

Citizens Charter

Ethics

How can it be improved

- raise awareness among stakeholders
by - awareness drives
- sensitization
- training

will induce behavioural change

citizens

beneficiaries → equal & active stakeholders

public servant

master → servant

- aid attitudinal change for above relationship change
- make changes in work culture to internalize citizen charter goals
- conduct improvement
 - efficiency audit
 - effectiveness audit

via

- 3rd party
- ext. & int. monitoring

How CC relates to public service

- improves public relationship of governance
- aids pro-people attitude development
- enables citizen-governance connect
- reinforces spirit of public service
- inculcates empathy, tolerance, compassion
- it is a EI-based approach
- acts a source of ethical guidance of action
- strengthens ethical and moral values of governance
- aids public spirited individuals to engage pro-actively in governance reforms
- improves work culture of public institutions
- improves quality of public service