CITIZEN’s CHARTER DARPG

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/SERVICE STANDARDS and TIMELINES

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<thead>
<tr>
<th>S.No</th>
<th>List of services and service standards</th>
<th>Timeline</th>
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<tr>
<td>1</td>
<td>Redressal of Public Grievances:</td>
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<td>i.</td>
<td>Action on grievances - Forwarding and monitoring for action by Authorities concerned</td>
<td>Within 60 days</td>
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<td>ii.</td>
<td>Monitoring of grievances (by senior officials)</td>
<td>One Review Meeting and one VC every 3 months</td>
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<td>iii.</td>
<td>Training on CPGRAMS (for Officers dealing with grievance Redressal)</td>
<td>Once in a month</td>
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<td>2</td>
<td>Recognition of excellence &amp; innovation through</td>
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<td>i.</td>
<td>Prime Ministers Awards for Excellence in Public Administration and Civil Services Day</td>
<td>Once a year</td>
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<td>ii.</td>
<td>National Awards for e-Governance</td>
<td>Once a year</td>
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<td>3</td>
<td>Documentation &amp; Dissemination of best practices</td>
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<td>i)</td>
<td>Regional Conference on good governance initiatives</td>
<td>2-3 conferences in a year</td>
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(iii) Six monthly magazine ‘Minimum Government Maximum Governance’ (MGMG) | Two issues containing shortlisted PM/e-Gov. Awarded initiatives in a year.

**4 Support to Office Modernisation** *(Assistance to a set of Central Government Offices located in Delhi NCR)*

Once a year

(i) inviting proposals by May of the year
(ii) release of funds by July of the year
(iii) monitoring of release by March of the year

**5 Assistance to States:**

i. Financial assistance to States/UTs/CTIs for Professional Documentation and Dissemination of good governance initiatives/practices through e-book (electronic) along with production of short documentary film under the Plan Scheme.

(ii) Proposals for Financial Assistance received up to 30th September of a year (complete in all respects) are placed before Evaluation Committee for consideration & recommendations within a month.

(ii) Financial Assistance is released within 1 week from sanction of the project.

ii. Scheme for Strengthening of all State ATIs/CTIs through implementation of Sevottam Cell - For ATIs/CTIs from whom the proposals are received

Up to Rs. 20 lakh each upto Financial year 2019-2020

**6 e-Governance**

Facilitating implementation of e-office – Providing assistance to Central Ministries/Departments

30 days

**7 IE&C**

Bilateral Cooperation with other countries and foreign training of officers.

At least two training programmes in a year.
CONTACT DETAILS OF OFFICER(S)

Deputy Secretary,
Department of Administrative Reforms and Public Grievances,
Sardar Patel Bhawan, New Delhi-110001
Telephone No: 23401429 / 23401408
Telefax: 23401444
Email: dirpg-arpg@nic.in

GRIEVANCE REDRESSAL

Visit the link https://pgportal.giv.in. Visit the website of CPGRAMS- www.pgportal.gov.in - > Register yourself as a user -> Register your grievance.

Expectations from the citizens with regard to Public Grievance Redress:

i. Grievance is to be lodged after registering on the above given CPGRAMS/ pgportal link and supporting documents may be uploaded, if found necessary.

ii. For registration, correct credentials (eg- Name, Address, Phone and e-mail) to be provided.

iii. Issues given below will not be taken up for redressal and hence, may not be registered:
   a. Sub-judice cases or any matter concerning judgment given by any court
   b. Personal and family disputes.
   c. RTI matters.
   d. Anything that impacts upon territorial integrity of the country or friendly relations with other countries.
   e. Suggestions

iv. Any Grievance sent by e-mail will not be attended to / entertained. Please lodge your grievance at pgportal.gov.in

EXPECTATIONS FROM CITIZENS / STAKEHOLDERS.

Citizens should first try to access the relevant information from the public domain.

i. Citizens should first take up their grievances directly with Ministries/ Departments / State Governments.

ii. Any query on the programme, scheme or activity of the Department should be clear and specific.

iii. All stakeholders participating in any activity or event of the Department should send the complete relevant information in time.

RIGHT TO INFORMATION

Visit the link www.rti.gov.in

Month & Year of Issue: February, 2019
Month & Year of the Next Review: August, 2019.