

## **Citizen's Charter**

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### **Citizen's Charter**

Citizen's Charter is the document which represents a systematic effort to focus on the commitment of the Department towards its Citizens (Customers) in respects of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievance Redress, Courtesy and Value for Money. This also includes expectations of the Department from the Citizen (Customers) for fulfilling the commitment of the Department.

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### **Right to Service Act :**

The Act will give every eligible person the right to obtain government services within a stipulated time-frame. It provides for effective, time-bound redressal of grievances of citizens, delivery of services to the public and making government servants liable in case of default.

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