

# Model Panchayat Citizens Charter

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## In news

Union Minister of Rural Development & Panchayati Raj released a Model Panchayat Citizens Charter recently

## Aim & Objective

- **Aim:** To provide services to the people in a time bound manner, redressing their grievances and improving their lives
- Basic objective of the Gram Panchayat Citizen Charter is to empower the citizens in relation to public services and to improve the quality of services without any prejudice, and in accordance with the expectations of the citizens.

## About Model Panchayat Citizens Charter

- A Model Panchayat Citizens Charter/ framework for delivery of the services across the 29 sectors, aligning actions with localised Sustainable Development Goals (SDGs) was prepared by Ministry of Panchayati Raj (MoPR) in collaboration with National Institute of Rural Development & Panchayati Raj (NIRDPR)
- The charter would ensure transparent and effective delivery of public services for sustainable development
- It would ensure enhanced citizen service experiences
- It would deepen inclusive and accountable Local Self Governments by incorporating diverse views while designing and delivering services.
- Adopting this will help in making the citizens aware of their rights on the one hand, and to make the Panchayats and their elected representatives directly accountable

to the people, on the other hand.

- It is expected that the Panchayats will utilise this framework to draw up a Citizens Charter and adopt it through a resolution of the Gram Sabha by 15th August, 2021.
- It is expected that the Panchayats utilising this framework, and with the due approval of Gram Sabha, would draw up a Citizens Charter, detailing the different categories of services rendered to the citizen by the Panchayat, the conditions for such service and also the time limit for such service.

### **What is a citizen's charter?**

It is a document of commitments made by a Government organization to the citizens/client groups in respect of the services/schemes being provided to them or to be provided to them.

**The objective of Charter** exercise is to build bridges between citizens and administration and to streamline administration in tune with the needs of citizens

**The Charters are expected to incorporate the following elements:**

1. Vision and Mission Statement
2. Details of business transacted by the organisation
3. Details of clients
4. Details of services provided to each client group
5. Details of grievance redress mechanism and how to access it
6. Expectations from the clients