

3. Citizen Charter Template (Charter for every public Department)

Unit Name:

Date:

Details of goods supplied and services rendered	
Name, Designation and contact details of person or agency through which such goods are to be supplied or Services to be rendered	
Time frame with in goods/services have to be supplied	
Eligibility criteria for availing goods/services	
Where to find the forms required for availing goods / schemes if the citizen meets the eligibiity criteria	
Where should the forms be submitted and what are the documents that are to be submitted along with it.	
Quantitative and tangible parameters (weight, size, frequency) of goods and services.	
Details of complaint redress mechanism who to complain to time frame within which complaint is to be redressed	

Signature of the Head of Unit