

Standard Template for Citizen Charter

- Vision/Mission/Objectives of the Department/Agency
- Details of Business Transacted or General Services Provided
- Name, Address, and Phone Numbers of Key Officials
- Procedures to Avail Services
- Information on the Costs of Services Provided
- Standards of Services (Time Limits, etc)
- Grievance Redress Mechanism
- Names, Addresses, Phone Numbers of Officials in Charge of the Grievance Redress Mechanism
- Duties of Citizens
- Simple and User-friendly Language