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Q16

The Citizens' charter has been a landmark initiative in ensuring citizen-centric administration. But it is yet to reach its full potential. Identify the factors hindering the realisation of its promise and suggest measures to overcome them.

UPSC Civil Services Mains 2024 · 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

Political origin of the Indian Citizens' Charter programme in Union and State departments.

Sevottam

Department of Administrative Reforms quality framework for service delivery and grievance, meant to operationalise charters.

Right to Service Acts (States)

State laws that convert some services into timed, penalised entitlements - stronger than a bare charter.

Centralised Public Grievance Redress and Monitoring System (CPGRAMS)

The grievance code should match the charter clock, or the citizen is sent to two queues.

Right to Information Act, 2005

Stacks with charters: one is the file, the other is the service standard.

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