

Governance - dynamic exercise of mgmt of power and policy

good governance - describes how public institutions ought to conduct public policy and manage public resources

GS-II- 19: Aspects of Governance

Citizen Charter - it is a commitment by public authorities for delivery of services according to predefined standards. It makes authorities accountable to citizens and hence improves public service delivery.

Significance

- i) It makes govt. more accountable responsive and effective
- ii) makes govt. services and programmes more effective and sustainable
- iii) enables poor and marginalized
 - access equitably
 - influence public policy.
 - improve service delivery
- iv) Rights-Based approach
citizens transform from beneficiaries → equal stakeholders
- v) promotes grassroots democracy
- vi) provides mechanism for redressal of grievances

Citizen's expectation

- reliability (consistency)
- responsiveness
- credibility
- empathy
- courtesy and care

Elements of good citizen charter

- focus on customer requirements
- simple language
- service standards
- effective remedies
- training
- feedback mechanisms
- close monitoring
- periodic review

Reco's of 2nd ARC to make CC more effective

- one size does not fit all
- CC should be prepared for each independent unit of org.
- wide consultation which include civil society
- firm commitments
- reformation of internal process and structure
- redressal mechanisms
- periodic evaluation
- benchmark using end-user feedback
- hold officers accountable

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