



# Citizen's / Client's Charter for

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

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Website ID: [www.darpg.gov.in](http://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 citizen-centric governance with emphasis on grievance redressal.
  - Innovations in e-Governance.
  - Documentation & Dissemination of best practices

## SERVICES

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

## **NODAL OFFICER FOR PUBLIC GRIEVANCES**

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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.