

**Minutes of Meeting of the taskforce for reviewing of Citizen/Client's Charter of DOPT
held on 30.12.2014 under the Chairmanship of JS (AT&A).**

A meeting of the taskforce for reviewing of Citizen/Client's Charter of DOPT was held on 30.12.2014 in conference Room No. 190 under the Chairpersonship of JS(AT&A). Following Members of the taskforce attended the meeting:-

1. Ms. Archana Verma, JS(AT&A) – Chairperson
2. Shri Shri Prakash, Director (Admn) – Member
3. Shri Mukesh Chaturvedi, Director (Pay)/ L.O. of Director (JCA) – Member
4. Shrimati Vandana Sharma, Director (CS-II) – Member
5. Shri V.M.Rathnam, Director (V-IV) – Member
6. Shri Diwakar Nath Mishra, Director (S) – Member
7. Ms. Kimbuong Kipgen, Director (SR) – Member

Following decisions have been taken in the meeting:-

1. Official mail IDs of the officers mentioned in column 4 of Citizens'/Clients' Charter should be indicated in place of personal mail IDs.
2. Name of the officers and the details should be updated.
3. For clarifications on ACRs/APARs (item No. 7) under the column service/performance standards, time limit should be indicated as 30 days in place of 20 working days.
4. In item Nos. 9 & 10, a proviso as under may be added below the services – "Provided the proposal is complete in all respects".
5. In item No. 11 under the column 'service/performance standards' 15 days should be mentioned instead of 5 working days.

It has been decided the Committee recommended that the above mentioned proposals should be submitted for the approval of Competent Authority and necessary amendments/updatons may be carried out in the Citizens/Clients Charter of DOPT.

The meeting ended with a vote of thanks to the Chair.