries security agencies are also immune to the law, as are paramilitary forces.

The Directorate of Enforcement, Narcotics control board, Special Service Bureau, Special branch of the Police in Andaman and Nicobar, Lakshadweep and Dadra Nagar Haveri are excluded from RTI act. These organizations are however required to provide information if the panel believes the appellants query relates to a case of corruption or abuse of human rights.

- ▶ Good crisis management
- ▶ There are at least three domains in which crisis management is systematically analyzed by scholars: business, international politics, and public affairs. Business is a discipline in which crisis management is a prominent subject of discussion. In this area, crisis management relates to how to make the corporation survive after a crisis, meaning how to “avoid suffering financial losses after the crisis” (Laye, 2002).



- ▶ The study of crisis management is also commonly found in international relation studies, most commonly related to potential war between countries. The main goal of crisis management is ensuring that the tensions between countries do not turn into war, and that good diplomacy will be the main strategy of crisis management in this sense (Winham, 1988, Schoff, 2004). The last discipline that is concerned with crisis management, though not as much as the previous two, is in public affairs/administration. In this domain, crisis management relates to how government can prevent, react to, and rehabilitate after a crisis. This essay will only focus on the discussion of crisis and response from the perspective of public sector intervention and management of domestic crises. Public sector crisis management in general can be defined as the implementation of management principles (such as planning, organizing,