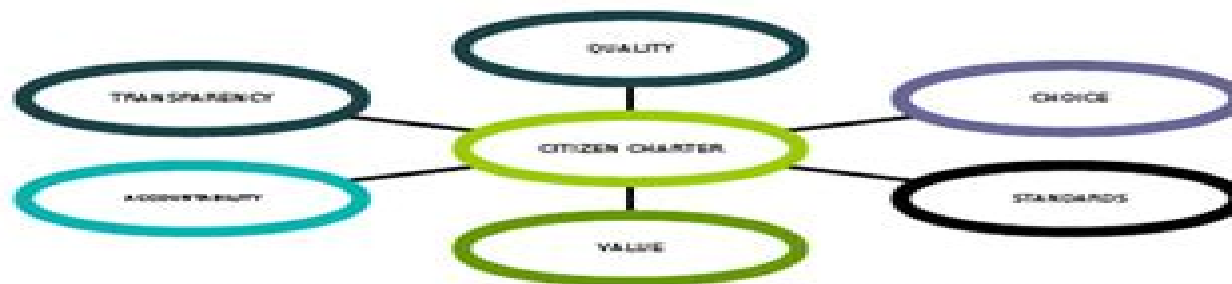


CITIZENS' CHARTER

(please pardon me for grammatical and spelling mistakes—if any)

A *Citizen's Charter* is a public statement that defines the entitlements of citizens to a specific service, the standards of the service, the conditions to be met by users, and the remedies available to the latter in case of non-compliance of standards.



The spirit behind the Citizen Charter.....

A customer is the most important visitor to our premises. He is not dependent on us; we are dependent on him. He is not an interruption to our work; he is the purpose of it. He is not an outsider to our business; he is part of it. We are not doing him a favour by serving him; he is doing a favour by giving us an opportunity to do so.

— Mahatma Gandhi

1.EVOLUTION OF CITIZEN CHARTER :

- ❖ In United Kingdom – Prime minister John Major launched the strategy of Citizen Charter in 1991.
- ❖ First report on citizens' charter (1992) - *The Citizens' Charter*
- ❖ Citizens Charter will raise quality, increase choice, secure better value and extend accountability.
- ❖ For too long provider has dominated, and now it is turn of user.

REVISED PRINCIPLES OF CITIZENS CHARTER, 1998 :

- ❖ Set standards of service
- ❖ To provide Open and full information

Charter Politics

**Oscar Henry Cooper, Harry Fishburne
Estill (F.), William Leonard Lemmon**

Charter Politics:

Law, Politics and the Judicial Process in Canada Frederick Lee Morton, 2002 Since the first edition of this popular textbook appeared in 1984 the Charter of Rights and Freedoms has transformed the role of the courts in Canadian politics The book introduces students to issues raised by the new political role of Canadian judges Law Politics and the Judicial Process in Canada features new introductions and new readings that deal with current issues in the realm of Canadian law and politics

Civil Rights and the Paradox of Liberal Democracy Bradley C. S. Watson, 1999-01-01 In Civil Rights and the Paradox of Liberal Democracy Bradley Watson demonstrates the paradox of liberal democracy that its cornerstone principles of equality and freedom are principles inherently directed toward undermining it Modernity beyond bringing definition to political equality unleashed a whirlwind of individualism which feeds the soul's basic impulse to rule without limitation including the limitation of consent Here Watson begins his analysis of the foundations of liberalism looking carefully and critically at the moral and political philosophies that justify modern civil rights litigation He goes on to examine the judicial manifestations of the paradox of liberal democracy seeking to bring a broad philosophical coherence to legal decision making in the United States and Canada Finally Watson illuminates the extent to which this decision making is in tension with liberal democracy and outlines proposals for reform

Essential Readings in Canadian Constitutional Politics Peter H. Russell, Christian Leuprecht, 2011-01-01 Essential Readings in Canadian Constitutional Politics introduces students scholars and practitioners to classic authors and writings on the principles of the Canadian Constitution as well as to select contemporary material To complement rather than duplicate the state of the field it deals with the Canadian Charter of Rights and Freedoms and with Canadian mega constitutional politics in passing only focusing instead on institutions federalism intergovernmental relations bilingualism and binationalism the judiciary minority rights and constitutional renewal Many of the selections reverberate well beyond Canada's borders making this volume an unrivalled resource for anyone interested in constitutional governance and democratic politics in diverse societies

American Politics (non-partisan) from the Beginning to Date Thomas Valentine Cooper, Hector Tyndale Fenton, 1884

The Saturday Review of Politics, Literature, Science and Art, 1896

Special Interest Terry M. Moe, 2011-03-31 Examines the history of teachers unions their rise to power and the organizational foundations of that strength use of collective bargaining and involvement in the political process and unions response to expanded use of technology in the classroom to teach children and consequences for America's public schools Provided by publisher

Saturday Review of Politics, Literature, Science and Art, 1896

Studies in Sociology, Economics, Politics and History, 1918

American Politics James Albert Woodburn, 1916

The Works of Orestes A. Brownson: Politics Orestes Augustus Brownson, 1884

State University of Iowa Studies in Sociology, Economics, Politics and History, 1918

Political Situations in Rhode Island and Suggested Constitutional Changes James Quayle Dealey, 1928

New American Government and Politics Arthur Raymond

McCook,1916 *City Charter Making in Minnesota* William Anderson,1922 **The Politics of Pragmatism** Alexandra
 Zorianna Dobrowolsky,2000 This vital new work documents the constitutional struggles of leading feminist organizations in
 Canada It examines the complexities of women s constitutional organizing by assessing various feminist organizations
 strategies and tactics over time In doing so the book highlights some representation struggles of the women s movement as it
 crosses and recrosses representational boundaries *Charter Politics* Rainer Knopff,Frederick Lee Morton,1992 **Public**
Record of Perry Belmont: Speeches, letters and addresses in the national campaign of 1896 and the Greater New
York municipal campaign of 1900 and the Greater New York municipal campaign of 1897 ,1898 Harlow's
Weekly ,1924 **History, politics, and education** ,1890 *History of Our Country* Oscar Henry Cooper,Harry Fishburne
 Estill (F.),William Leonard Lemmon,1895

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