

GOVERNMENT OF TAMIL NADU

ABSTRACT

Government Welfare Schemes and Government Procedures - Implementation of
Citizens Charter - Instructions - Orders - Issued.

Personnel & Administrative Reforms (T) Department

G.O.Ms.No.263

Dated : 4.11.1997

ORDER:

Read :

G.O.Ms.No. 252, Personnel & Administrative Reforms (T) Department, Dated
22.10.97.

ORDER :

In the order cited, instructions have been issued to deliver information regarding the Government Welfare Schemes and Government procedures in the offices where public are coming in large number. The procedures regarding public oriented schemes should be given to public in a manner that public can understand easily. For instance, the public should be given opportunities to understand easily the Government procedures regarding the day to day affairs relating to the Registration and purchases and sale of land, permission for construction of house from the Municipalities, getting Family card under public Distribution system, obtaining of electricity and drinking water connection, payment of charges, getting driver licence, Registration of Vehicles and Registration of voters. Without these opportunities and facilities, the public have to secure these facilities only through the touts. The Government is making arrangements to open Information Booths in ten Government Offices where Government are coming in large number as a first step. Moreover the Government have ordered that Government Departments can give information to the public as stipulated in the Tamil Nadu Right to Information Act, 1997.

2. Now attempts are made to inform the public about the Government Welfare Schemes and procedures by certain officers. The furnishing of informations to the public is continued only till such officers are functioning. But the succeeding officers having no enthusiasm are not implementing this. It is necessary to create a tradition to bring out administrative improvements to provide people friendly administration continuously.

3. The Government desired that Citizens Charter standard and specified quality of service to the public and the time limit that the public reasonably expect formalities should be created. In this regard instructions have been issued Personnel & Administrative Reforms Department, D.O. Letter No. 59124/T/97-1, Dated 23.9.1997. The Government is of the view that it is possible to give transparent and people friendly administration by way of revising a Citizen's Charter and bring it to the use of public with sufficient publication with the view to implement the Citizen's Charter, the Government have decided that each Department should place before the Legislative Assembly in the Budget session, a Hand Book, along with the policy note, containing the details of Welfare scheme benefiting directly the public, how the services can be availed by the public and the related procedures and rules and regulations, the forms to be used for applying for the benefits, the officers to be approached for availing the benefits and the realistic time limit and then sell the Hand book to the public in the cost prices.

4. The Government have after careful examination considered that all Departments shall bring out a Hand book containing Citizen's Charter from 1998-99 onwards. The Government direct that all Departments of Secretariat should bring out Citizen's Charter concerning their Department along with the policy note to be placed in the Legislative Assembly during the Budget session from the year 1998 onwards.

K.A. NAMBIAR

CHIEF SECRETARY TO GOVERNMENT

To
All Secretaries to Government,
All Departments of Secretariat, Chennai-9.
All Collectors.
Senior Technical Director NIC Chennai-9.
Director of Stationery & Printing, Chennai-2.

Copy to :
Chief Minister's Office, Chennai-9.
All Ministers' Office, Chennai-9.}
S.F./S.C.

/Forwarded/By Order//True copy/

Section Officer.

