

**Implementation of Citizen Charter in Service Delivery System:  
*A Study of District Administration Office, Ilam***

**A Thesis**

**Submitted to**

The Faculty of Humanities and Social Sciences, Tribhuvan University, Mahendra  
Ratna Multiple Campus, Ilam, Department of Rural Development for the Partial  
Fulfillment of the Requirements for the Master Degree of Arts (MA) in Rural  
Development

***By***

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## **Declaration**

I hereby declare that the thesis entitled **Implementation of Citizen Charter in Service Delivery System Study of District Administration Office, Ilam** submitted to the Department of Rural Development, Mahendra Ratna Multiple Campus Ilam, Tribhuvan University is entirely my original work prepared under the guidance and supervision of my supervisor. I have made due acknowledgements to all ideas and information borrowed from different sources in the course of preparing this thesis. The results of this thesis have not been presented or submitted anywhere else for the award of any degree or for any other purposes. I assure that no part of the content of this thesis has been published in any form before.

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## **Recommendation Letter**

The thesis entitled **Implementation of Citizen Charter in Service Delivery System Study of District Administration Office, Ilam** has been prepared by **Ramesh Guragain** under my guidance and supervision. I hereby forward this thesis to the evaluation committee for final evaluation and approval.

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## Approval Letter

The thesis entitled **Implementation of Citizen Charter in Service Delivery System: A Study of District Administration Office, Ilam** by **Ramesh Guragain** is partial fulfillment of the requirements for the Master's Degree (MA) in Rural Development has been approved by the evaluation committee.

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.....

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## ***Abstract***

*The citizen's charter informs the public about the availability of public services. It includes information on the commitment of the agency towards the public with regard to standard and time frame for providing services, scope for choice and consultation of service delivery, non-discrimination, grievance redress, and demonstrated value for money. The Charter also seeks to assure accessibility and courteous services. Generally, a citizen's charter includes the vision and mission of the agency and its operations, details on standards, quality, time frame for delivery, and redress mechanisms.*

*The citizen's charter, as one of the quality assurance strategies in the public sector put forward by New Public Management theorists, has been introduced in Nepal with the view of improving the quality of governmental service delivery, increasing the level of citizens' satisfaction and enhancing efficiency of bureaucratic apparatus at the local level.*

*The objective of this study was to map whether this so called tool of good governance is successful in its intention. This thesis defines the Charter programme and tries to evaluate its impact in terms of service delivery. The research uses both qualitative and quantitative method for finding out this objective. Both primary and secondary sources of data were used to get comprehensive picture of the reality. The researcher contacted with different participants DAO officials and Citizens to gather information. Besides, officials' records, documents and other secondary sources were utilized.*

*The concluding remark is that citizen's charter is not a myth for improving the service quality at the local level rather it is a realistic approach to improve the quality, efficiency, and productivity of municipal service provisions.*

## **Abbreviations/ Acronyms**

ACDO	Assistant Chief District Officer
ARC	Administrative Reform Committee
CC	Citizen Charter
DAO	District Administration Office
DDC	District Development Committee
CDO	Chief District Officer
CDPA	Central Department of Public Administration
GON	Government of Nepal
GRP	Governance Reform Program
ICT	Information Communication and Technology
ILO	International labor Organization
INGO	International Non –Governmental Organizations
IRD	Inland revenue Department
LD	Local Development
MOHA	Ministry of Home Affairs
NODPA	Norway and the Department of Public Administration
NPM	New Public Management
NORAD	Norwegian Agency for Development
SEE	Secondary Education Examination.
SPSS	Statistical Package for Social Science
TI	Transparency International
TU	Tribhuvan University
UK	United Kingdom
UNDP	United Nations Human Development Report

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