**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