

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

S.No	List of services and service standards	Timeline
1	Redressal of Public Grievances:	
	i. <u>Action on grievances</u> - Forwarding and monitoring for action by Authorities concerned	Within 60 days
	ii. <u>Monitoring of grievances</u> (by senior officials)	One Review Meeting and one VC every 3 months
	iii. <u>Training on CPGRAMS</u> (for Officers dealing with grievance Redressal)	Once in a month
2	Recognition of excellence & innovation through	
	i. Prime Ministers Awards for Excellence in Public Administration and Civil Services Day	Once a year
	ii. National Awards for e-Governance	Once a year
3	Documentation & Dissemination of best practices	
	(i) Regional Conference on good governance initiatives	2-3 conferences in a year

	(ii) Production of documentary films on best practices.	Films on PM Awarded/e-Gov. Awarded initiatives in a year.
	(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 (<i>Assistance to a set of Central Government Offices located in Delhi NCR</i>)	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. Scheme for Strengthening of all State ATIs/CTIs through implementation of Sevottam Cell - For ATIs/CTIs from whom the proposals are received	(i) Proposals for Financial Assistance received up to 30 th 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. 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,
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GRIEVANCE REDRESSAL

Visit the link <https://pgportal.gov.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.