

Implementation Status of the Citizen's Charter in District Administrative Office Morang

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The Citizen's Charter is a chart of commitment to the public or service recipients of the organization detailing the services provided by that office and the quality of those services. This article aims to identify the awareness level of people & service delivery of District administrative office, Morang towards citizen. Purposive sampling was applied for selecting service provider and service receivers. Qualitative method i.e. interview methods was used with the service provider. Moreover observation method was also applied to dig out the reality of the service. Quantitative methods i.e. questionnaire with the service receiver was also employed. The citizen's charter was available in the premises of district administrative office Morang. Public awareness of the citizens and service quality were good. Most of the service receivers had good knowledge about the charter. Few respondents had little knowledge and were unaware about citizen charter. The service delivery was good in terms of quality and promptness of the service and management of citizen charter in the office premises. However due to some political-administrative and personal circumstances, some of the irrational results were found. There is the systematic use of the citizen charter in the DAO. The level of knowledge of the people about it and the quality of the service delivery of the system is good but there are some shortcomings such as low awareness among uneducated people. Therefore, is essential to increase public awareness about citizen charter.

Keywords

citizen's charter, district administrative office, knowledge, quality service, good governance

Article information

Manuscript received: March 10, 2023; Accepted: March 25, 2023

DOI: <https://doi.org/10.3126/jki.v10i1.67637>

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1 Introduction

This section deals with the background of the study, statement of the problem, the research questions, the objectives, significance of the study as well as its limitations.

Background of the Study:

A Citizen's charter is a government or other non-governmental organization dedicated to its service recipients in terms of quality of service, information,

service selection, accountability and transparency of service providers [1]. It describes the types of services available to the organization, organization's service charges, responsible person providing the service, quality of service, duration of service delivery, terms and conditions of service delivery and the services available [2]. The concept of Citizen's Charter embodies trust between service providers and service users [3]. It is one of the major technologies for maintaining good governance in any type of organization. Based on the use of citizen charter, it can be said whether the association or any country is responsible and welfare oriented towards the people [1].

. The Citizen's Charter is essential in every government body. In Nepal at present, there are a total of 753 local levels (6 metropolitan city, 11 Sub-metropolitan city, 276 municipality and 460 rural municipalities) and 77 districts [4]. It must include the following information on what documents to submit for which work, which branch or section is available, how much time and fees are involved, how to contact the officer responsible for hearing complaints, and what are the steps? The person is to receive services after completion. In addition, all citizens should be able to read and understand the citizen's charter. In case of any loss or damage due to non-receipt of service by any service recipient even after completion of all the procedures, the office should provide information on how to compensate such person. In such a case, according to the Good Governance Rules 2065 BS, the citizen who gets the service is entitled to a maximum compensation of Rs. 5,000. Citizen charters were first used in Nepal in 2056 BS [5]. The Citizen's Charter maintained by a district Administration office has to include information such as: what kind of recommendations, documents and evidences are required to receive the citizenship certificate; where the application forms are available; how much an application form costs; what are the processes to be fulfilled; which staff are to be contacted in which section; how long it takes to get the certificate, etc. It is the right of a citizen to get easily the basic information as mentioned above. The information available in the Citizen's Charter can be disseminated to citizens through pamphlets, through toll free numbers, websites, SMS, Facebook, radio, TV and newspapers.

Morang district is located in Province No. 1 of Nepal, where the capital city of the province is also located. It has one metropolitan city, Biratnagar Metropolitan City, eight municipalities, namely Urlabari, Belbari, Sundarharaincha, Rangeli, Patharishanishchare, Letang, Ratuwamai, and Sunvarshi, and eight rural municipalities, namely Jahda, Budhiganga, Dhanpalathan, Katahari, Kerawari, Miklajung, Kanepokhari, and

Gramthan [4].

It is known as the fourth-largest district of Nepal in terms of industry and population. It is located in the Eastern Terai of Nepal and is home to multi-ethnic and multilingual groups. Before the administrative division in 2018 BS, there were 35 districts, but Morang was a part of a larger district, which is now divided into Morang, Sunsari, and Jhapa districts. The area of Morang district is 1,855 square kilometers. The lowest altitude point is 60 meters, and the highest is 2,410 meters above sea level. It is bounded on the east by Jhapa, on the northeast by Ilam, on the north by Dhankuta and Panchthar, on the west by Sunsari, and on the south by Bihar, India.

In 2068 BS, the population of the district was 965,370. The main industrial city of Morang district is Biratnagar. This district is also important in terms of education [6].

The head of the District Administration office (DAO) comprises of one Chief District Officer and two Assistant Chief District Officers and other staff. All government offices in the district should report their actions to the Chief District Officer. To maintain peace and order in the district, to coordinate with political parties and security agencies, to provide immediate relief to natural disaster victims, to register and renew organizations, to hear and take action on issues within its jurisdiction. It is also the office that monitors the development work, controls delays and corruption and gives a sense of good governance. Information about the services provided by this office is mentioned in the citizen's charters of the office. District Administration office is the main administrative body of the districts. This office has the responsibility to make the services provided to the people effective. This office is also responsible for coordinating, controlling and monitoring the status of available services between various government agencies and offices within the district. It carries out important functions such as maintaining law and order in the district, keeping records of official details of citizens and distributing citizenship certificates and passports. Some of the major activities of the district administrative office Morang are Provisions related to citizenship it includes Marital and Descendant citizenship. Passport related arrangements, Minor identity card, Registration of printing press and newspapers, Arms registration, name transfer and renewal, Natural disasters, Work related to marriage registration, Arrangements related to organization registration and renewal, Peacekeeping and grievance related work and Regarding conflict victims (<https://daomorang.moha.gov.np/>). Statement of the Problem: The government of Nepal

has introduced the concept of good governance for the establishment of welfare state system which is wanted to be implemented through the line agencies. District administrative office Morang as a line agency has arranged Citizen's Charter to provide Quality of service to the public. Morang administrative office also declare service delivery chart for empowering Citizen, but implementation part is not fully satisfactory.

Research Question:

- What is level of Knowledge on Citizen Charter in service provider & receiver?
- What is the level of public service in District administrative office Morang?

Objectives of the Study:

The major objective of the study is to develop an understanding on the knowledge, attitude and practice of the people-

- To identify the awareness level of service receiver & provider about Citizen Charter in Morang.
- To identify the level of public service delivery of District administrative office, Morang towards service provider & receiver.

Rationale of the Study:

This research is applicable to Scholar, researcher, academician. It also helps to improve the service of the district administrative office, Morang and to inform the public about the service status of this office.

Limitation of the Study:

This study is limited to only questionnaire method to service receiver and interview with service provider is used. It is limited to DAO Morang which cannot be generalized to the country level.

2 Literature Review

It is impossible to prepare for the research article without consulting the related literature so the present research study review such as books, seminar, papers, articles, journals reports. This has helped to formulate satisfactory structure research article of 'Citizen's Charter for public Service delivery in District Administrative office Morang' It is impossible to complete the research without consulting the related literature so the present research study had reviewed some books, seminar, papers, articles, journals and thesis. Citizen's Charter provides the commitment to the services which will be provided by the public bodies. It is the first and most simple way for them to receive information about the services of a particular office. It provides the information to the people about the process, money and time involved in making the service available to them in any government institutions. It helps to reduce the possibility of a situation where the staff of an office creates confusion about the

services and poses unnecessary problems to those wishing to access services. Those wanting to receive services can be well prepared beforehand once they read the Citizen's Charter. If an employee asks for a bribe, a citizen can respond why and for what? If timely service is delayed, citizens can ask for compensation in certain situations [5]. Sharma (2012) [12] has used case study method to evaluate the effective implementation of Chandigarh (India) municipal government Citizen charter and he said that for full implementation of Citizen charter local government administration should increase good relations with the people, make people aware of Citizen's Charter. And there is an emphasis on professionalism in employees. But the research did not show effectiveness due to lack of political will, lack of advertising and poor people's access to government administration.

The Citizen's Charter is not a general information chart, it is a description of the overall activities of any office and there is no limit to what can be included in it, even though it covers the basics of that office. This can be taken as a mirror of the overall activities of the office. It contributes to provide quality service of government & other offices but it has been heavily and expensively promoted by the Government and has now been heard of by a sizeable majority of the population. Yet it remains in many ways an unwieldy package, complex well beyond the understanding of any statistically average citizen. But, such as it is, it suggests that in many cases the additional changes attributable to the Charter program have been modest [11].

The Citizens' Charter has long been instrumental in providing quality service to the UK, but in the wake of the recent global turmoil, there have been some legal complexities and civil rights etc. issues in the administration. Therefore, it is mentioned in this essay that the administration should be agile and citizen-oriented [7].

Citizen's Charter has been used in Bangladesh since 2008 to play very important role in resolving issues of public concern in the public sphere, but in some important administrative areas of Bangladesh such as land reform administration, local administration, and public bodies seem to have ignored citizen charter. The return was much lower than expected. From which we can understand how important the Citizen's Charter is for the success of any office [13].

Along with other developing countries, India has also started using citizen's charter to improve the flow of public sector services. As a result, the quality, speed, transparency and delivery of services based on customer choice in India have served as an alternative and grievance handling mechanism for ensuring quality of service, determining the quality of service. However, only a limited number of upper

and educated classes have benefited from this and it has not been able to take a significant place in the access to public services due to the lack of access to civil liberties among the people of large castes and genders. Therefore, it is necessary to look at the Citizen's Charter only as a supplement for service flow effectiveness [10]. Studying all the above literature reviews, it is found that the Citizen's Charter is an important chart of any office, which lists all the activities of the office mentioned, with the help of which the service recipients can easily get effective service. The main reason for not having effective service in any office are lack of political will, lack of civic consciousness and lack of access to administration of poor people. The success or failure of an office depends on the use of a citizen's charter. The benefits of the Citizen's Charter are found mostly effective on educated, well-informed and wealthy people, while in countries like ours where poverty and low levels of consciousness, the effective use of the Citizen's Charter are not found fully.

Research Gap:

The Government of Nepal has adopted a good governance policy to create a welfare state. Citizen's Charter is a tool for good governance policy implementation. The Government of Nepal, through its various line agencies and local governments, has expressed its commitment to provide services to the people. There is rarer research about the knowledge of citizen charter and its implementation part in Nepal. Likewise in the contest of Morang district administrative office, there is no any research in this field. It is understood that this research will be conducted with the objective of gaining knowl-

edge about citizen charter and its use and the status and responsibility of service delivery of the office.

Research Method:

This research was carried out at the District Administration Office, Morang to identify the awareness level of service provider, receiver & the service delivery. This research was descriptive & analytical design and both qualitative and quantitative methods were used & data were collected using primary source. The method used to collect the primary data was an interview questionnaire and observation. It relied primarily on their website and informal interviews to study the level of awareness of service recipients and service providers coming to the District Administrative Office Morang Citizen's Charter. The method used to collect data from the respondents was the questionnaire method, a total of 110 service recipients were the respondents and the data was collected through interviews and observations with the officials of the District Administration Office, Morang. Here, the deductive approach of research was used.

3 Results & Discussion

In result and discussion, the knowledge on citizen's charter of the service recipient and the service provider as well as the Service Delivery from the side of service recipient and the service provider is presented in this section. Knowledge on Citizen's Charter: Respondent's knowledge about Citizen's Charter in Morang District administrative office is given in Tables below:

Table 1: Heard about Citizen's Charter

Heard	Number	Percent (%)
Yes	76	69.1
No	34	30.9
Total	110	100

Field Survey, 2024.

Table 1 Demonstrates about the knowledge on Citizen's Charter by asking Question whether the people heard about Citizen's Charter or not. On the percentage basis number of person who heard about citizen charter was 69 and percent of people who hadn't heard about Citizen's Charter was 31. In this table percent of hearing about citizen charter

was high but nearly 31 percent people in Morang district hadn't heard or informed about Citizen's Charter. It showed beautiful Knowledge of Citizen's Charter. But in rural and backward areas government have not made aware of the importance of the citizen charter, so the public in this area have not been able to hear or know about it.

Table 2: Understand About Citizen's Charter

Understand Citizen's Charter	Number	Percent (%)
Yes	62	56.3
No	48	43.6
Total	110	100

Table Note: Field Survey, 2024.

Table 2 demonstrates that the percentage basis citizen who understand about Citizen's Charter was 56 and percentage of people who didn't understand about citizen charter was 44 .The percentage of citizen who understood about Citizen's Charter

was higher than the percentage of citizen who did not understand about Citizen's Charter, this is due to lack of education, public awareness program, appropriate training and lack of advertisement about citizen charter.

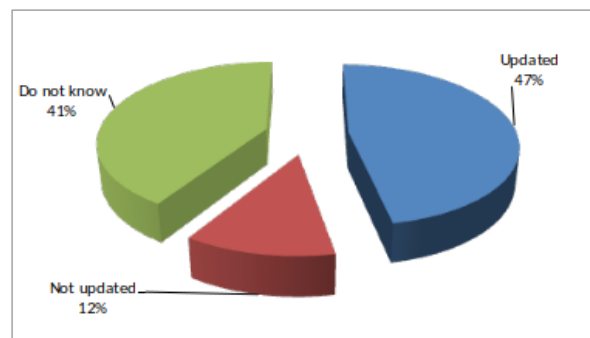


Figure 1: Knowledge of respondent on Updated Citizen's Charter

Figure 1 depicts the knowledge of respondent on updated Citizen's Charter .110 citizen were respondents who were questioned about the updates of citizen charter and out of them 47 percent of citizen had knowledge on updated Citizen's Charter ,12 percent had no knowledge about weather Citizen charter had updated and percent of Citizen who don't care anything weather Citizen Charter had updated or not was 41, this was due to of the lack of awareness of Citizen's Charter and due to low priority given to the Citizen's Charter by the public.

Knowledge of Staff:

In the course of this research, the staffs were questioned about Citizen's Charter and the knowledge of the staff working in the District Administration Office, Morang, regarding the citizen's charter according to them is as mentioned. Citizen's charter is a chart that informs the service recipients about the functioning of the office which is kept for the public to see. The Citizen's Charter covers all the activities of this office such as which room, what ser-

vice is available, type of service, time of service and charges are mentioned. Citizen's Charter is written in a language that everyone understands. But illiterate clients cannot use it. They do their work with the help of help desk or any staff in the office. Citizen's Charter is a chart that gives information about what people need when they take their work, what kind of document they should take, how long it takes for the work, etc. There was also a good knowledge and awareness among the staff towards the Citizen's Charter and they said that if it is properly implemented in the office good governance will be maintained, the people will get comfortable and easy service and the citizen will feel that government will be with them.

Service delivery:

The quality of Service delivery from the service receiver and provider is mentioned.

The service receiver:

The views of the service recipients regarding the service delivery of the District Administration Office Morang are mentioned in the tables below:

Table 3: Quick and Easy Service

Quick and Easy Service	Number	Percent (%)
Yes	73	66.3
No	25	22.7
I don't know	12	11.0
Total	110	100

Field Survey, 2024.

Table 3 shows that 66 percent of the service recipients mentioned that they were getting fast service. As mentioned in the Citizen's Charter, 23 percent did not get the service as per that and 11 percent did not care about the service being held on time .Because of traditional documentation system and

lack of resource of this office it showed that 100 percentage of people did not get quick and easy service. This is due to lack of digitalization of every activity. Until now they have been using the traditional system of documentation.

Table 4: Bribe Given for Official Works

Bribe Given	Number	Percent (%)
Yes	21	19.0
No	89	81.0
Total	110	100

Field Survey, 2024.

Table 4 depicts that 19 percent of the service recipients said that they had to pay any additional fee for extra activities more than that of mentioned in the Citizen's Charter and 81 percent did not pay extra fee then that of mentioned in Citizen's Charter. It showed that the office had good implementation of

Citizen's Charter but 19 percent of people had to pay extra money for their activities in this office. So the public must develop to work according to Citizen's Charter in order to avoid bribery in official activities.

Table 5: Wrongly Behaved by the Office Staff to the Respondent

Wrongly Behaved	Number	Percent (%)
Yes	18	16.3
No	92	83.6
Total	110	100

Field Survey, 2024.

Table 5 shows the wrong behave by the staff to the respondent,16 percentage of the service recipients said that employees miss behaved to the respondent & 84 percentage service recipients said that employees didn't miss behave to the citizen .It showed that

the behavior level of staff was well but not fully satisfactory . Punishment of employees who do not treat the public well should be strictly enforced so that employees do not misbehave with the public and act responsibly.

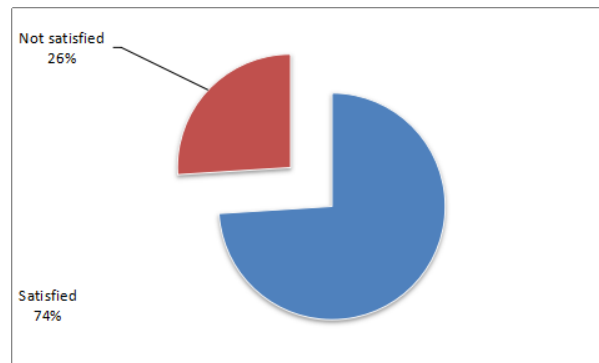


Figure 2: Satisfaction to the respondent from the service if DAO, Morang

Figure 2 shows the satisfied number of citizen in District Administrative office Morang about service deliver. Total 110 people were respondents out of which 74 percentages of people were satisfied from the service and 26 percentages weren't satisfied. Hence we can conclude that the satisfied numbers of people were more than unsatisfied citizen. It showed that the office should increase the quality of service.

Staff's view on service quality:

Employees of the District Administration Office, Morang have the following views on the service delivery of this office: the office is in the process of implementing the Citizen's Charter, but there is still a challenge in implementing it effectively. For example, the lack of will of the upper ranks of the administration is due to political instability, illiteracy and ignorance of the people about the importance

of the Citizen Charter. The administration itself is not resistant from this. Political leaders and administrators are more concerned with personal gain than the work of the people. Due to the different nature of the work, the same type of Citizen Charter may not be suitable for all offices. Citizen's Charter is Visible to the public. In Citizen's Charter, it is clear like mirror what kind of process the people have to complete in the office work. To provide training to the staff to increase the service effectiveness of this office. To conduct awareness programs to increase the awareness of the people towards Citizen's Charter, to carry out activities such as advertising in TV, radio, newspapers and internet etc. Despite the challenges, this office has tried to provide a complete quality service as per the Citizen's Charter and seems to have provided better service than other district offices.

4 Conclusion

The Citizen's Charter represents the government's commitment to its citizens, emphasizing the necessity of good governance for sustainable development and effective operation of offices. The Citizen's Charter initiative aims to address the challenges citizens face when interacting with public service organizations. In the District Administration Office of Morang, the Citizen's Charter has been systematically implemented. Observations indicate that the majority of service recipients utilize the Charter, demonstrating a high level of awareness and responsibility towards its provisions. Most clients showed significant interest and engagement with the Citizen's Charter, reflecting its effective implementation, improved service delivery quality, and efficient management of office activities. However, challenges persist in the realm of service delivery due to various political, administrative, and personal factors. These issues may stem from a lack of awareness facilitated by news media, mobile platforms, and the internet, as well as insufficient training among the populace. Additionally, there is a pressing need for strong political and administrative leadership to ensure the Charter's full implementation. In conclusion, this research underscores the need for enhanced efforts towards the effective implementation of the Citizen's Charter in the District Administrative Office of Morang. Addressing the identified barriers can lead to better governance and improved public service delivery.

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