



झारखण्ड गजट

असाधारण अंक

झारखण्ड सरकार द्वारा प्रकाशित

संख्या 411 राँची, शुक्रवार, 13 ज्येष्ठ, 1938 (श०)
3 जून, 2016 (ई०)

नगर विकास एवं आवास विभाग

संकल्प

9 मई, 2016

विषय- नगर विकास एवं आवास विभाग का Citizen Charter बनाने के सम्बन्ध में

संख्या-3/नवि /14वाँ /योजना चयन/110/2015-2549(अनु०) भारत सरकार के सेवोत्तम कार्यक्रम का एक महत्वपूर्ण अंग है। नगर विकास एवं आवास विभाग आम जनता को अनेक नागरिक सुविधाएँ प्रदान करती हैं इसलिए झारखण्ड राज्य के नगर विकास एवं आवास विभाग में बनाने कि नितांत आवश्यकता है।

2 पृष्ठभूमि

झारखण्ड सरकार के द्वारा e-Governance एवं mobile governance पर बल दिया जा रहा है। Citizen Charter के माध्यम से इसका व्यापक प्रचार प्रसार होगा। शासन/प्रशासन व्यवस्था में पारदर्शिता लाने हेतु निर्धारित समय सीमा के अन्दर सेवाओं को आम जनता तक पहुँचाने की प्रक्रिया Charter Citizen में दर्ज की जाएगी।

3 उद्देश्य :-

Citizen Charter में विभाग की सूचना उपलब्ध रहेगी जिसमें निम्न मुख्य सूचनाएँ होंगी :

- विभाग का Vision
- विभाग का Mission
- विभाग द्वारा दी जाने वाली सेवाओं की सूची।
- सभी सेवाओं के निर्धारित समय सीमा एवं सेवा नहीं प्राप्त होने पर अपील करने की प्रक्रिया।
- आम जनता को सेवा देने एवं लोक शिकायत समाधान की प्रक्रिया।
- आम जनता को सेवा दिए जाने का स्थान (जैसे ऑफिस, कीओस्क, फैसिलिटेशन काउंटेर्स इत्यादि) एवं सेवा देने वाले पदाधिकारियों की सूची।

4 Citizen Charter (परिशिष्ट -I या Annexure-I) को विभागीय website में प्रदर्शित किया जाएगा।

5 इस संकल्प के संशोधन की आवश्यकता प्रतीत होने पर समय समय पर इसे संशोधित/अद्यतन किया जा सकेगा।

7 प्रस्ताव पर माननीय विभागीय मंत्री का अनुमोदन प्राप्त है।

8 यह संकल्प निर्गत की तिथि से प्रभावी होगा।

झारखण्ड राज्यपाल के आदेश से,

अरुण कुमार सिंह,
सरकार के प्रधान सचिव।

2016

Citizen Charter



Urban Development

&

Housing Department

Citizen's/ Client's Charter:-

A Citizen's/Client's Charter is a document which represents a systematic effort to focus on the commitment of the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies towards its Citizens/Clients in respect of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievances Redress, Courtesy and Value for Money.

This also includes expectations of the Department/implementing bodies from the Citizen/Client for fulfilling the commitment of the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies. A Charter comprises of the following components-

1. Vision and Mission statement;
2. Details of Business transacted by the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies ;
3. Details of Customers/Clients;
4. Statement of services provided to each Citizen/Client Group separately;
5. Details of Grievances Redress Mechanism and how to access the same' and
6. Expectation from the Citizen/Client.

Citizen's Charter is the document of commitments made by the Government Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies to the citizens in respect of the services and schemes being provided to them or to be provided to them.

The objective of this Charter exercise is to build bridges between citizens and administration and to streamline administration in tune with the needs of citizens. This shall enthuse and enable Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies namely ULBs to tune their planning, policy and performance to the needs and concerns of citizens/ stakeholders/ users/clients.

For this transformative process to materialize, effective strategies of realization would have to be worked out at multiple levels and authentication of these strategies needs to be attempted

at every level in the political and administrative system. These strategies must incorporate three elements.

- i. Clarity at every level about the objectives of Charter as an instrument of policy rationalization and administrative tuning to deliver policy goals expected by the citizens.
- ii. Designing and delivery of Charters as live instruments of citizen administration interface and instituting citizen in public domain.
- iii. Evolving mechanisms for Charter monitoring, Charter evaluation and Charter review. Instituting system of acknowledging effectiveness in Charter implementation can help the process.

In a rapidly changing context where efficiency, effectiveness and competence of state institutions are being questioned, it is imperative for our department to strive for improvement in performance. The Charter programme shall become instrumental in promoting the objectives of responsive and accountable governance and also contribute to improvement in service delivery. This will, in turn, put the department and its constituent bodies in shape and contribute to a change in work culture and staff satisfaction, thereby increasing the comfort level of citizens, who need to deal with these organisations.

Enabling a creative space for participation of citizens in administration and policy processes is the goal towards which the Charter programme has been designed. However, this does not imply merely load-shedding by the state agencies on the shoulders of citizens. Rather, it has to be instrumental in enhancing the competence and capability of the department to improve delivery of services and tune administration to the needs of citizens.

Vision Statement

The first key component of a meaningful Citizen's Charter is a clear statement of vision. Vision implies the ultimate direction in which our department seeks to move. Clarity of vision enables the Urban Development and Housing department to plan and prepare itself to deliver specific outcomes.

Vision of Urban Development and Housing Department can be enumerated as follows:

- To have Master Plan and Zonal Development Plan for cities for planned growth of the urban areas.
- To provide safe drinking water to all urban households of Jharkhand by 2017.
- Individual household toilet or access to community toilet to all by 2nd Oct 2019.
- 100 % collection and its scientific disposal of solid waste by 2nd Oct. 2019.
- To increase the pipe sewer system from 14 % to 50% in 11 selected cities by 2019.
- To introduce e-Governance and reforms for strengthening the ULB structures.
- To provide training to 50000 youths and place them in self -employment or skilled wage employment by 2017.
- To streamline urban transportation system and to build smart streets in 11 selected cities.
- To provide housing to urban poor's under schemes of Gol.
- To create and operationalize various institutions to support urban Infrastructure and civic amenities.
- Housing for All by 2022.

Mission Statement

“ To help promote cities as engines of economic growth through improvement in the quality of urban life by facilitating creation of quality urban infrastructure, with assured service levels and efficient governance “

Identification of Services

- i. Residential Building Plan approval in Urban areas.
- ii. Commercial Building/Apartment Plan approval in Urban Areas
- iii. Water Connection
- iv. Birth/Death Certificate
- v. Resolution of complaints regarding dirty lanes, drains and cleaning of roads etc.
- vi. Removal of dead animals after getting information
- vii. Issuance of license for Hotels/Restaurants
- viii. Renewal of license of Hotels/Restaurants
- ix. Registration of Birth and Death and issuance of Certificates
- x. Repair of hand pumps
- xi. Repair of Street Lights
- xii. Cleanliness of General Nature
- xiii. Decision on holding fixation for urban areas

Identification of Levels

The Urban Development and Housing Department operates at multiple levels which are responsible for implementation of the urban development activities in their respective areas in the state of Jharkhand.

Presently there are 42 urban local bodies consisting of

6 Municipal Corporations	Chas, Deoghar, Dhanbad, Ranchi, Adityapur, Hazaribag
1 Municipality	Jugsalai
17 Nagar Parishads	Phusro, Chatra, Madhupur, Dumka, Garhwa, Giridih, Gumla, Jamtara, Jhumritilaiya, Pakur, Medininagar, Ramgarh, Sahebganj, Simdega, Chaibasa, Chakradharpur, Chatarpur
16 Nagar Panchayats	Chirkunda, Basukinath, Chakulia, Manjhiaon, Nagar Utari, Godda, Mihijam, Khunti, Koderma, Latehar, Lohardaga, Bishrampur, Husainabad, Bundu, Rajmahal, Saraikela
02 Notified Areas Committee (NAC)	Jamshedpur, Mango
02 Development Authorities	i. RRDA – Ranchi Regional Development Authority ii. MADA – Mineral Area Development Authority

The citizens can approach the Authorized “Executive Officer” or any other authorized officer of the ULB for obtaining the services.

- In case the service is not provided within the stipulated timeframe as mentioned in the RTGSA then they can approach the First Appellate Officer.

First Appellate Officer -Municipal Commissioner for Municipal Corporations
-Sub Divisional Officer for Nagar Parishad/Nagar Panchayat

- In case the citizen is not satisfied with the service within the stipulated time frame, then can approach to the Second Appellate Officer.

Second Appellate Officer - Divisional Commissioner/District Commissioner

Identification of Users

Urban Citizens of Jharkhand belonging to the different municipal bodies.

Specification of Time-Frames for Each Service, Time-Frames at Each Level and Service Delivery Standards

A clear commitment about the time-frame for delivery of specific services in the Charter is needed. This will save the department from undue expectations and also enable it to project its capacity to commit delivery of service as well as to work towards it in its own organizational plans. Awareness of time-lines will also enable the citizen to opt for specific providers where options are available and better understand the capacity of organisation to deliver a service in a specific time-frame.

S.No	Name of Service	Designated Officer (Contact Point)	Intended Time Frame	First Appellate Officer	Intended Time Frame for First Appellate Officer	Second Appellate Officer	Intended Time Frame for Second Appellate Officer
1	Residential Building Plan approval in Urban areas	<ul style="list-style-type: none"> Authorized "Executive Officer" of Municipal Corporation Any authorized officer of the ULB 	60 working days	<ul style="list-style-type: none"> Municipal Commissioner for Municipal Corporations Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	15 working days	<ul style="list-style-type: none"> Divisional Commissioner DC 	15 working days
2	Commercial Building/Apartment Plan approval in Urban Areas	<ul style="list-style-type: none"> Authorized "Executive Officer" of Municipal Corporation Any authorized officer of the ULB 	60 working days	<ul style="list-style-type: none"> Municipal Commissioner for Municipal Corporations Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	20 working days	<ul style="list-style-type: none"> Divisional Commissioner DC 	20 working days
3	Water Connection	<ul style="list-style-type: none"> Authorized "Executive Officer" of Municipal Corporation Any authorized officer of the ULB 	30 working days	<ul style="list-style-type: none"> Municipal Commissioner for Municipal Corporations Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	10 working days	<ul style="list-style-type: none"> Divisional Commissioner DC 	10 working days
4	Birth and Death Certificate	<ul style="list-style-type: none"> Authorized "Executive Officer" of Municipal Corporation Any authorized officer of the ULB 	7 working days	<ul style="list-style-type: none"> Municipal Commissioner for Municipal Corporations Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	5 working days	<ul style="list-style-type: none"> Divisional Commissioner DC 	5 working days

5	Resolution of complaints regarding dirty lanes, drains and cleaning of roads etc.	<ul style="list-style-type: none"> • Authorized "Executive Officer" of Municipal Corporation • Any authorized officer of the ULB 	3 working days	<ul style="list-style-type: none"> • Municipal Commissioner for Municipal Corporations • Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	3 working days	<ul style="list-style-type: none"> • Divisional Commissioner • DC 	3 working days
6	Removal of Dead Animals after getting information	<ul style="list-style-type: none"> • Authorized "Executive Officer" of Municipal Corporation • Any authorized officer of the ULB 	1 day	<ul style="list-style-type: none"> • Municipal Commissioner for Municipal Corporations • Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	1 day	<ul style="list-style-type: none"> • Divisional Commissioner • DC 	1 day
	Catching of Estray animals/Vaccination and vasectomy of dogs	<ul style="list-style-type: none"> • Authorized "Executive Officer" of Municipal Corporation • Any authorized officer of the ULB 	7 working days	<ul style="list-style-type: none"> • Municipal Commissioner for Municipal Corporations • Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	1 working days	<ul style="list-style-type: none"> • Divisional Commissioner • DC 	
7	Issuance of license for Hotels/Restaurants	<ul style="list-style-type: none"> • Authorized "Executive Officer" of Municipal Corporation • Any authorized officer of the ULB 	30 working days	<ul style="list-style-type: none"> • Municipal Commissioner for Municipal Corporations • Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	20 working days	<ul style="list-style-type: none"> • Divisional Commissioner • DC 	10 working days
8	Renewal of license of Hotels/Restaurants	<ul style="list-style-type: none"> • Authorized "Executive Officer" of Municipal Corporation • Any authorized officer of the ULB 	10 working days	<ul style="list-style-type: none"> • Municipal Commissioner for Municipal Corporations • Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	5 working days	<ul style="list-style-type: none"> • Divisional Commissioner • DC 	5 working days
9	Registration of Birth and Death and issuance of Certificates	<ul style="list-style-type: none"> • Authorized "Executive Officer" of Municipal Corporation • Any authorized officer of the ULB 	7 working days	<ul style="list-style-type: none"> • Municipal Commissioner for Municipal Corporations • Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	4 working days	<ul style="list-style-type: none"> • Divisional Commissioner • DC 	3 working days
10	Repair of handpumps	<ul style="list-style-type: none"> • Authorized "Executive Officer" of Municipal Corporation • Any authorized officer of the ULB 	7working days	<ul style="list-style-type: none"> • Municipal Commissioner for Municipal Corporations • Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	7working days	<ul style="list-style-type: none"> • Divisional Commissioner • DC 	7working days

11	Repair of Street Lights	<ul style="list-style-type: none"> Authorized "Executive Officer" of Municipal Corporation Any authorized officer of the ULB 	7working days	<ul style="list-style-type: none"> Municipal Commissioner for Municipal Corporations Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	7working days	<ul style="list-style-type: none"> Divisional Commissioner DC 	7working days
12	Cleanliness of General Nature	<ul style="list-style-type: none"> Authorized "Executive Officer" of Municipal Corporation Any authorized officer of the ULB 	3working days	<ul style="list-style-type: none"> Municipal Commissioner for Municipal Corporations Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	3working days	<ul style="list-style-type: none"> Divisional Commissioner DC 	3working days
13	Decision on holding fixation for urban areas	<ul style="list-style-type: none"> Authorized "Executive Officer" of Municipal Corporation Any authorized officer of the ULB 	30working days	<ul style="list-style-type: none"> Municipal Commissioner for Municipal Corporations Sub Divisional Officer for Nagar Parishad/Nagar Panchayat 	15working days	<ul style="list-style-type: none"> Divisional Commissioner DC 	15 working days

Specification of Service Quality Standards

The department is committed to provide quality standards to the citizens. In case the citizen is not satisfied with the quality of service, then they can approach the First and Second Appellate authority for the same. The department also intends to exercise internal Controls once standards are publicly specified.

Clear Information about Contact Points for Obtaining Service Benefits

The contact points for obtaining the Service benefits are

- Authorized "Executive Officer" of Municipal Corporation
- Any authorized officer of the ULB

Facilitation Counters

Service wise counters at Urban Local Bodies

Clear Information about the Functions of Information Facilitation Counters

Kiosk facility made available by ULBs

Providing Information about the Public Grievance Redressal Procedures

Awareness of grievances is the first step which Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies can take towards introducing correctives in its functioning. The charter shall encourage the citizens/ clients to ventilate their grievances and Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies shall aspire to redress these. Charter clearly lays down the grievance redressal procedures in case citizens/ users/ clients/ stakeholders have any grievances and would like to seek redressal. Procedures for inviting and addressing grievances within the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies may also be taken up seriously as the performance and image of the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies is often adversely affected by the persistence of grievances of clients/ stakeholders/ users or citizens at large.

Steps to be followed for Grievance Redressal

1. Registering of Grievance
 - a. Citizens of Jharkhand can use the centralized Jan Samvad application for online registering of grievances.
 - b. Toll free number-181 can also be used by the public to place his grievance telephonically.
2. Once the grievance is received, the Jan Samvad team directs the grievance to the concerned department.
3. The designated officer of the department directs the grievance to the respective ULB for its redressal.
4. Once the ULB receives the grievance it takes action within the stipulated time frame and resolves the problem and uploads the ATR in the Jan samvad application.
5. The time frame varies for the different types of grievances.
6. Weekly review is done from the CM secretariat office. The important grievances are selected for this review. If the concerned officer does not solve the grievance or puts up false report ,he /she is penalized for the same.
7. If a grievance of very important nature which directly affects the citizen persists then it is taken up by the Chief Minister. This is named as "Seedhibaat" and the Chief Minister directly takes up review once in a month. Strict penalty is imposed on the concerned officer who does not take up the initiative of solving the problem..

8. A grievance redressal cell is required to be established in each ULB for resolution of grievances.
9. In Ranchi Municipal Corporation a Grievance redressal Cell is in place and the same is to be replicated in all other ULBs as well.
10. In Ranchi Municipal Corporation, a weekly Jan Shikayat review is also done by a committee comprising the Municipal Commissioner, Mayor and Dy mayor. This review acts as a general window for the citizens to submit grievances to the Department.

Providing Information about the Public Grievance Redress Mechanisms

1. Director DMA (Public grievance officer of Urban Department)

Phone No :0651-2400133
e-mail : director.ma.goj@gmail.com

1. Jan Samvad Team

Phone no
e-mail id

2. ULB representative(EO)/Special Officers/Any other authozied person

Phone No
e-Mail ID

3. Jan Shikayat at RMC

Phone No
e-mail id

4. Jan Samvad URL : www.jharkhandsamadhan.nic.in

5. Toll-Free Number : 181

Information about the Time-frame for the Public Grievance Redress

The time frame of grievance redressal is subject to variation depending upon the service sought.

In case the aggrieved person has been informed that his/her grievance has been accepted, he/she should also be informed of the action taken by the organisation on acceptance of his/ her grievance. In case of the rejection, the reasons for rejection should be communicated to the person. In case of dissatisfaction of the aggrieved, a provision for appeal should be made and the contact person for appeal should be mentioned.

Information about the Time-frame for Acknowledgement

Since grievance-redressal may take some time, acknowledgement should be sent on receipt of the grievances. Time-frame for sending acknowledgement on receipt of a grievance should be clearly indicated in the Charter.

Information about the Time-frame for Response

The time-frame for settlement of a grievance should be indicated to the person seeking redress. The Charter can indicate the time-frame for different type of grievances and also commit to inform the citizen about how the specific grievance has been classified and how much time it will take them to redress it.

Information about Systematic Review of all Public Grievances:

All grievances should be analysed and reviewed periodically and information about the periodicity of such reviews as well as the levels at which these reviews are undertaken should be mentioned in the Charter.

Information about Outcome of Review of Grievances

Information about the outcome of reviews and initiatives taken to carry out the recommendations which emerge from the review should also be shared with the citizens. This generates confidence among the citizens and client groups or stakeholders who may have submitted their grievances, even when they were not happy with the outcome of their personal complaint or grievance. This also creates interest among the rest to submit their grievances for redressal and retain their faith in the organisation.

Information about Procedures for Inviting Suggestions/ Inputs

Charter should invite suggestions from the public about the activities and functioning of the Organisation. If the Department is implementing programmes and schemes, the citizens may be requested to give their suggestions for retaining or changing the provisions/scope/coverage of the programmes or schemes. They may also be requested to suggest on ways of improving the delivery mechanism. The Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies should also request the citizens to send suggestions on the ways to improve its own functioning and brighten its transparency and show how far its services are effective or

deficient, how they can be improved and whether any new services should be introduced. The client groups may be requested to give suggestions regarding changes needed in the provisions and coverage of the schemes and services, improvements necessary in the delivery mechanism, and whether new services/schemes should be introduced, particularly to cater to the sections of the client groups hitherto uncovered.

The Charter can very well extend this invitation.

The Charter must indicate how the citizens would communicate their suggestions to the Department.

If there is an on-line facility for this, it may be mentioned and the web-site address should be provided. To invite suggestions from the citizens who lack access to the inter-net, the option of submitting written suggestions to a particular officer (Contact Officer for Suggestions), either by hand or by post as well as the option of dropping suggestions into the suggestion boxes placed at specific locations should be provided. Full name, office room number and office telephone number of the Contact Officer should appear in the Charter. It is felt that either the Contact Officer's e-mail address or the Department's website may be indicated in the Charter in order that suggestions can be sent by e-mail also. The Charter should also indicate the location of the 'Suggestion Boxes'. It is felt that the 'Contact Officer for Suggestions' should be a senior person in the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies ,who is familiar with the functioning of Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies at various levels and is in a position to take up the suggestions for implementation.

Information about Time-frame for Review of Suggestions

The Contact Officer for Suggestions should be made responsible for letting the suggestion-maker know whether his suggestion has been accepted or rejected and if rejected, the reasons for rejection. For suggestions received on-line, replies/ responses can also be provided on-line.

Information about Mechanisms for Processing of Suggestions

The 'Contact Officer for Suggestions' should ensure that the Suggestions Boxes of his Department are emptied daily and all suggestions are diarized in a separate register on a daily basis. The same register should have columns to indicate disposal of each suggestion and the number and date of the letter by which the suggestion-maker was informed of the acceptance or rejection of his suggestion. The Contact Officer should be made responsible for acknowledging each suggestion, letting the suggestion-maker know whether his suggestion has been accepted or rejected and if rejected, the reasons for rejection. All on-line suggestions should also be processed and responded to on-line by the contact officer and a record of progress made on these should be maintained.

Information about Systematic Review of all Suggestions

All suggestions, whether these are obtained regularly or as a result of special survey, should be reviewed systematically in order to examine their significance for improving administration and service delivery. Insights obtained from the suggestions regarding policy changes should be analysed too. This should be shared with the citizens and how the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies intends to share it should be available in the Charter.

The Charter should also provide contact points for 'Interface with Citizens' indicating the surveys the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies conducts periodically to ascertain the needs of its client groups, the extent to which such needs are being met by the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies, the citizen's perceptions about its performance and image, the level of satisfaction of client groups and the quality and efficiency of the delivery of services/schemes. The agencies which may do the independent surveys on all-India basis and regional basis should be selected and their list annexed to the Charter. The periodicity of the surveys should also be indicated in the Charter. The Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies should also decide what it would do with the survey findings. The findings of a review of these may lead to systemic changes, reforms in the services/schemes, procedural improvements and improvements in accessibility of the client groups to the schemes/services?

Information about Outcome of Review of Suggestions

If a review of suggestions is undertaken, sharing it with the public can add credibility to the organisation as well as enthuse citizens to provide valuable inputs to the organisation for improving its performance. Many times the solutions to a problem are within reach, yet these are beyond the imagination of officers in the organisation. Many such ideas reach the decision makers through suggestions of citizens and therefore should be encouraged and duly analyzed.

In case any citizen surveys are done, and the outcome of the review of these should also be shared with the public.

Information about Monitoring Mechanism to Ensure Compliance with Commitments

There should be clear information in the Charter about the monitoring mechanisms created by the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies in order to ensure that Charter does not remain merely a superficial document, with little capacity to ensure its own implementation. This monitoring mechanism may include people from the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies as well those outside- the clients/ stakeholders or civil society groups.

Information about the Web-site and Relevant Information

The Charter should indicate the information/ services, which can be obtained through the website of the Ministry along with the address of the web-site. Forms and other processes available on-line should also be mentioned.

Information about On-line Charter

On-line Charter should also provide as many services as possible on-line and enable interface with citizens by creating windows in this regard. The Charter should be made interactive and information about that should be provided to the citizens through the Charter, which is printed or through other communication methods including display at the outlet level, at IFCs and at the headquarters.

Information about Right to Information

Every Charter should inform the citizens about their 'Right to Information'. With the enactment of the RTI Act, 2005, implementation of the provisions of the Act has become mandatory. In the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies 's Charter there should be a brief statement on how it facilitates implementation of the Act's provisions. The names, room numbers and office

telephone numbers of the Coordinating Central Principal Information Officer/CPIO/APIO and the First Appellate Authority of the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies should also be provided.

Information about Information Handbook

Charter should also contain information about the Information handbook, what it contains, the place where it is available and charge, if any, which has to be paid to obtain it. The date when the 'Information Handbook' has been brought out by the Department of Urban Development and Housing Department, Govt of Jharkhand and its implementing bodies , and when it is scheduled to be updated should also be mentioned.

झारखण्ड राज्यपाल के आदेश से,

अरुण कुमार सिंह,
सरकार के प्रधान सचिव A
