

**OFFICE OF THE CONTROLLER GENERAL OF DEFENCE ACCOUNTS**  
**Ulan Batar Road, Palam, Delhi Cantt.-110010.**

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No. AN/III/3053/RTI - TO

Dated 01/07/2014.


To,

✓ All Principal Controllers/ Controllers  
(Through CGDA website)

**Subject: Guide on the Right to Information Act, 2005 - updated Version.**

Please find enclosed a copy of Para 5 of Part II (For Public Authority) of DoP&T OM No. 1/32/2013-IR dated 28/11/2013, wherein the necessary guidelines about the categories of information to be published by the public authorities have been issued by the Government for necessary action at your end please.

Further, in this context, please find enclosed guidelines regarding Citizen Charter. Accordingly action may be taken to a formulate Citizen Charter pertaining to your office and the same forwarded to Hqrs office for further examination and necessary action at this end.

  
(PK Rai)  
Dy. CGDA(AN)

**Copy to :**

1) ~~Officer-in-Charge of -~~  
All Admin Sections of Hqrs Office,  
Audit Coord Hqrs Office. For necessary action as above please.  
EDP Wing of Hqrs Office.

2) ~~EDP Wing~~ With a request to upload on Official Website.

-Sel-  
(Sanjiv J. Bajaj)  
AO(AN)

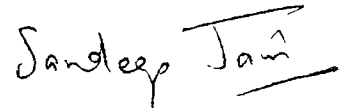
North Block, New Delhi  
Dated: the 28<sup>th</sup> November, 2013

**OFFICE MEMORANDUM**

**Subject:** Guide on the Right to Information Act, 2005 - updated Version.

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Section 26 of the RTI Act requires the Government to compile a guide containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right specified in the Act. Further, it requires the Government to update the guide at regular intervals. Accordingly an updated Guide on the Act is hereby published online which would help all the stake-holders viz. information seekers in getting information, public information officers in dealing with the RTI applications, first appellate authorities in taking cogent decisions on appeals and the public authorities in implementing various provisions of the Act in right earnest.



(SANDEEP JAIN)

Director

Tel: 23092755

## Part II

# FOR PUBLIC AUTHORITIES

Public authorities are the repository of information which the citizens have a right to access under the Right to Information Act, 2005. The Act casts important obligations on public authorities so as to facilitate the citizens of the country to access the information held under their control.

### Maintenance and Computerisation of Records

2. Proper management of records is of utmost importance for effective implementation of the provisions of the Act. A public authority should, therefore, maintain all its records properly. It should ensure that the records are duly catalogued and indexed in such a manner and form that it may facilitate the right to information.

### Suo Motu Disclosure

3. Every public authority should provide as much information suo motu to the public through various means of communications so that the public have minimum need to use the Act to obtain information. Internet being one of the most effective means of communication, the information may be posted on the website.

4. Section 4(1)(b) of the Act, in particular, requires every public authority to publish following sixteen categories of information:

- (i) the particulars of its organisation, functions and duties;
- (ii) the powers and duties of its officers and employees;
- (iii) the procedure followed in the decision making process, including channels of supervision and accountability;
- (iv) the norms set by it for the discharge of its functions;
- (v) the rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions;
- (vi) a statement of the categories of documents that are held by it or under its control;
- (vii) the particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;
- (viii) a statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice,

## Citizen Charter

Citizen's Charter is a document which represents a systematic effort to focus on the commitment of the Organization towards its Citizens in respects of standard of services, Information, Choice and Consultation, Non-discrimination and Accessibly, Grievance Redress, Courtesy and Value for Money. This also includes expectations of the Organization from the Citizen for fulfilling the commitment of Organization.

### Component's of Citizen's Charter

These should include :

- (i) Vision and Mission statement
- (ii) Details of Business transacted by the Organization
- (iii) Details of clients
- (iv) Details of services provided to each client group
- (v) Details of grievance redressal mechanism and how to access it
- (vi) Expectations from the clients.

### Formulation of Citizen's Chartres : A Road Map

- (i) Formation of Task Force
- (ii) Identification of all Stakeholders and major services to be provided by Organization
- (iii) Consultation with Clients/stakeholders/Staff (Primarily at cutting-edge level and their representative associations.
- (iv) Preparation of Draft Charter
  - 1. Circulation for comments/ suggestions
  - 2. Modification of Charter to include suggestions
- (v) Consideration of the Charter by Core Group
- (vi) Modification of Charter by the Ministry/ Department on the basis of suggestions/ observations by the Core Group
- (vii) Approval by the Minister-in-charge
- (viii) Submission of a copy of the charter to the Department of Administrative Reforms and Public Grievances
- (ix) formal issue/release of Charter and putting up on website
- (x) Sending copies to People's Representatives and all stakeholders
- (xi) Appointment of a Nodal Officer to ensure effective implementations

### Citizen's Charters - Model Guidelines

The need for a Citizen's Charter arises from the dissatisfaction of the citizen /

consumer/ customer with the erstwhile quality of service offered by a public sector organization. The following guidelines should therefore be useful:

- i. To be useful, the Charter must be simple;
- ii. The Charter must be framed not only by senior experts, but by interaction with the cutting edge staff who will finally implement it and with the users (individual organizations);
- iii. Merely announcing the Charter will not change the way we function. It is important to create conditions through interaction and training for generating a responsive climate;
- iv. Begin with a statement of the service(s) being offered;
- v. A mention be made against each service the entitlement of the user, service standards and remedies available to the user in case of the non-adherence to standards;
- vi. Procedures/cost/charges should be made available on line/display boards/ booklets inquiry counters etc at places specified in the Charter;
- vii. Indicate clearly, that while these are not justiciable, the commitments enshrined in the Charter are in the nature of a promise to be fulfilled with oneself and with the user;
- viii. Frame a structure for obtaining feedback and performance audit and fix a schedule for reviewing the Charter every six months at least;
- ix. Separate Charters can be framed for distinct services and for organizations/ agencies attached or subordinate to a Ministry/Department.

### **Citizens' Charters - General Structure Guidelines**

These can be stated as follows:

- i. A brief statement regarding the services concerned;
- ii. Public Interface of the service concerned to be addressed (e.g., Reservation, Passenger amenities by Railways, Mail Delivery, Premium services by Post etc);
- iii. Commitment to Standards (Time frame, Quality of service);
- iv. The Staff : What to expect from them?
  - : Where are they located?
  - Keeping citizens informed: What information do they need?
  - If things go wrong (remedial measures) : What could go wrong;
    - : Whom to contact;

: What to expect to set it right.

- How citizens can help the organization

### **What Makes a Good Charter**

The elements of a good charter can be said to be:

- i. Focus on Customer Requirements;
- ii. Simple Language;
- iii. Service standards;
- iv. Effective Remedies;
- v. Training;
- vi. Delegation;
- vii. Feedback Mechanism;
- viii. Close Monitoring;
- ix. Periodic Review.

### **The six important areas to be covered in every Citizen's Charter**

The Six Principles of Citizen's Charters:

- i. Published Standards;
- ii. Openness and Information;
- iii. Choice and Consultation;
- iv. Courtesy and Helpfulness;
- v. Redress when things go wrong;
- vi. Value for money;

### **A Model Format for Citizen's Charter**

1. The Aim/purpose of this charter is to work for better quality in public service

2. (Enumeration of services delivered by the department) We deliver the following

services :-

- |    |    |    |    |
|----|----|----|----|
| a) | b) | c) | d) |
|----|----|----|----|

3. Our aim is to achieve the following

service delivery/quality parameters	Nature of Service	Service Delivery Standard	Remarks
-------------------------------------	-------------------	---------------------------	---------

(Time limit (days/hours/minutes))

- |    |  |  |  |
|----|--|--|--|
| a) |  |  |  |
| b) |  |  |  |
| c) |  |  |  |

4. Availability of Information: Information on the following subjects can be obtained from our officers listed below

1. Information 2. Name of the officer 3. Designation 4. Located at 5. Telephone/ relating to officer Fax/e-mail

- a.
- b.
- c.

5. For information outside Office hours, please contact

Availability of prescribed forms

Title of the Form Fee to be paid Whom to contact

- a)
- b)
- c)

Forms are also available on the world wide web at [www .....](#) (where applicable) and can be downloaded at .....

6. Complaint redressal systems

Courteous and helpful service will be extended by all the staff. If you have any complaints to make with respect to the delivery of the above standards you are welcome to register your complaints with the following officers

Name	Designation	Located at	Telephone/Fax/e-mail
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- a)
- b)
- c)

We have also created a website for registering complaints at [www .....](#) You are welcome to use this facility.

7. A centralized customer care center/grievance redressal center has also been established at \_\_\_\_\_ where you can lodge your complaint.

8. All complaints will be acknowledged by us within \_\_\_\_\_ days and final reply on the action taken will be communicated within \_\_\_\_\_ days.

9. Consultation with our users/stakeholders

- We welcome suggestions from our users.
- We conduct \_\_\_\_\_ polls
- We hold periodical \_\_\_\_\_ meetings with users/user representatives and if you wish

to be associated with this please contact \_\_\_\_\_ at \_\_\_\_\_.

• Please also enter your details at our website [www.....](http://www.....) indicating your willingness to be available for consultation, survey on the points enlisted in the Charter.

10. We seek your co-operation on the following

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way (give details relevant to the departments concerned)

a)

b)

11. Guide Book/Hand Book/Consumer Helpline

We have published a Handbook for the guidance of our customers. Please contact \_\_\_\_\_ Officer for more details.

Our helpline number is \_\_\_\_\_

Our customer information centre is located at \_\_\_\_\_ Phone No. \_\_\_\_\_

Other information

a)

b)

**We are committed to constantly revise and improve the services being offered under the Charter.**