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Q18

The Citizen's Charter is an ideal instrument of organisational transparency and accountability, but it has its own limitations. Identify the limitations and suggest measures for greater effectiveness of the Citizen's Charters. (15).

UPSC Civil Services Mains 2018 · GS II · 15 marks · Transparency and e-Governance

Important aspects of governance, transparency and accountability, e-governance - applications, models, successes, limitations, and potential; citizens charters, transparency and accountability and institutional and other measures.

Facts & figures for this PYQ only.

Numbers move. Confirm the latest Budget, Economic Survey or census round. This sheet is for revision, not a substitute for the model answer.

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1997 Chief Ministers' Conference

India's Citizen's Charter programme was launched following that conference, modelled on the UK 1991 idea.

DARPG / Sevottam

Union guidelines and a quality model (citizen charter, grievance redress, public-service delivery) for ministries and departments.

Second Administrative Reforms Commission

Recommended enforceable, consultative Charters rather than decorative documents.

State Public Service Guarantee Acts

Several States made time-bound services a legal right with fines on designated officers.

RTI Act, 2005

Complements Charters by opening records; it does not itself punish delay against a Charter clock.

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