

Award for Excellence for outstanding work on Citizen's /Client's Charter

The Cabinet Secretariat, as per the Prime Minister's approval on outline of a performance Monitoring and Evaluation System (PMES) for Government Departments vide PMO I.D.No.1331721/PMO/2009-PoI dated 11.09.2009, requested each Ministry / Department to prepare a Result – Framework Document (RFD). A RFD provides summary of the most important results that a Department / Ministry expect to achieve during the financial year.



On behalf of the Ministry Shri. G.Balasubramanian, Assistant Adviser received the award from Shri.ArunMaira, Member, Planning Commission, Govt. of India.

The Citizen's / Client's charter is a written declaration by a Government Department that highlights the standards of service delivery that it subscribes to availability of choice for consumers avenues for grievance redress and other related information. In other words, it is a set of commitments made by a department regarding the standards of service which it delivers.

Though not enforceable in a court of law, the Citizen's / Client's Charter is intended to empower citizens and clients so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider organisms. The basic thrust of the Citizen's /Clients Charter is to render public services citizen centric by making them demand driven rather than supply driven.

Central Ministries / Departments were requested to design a Citizen's / Client's Charter by the Performance Management Division, Cabinet Secretariat. Accordingly the Citizen's / Citizens Charter for the Ministry of Drinking water and Sanitation for the year 2011-12 has been designed as per the Guidelines for designing and implementing Sevottam Compliant Citizen's / Client's Charters and Public Grievance Redress Mechanisms and submitted to the Cabinet Secretariat. This has been already hosted in Ministry's website at home page under the head of Client's Charter.



Recipients of the award of excellence from various Ministries/Departments.

The Cabinet Secretariat selected 12 Ministries / Departments for the good examples of Citizen's / Citizens Charters and awarded them for the outstanding work during Workshop on Creating and Implementing Sevottam Compliant Citizen's / Client's Charter (CCC) held at Indian Institute of Foreign Trade, Qutub Institutional Area, New Delhi on 15th March 2012. The Ministry of Drinking water and Sanitation placed second for its outstanding work next to the Department of Agriculture and Cooperation. On behalf of the Ministry Shri. G.Balasubramanian, Assistant Adviser received the award from Shri.ArunMaira, Member, Planning Commission, Government of India.