



Ministry of Local Government, Rural Development & Cooperatives
Local Government Division
Local Government Engineering Department (LGED)

5.6 Guidelines for Revision of Citizens Charter

Project Coordination Office (PCO)
City Governance Project (CGP)

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Assisted by
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1. Introduction

Rapid urbanization accelerated by industry led economic growth has been taking place in Bangladesh. Potential of economic growth in urban areas is worthy of notice. There are 335 Local Government Institutions which cover 8% of total geographical area of Bangladesh and 30% of total population, while accounting for 60% of total national growth. On the other hand, the negative impact of dramatic change in urban areas is observed. The negative impacts are because the functions of municipalities and city corporations prescribed in Local Government (Pourashava) Act 2009 and Local Government (City Corporation) Act 2009, which are very relevant to the demand of city dwellers and urban development, are not implemented in an appropriate manner. In order to improve the public services provided by urban local governments, several urban development projects are being or were implemented by Local Government Divisions (LGD) and local government and engineering departments (LGED) with financial assistance of different development partners and government's own funds. Based on the experiences gained through implemented projects, effective activities for improvement of urban governance have been formulated as a program that has been well accepted. The urban governance improvement programs have been implemented to ensure good governance of those urban local government institutions namely Paurashava for equal, social harmony and planned development. Initiating urban governance improvement, LGD and LGED with financial support of JICA commenced a project named City Government Project (CGP) in 5 City Corporations.

2. Justifications

The Citizen's Charter is one of the tools of public service management to ensure provision of quality service within a certain timeframe. It is also the expression of an understanding between CC as a service provider and citizens. On the one hand, CC commits to provide quality services; on the other hand, citizens pay appropriate fees and taxes. It has been introduced in local government system with the view of enhancing the performance of public services to increase the level of satisfaction. In addition, the Citizen's Charter is to help change the mindset of CC officials from someone with power over the public to someone with the right sense of duty in spending the public money. It also helps to change culture and attitude at work place by focusing efforts to citizen satisfaction. In other words, it is for enhancing standards of service delivery and fostering greater public interests.

2.1 What is Citizen's Charter

Citizen's Charter is a properly authorized, written, voluntary declaration by service providers about the quality, nature and standards of their services, their availability and delivery timeframes, service cost, contact person and contact information etc. Citizen's Charter helps the service receivers to know about the entire procedure for obtaining services. The Charter also ensures accountability and transparency amongst the service providers. Thus, it is an effective tool to establish good governance. Besides, Citizen's Charters initiate a response to the quest for solving the problems which a citizen encounters, day in and day out, while dealing with the organizations providing public services through transparency and accountability. In other words, Citizen's Charter is a premeditated commitment of the authority to the citizen to provide proper and quality services.

3. Relevant issues of ICGIAP

Tasks for Revision of Citizen's Charter

Citizen's Charter is useful to inform the citizen about the service and function of CC at a glance. The following are the initial steps and tasks to prepare the Citizen Charter.

3.1 Tasks:

Task 1: Working Group/Officer in Charge assigned for preparation / revision of Citizen's Charter.

Task 2: Collect information that is supposed to be included in Citizen's Charter.

Task 3: Citizen's Charter revised with contents below;

- a) CC Vision and Mission statement
- b) Details of organizational flow chart
- c) Details of citizens or clients at the receiving end of CC services.
- d) Statement describing CC's services in the correct and transparent manner including standard, quality, timeframe, value of services, etc. provided to each citizen / citizen group / client group with name of CC sections / officer / staff responsible for the services
- e) Details of grievance redress mechanism and expectations of the citizens.

Task 4: Discuss the contents of Citizen's Charter in CSCC meeting and approve with modification / improvement, if any.

Task 5: Display the Citizen's Charter in a suitable place at CC premises, distribute in the form of booklet and also publish in the local newspaper for wide circulation.

3.2 Action by

Mayor, Councilors and CSCC

3.3 Time Schedule

Task 1, 2: by mid of 1st year

Task 3: by end of 1st year

Task 4: by mid of 1st year

Task 5: by end of 2nd year

3.4 Indicators

(1) 1st Performance Review: Revised Citizen's Charter displayed

- Officer in charge / special Working Group assigned for revision of Citizen's Charter
- Existing Citizen's Charter is revised through discussion with relevant departments/sections
- Revised Citizen's Charter is reviewed by CSCC
- After revision of reflect CSCC's comments, CSCC approves citizen charter
- Citizen's Charter displayed through different types of Media by MCC

(2) 2nd Performance Review: Citizen's Chartered reviewed annually

- Public comments on Citizen's Charter are collected anytime through GRC, Ward Councilors, e-mail, etc.
- Major public comments are discussed in CSCC, and comments for revision are included.
- Officer in Charge revises Citizen's Charter, if it is necessary.

4. Objectives

The prime purpose of the Citizen's Charter is strengthening the process of citizen empowerment in the area of rendering services. The specific purposes of Citizen's Charter are related with implementation of the following:

- To enhance the quality of public services;
- To sensitize towards receiver's needs and preferences;
- To give clear information about all available services;
- To give the citizens access to the City Corporation's activities;
- To ensure transparency and accountability in regard to rules, procedures and citizens' complaints or feedback about services;
- To set standards of services;
- To improve quality of services;
- To provide information and be open;
- To ensure transparency and the right to information;
- To make administration accountable and citizen friendly;
- To create strong understanding amongst the internal departments of service providers;
- To reduce the level of corruption.

5. Legal basis regarding publication and display of Citizen's Charter

Following instruction about displaying Citizen's Charter has been clearly mentioned in Article 44 of the Local Government (City Corporation) Act 2009.

44. Publication of Citizen's Charter- (1) The Corporation shall publish descriptions, conditions and specific timeline of provided services that ensured for citizens through an evidence entitled "Citizen's Charter". (2) The Citizen's Charter shall be updated at least once in every year. (3) The Government may implement a guideline/manual on ideal Citizen's Charter for the City corporation. (4) Every City Corporation may amplify and amend the respective Citizen's Charter. (5) The Citizen's Charter shall include the issues mentioned below or any other issues, namely:

- (a) Accurate and transparent description of each services;*
- (b) Price of service that may be provided;*
- (c) Quality and process to get or demand for the services;*
- (d) Specific timeline of service provided;*
- (e) Service related responsibilities of the citizen;*
- (f) Guarantee of service provision;*
- (g) Disposal process of complaints related at service provision*
- (h) Consequences of violating the commitments are mentioned in the charter.*

6. Relevant Organizations, Stakeholders and their role

An effective Citizen's Charter incorporates citizens' expectation, needs and priorities. Consequently, it is important to obtain input from relevant organizations and stakeholders. A working committee shall devise a rough draft of Citizen's Charter in advance of the workshops/Seminar.

6.1 Role and Responsibilities of the CC Officials

Each department provides descriptions on their services, service standards and fixes the fees to be paid. According to the quality and quantity of services and its nature, the department sets the time schedule and the name of responsible officers, necessary telephone/mobile numbers, e-mail addresses, building floor/room No., addresses etc. The officials of the departments shall set their vision and mission (Activity 2.3), and include it in the Citizen's Charter.

6.2 Civil Society Coordination Committee (CSCC)

The citizens are responsible to furnish their demands, which are essential for delivery of public services. The citizens express their opinion on revised Citizen's Charter at the Civil Society Coordination Committee (CSCC) meeting. Citizens shall receive the services by paying the fixed fees. The citizens shall maintain the procedures and instruction to get the desired services. If there are any dilemmas the citizens encounter in terms of receiving services, they may submit complaints to the Grievance Redress Cell (GRC).

7. Necessary Tasks and Procedures

7.1 Assign Officer in Charge

The Mayor shall assign the Officer in Charge in MCC or form a Working Group to prepare/revise the Citizen's Charter. The Working Committee will consist of 3 to 5 members. Responsibilities of assigned officer or W/G are as follows;

- (a) To request relevant departments to review commitments on their service given in the existing Citizen's Charter
- (b) To compile revised commitments collected from each department
- (c) To request CPU to revise/make vision, mission and commitment of CC
- (d) To collect public comments on vision, mission and commitment

7.2 Collect information that is supposed to be included in Citizen's Charter

The MCC shall devise a format on the provided services by the relevant departments and sections of City Corporation. The format incorporates the name of departments/sections, services, fees, deliverable timeframes, responsible officials, building name, room numbers, telephone and e-mail etc. The MCC will distribute the format to each department and section through organizing a workshop. The departments will insert the information to be provided to the citizens and forward to be compiled by the MCC. (Sample Format is attached: (Please see as Annex no-1)

7.3 Citizen's Charter revised with contents below

The Citizen's Charter includes the following items-

- (a) Incorporate the Vision and Mission of City Corporation in the Citizen's Charter;
 - (b) Display the Organizational flow chart of City Corporation;
 - (c) Details of citizens or clients at the receiving end of CC services;
 - (d) Statement describing CCs services in the correct and transparent manner including standard, quality, timeframe, value of services, etc. provided to each citizen / citizen group / client group with name of CC sections / officers / staff responsible for the services, etc.
1. Precise and clear particulars of each service provided by the City Corporation;
 2. Reasonable fees for each service (where applicable or free of cost);
 3. Eligibility and process for getting and claiming services;
 4. Timeframe for each service;
 5. Contact person with telephone number for each service;
 6. Responsibility of the citizen to obtain the services;
 7. Assurance to render services;
 8. Person/department/section responsible to extend services;
- e. Details of Grievance Redress Mechanism and expectations of the citizens;
 - f. Process to give effective advice, complaints and feedback by the citizens;
 - g. Details of Grievance Redress Mechanism and expectation of the citizens;
 - h. Provision of punishment for not responding to the commitment as mentioned in the Citizen's Charter.

7.4 Revision of commitments on public services written in existing Citizen's Charter

Officer in Charge requests each department to review the services written in the existing Citizen's Charter. Head of department holds internal meeting and gives feedback to the Officer in Charge. Officer in Charge compiles commitments of every department and sections, and reviews the relevant part of Citizen's Charter.

7.5 Revision of vision and mission

Visions of every target CC had been formulated during Preparatory CGP project. The vision should be declared in the Citizen's Charter. If Mayor thinks it is necessary, then Mayor can collect public comments on the current vision of CC through mass public meeting, website, or any other mass media.

Mission should be formulated based on the vision set by CC. Mission describes approaches to achieve the Vision. Mayor can hold special meeting with CSCC to collect ideas for mission. It can also be displayed for public comments, if Mayor desires so.

Vision and mission are discussed in CSCC for further revision, as necessary.

7.6 Discuss the contents of Citizen's Charter in CSCC meeting and approve with modification / improvement

After preparation of the Citizen's Charter, endorsement has to be taken from CSCC (*Workshop with civil society*) meeting through necessary discussion and amendments, if any. The final approval will be given by the City Council for onward publication, display, campaign and distribution.

7.7 Publication, Display, Campaign and Distribution

- After publication of Citizen's Charter, some copies are required to be distributed to the key stakeholder's i.e. Ministry of LGRD&C, LGD, LGED, and National Agencies etc.
- The Citizen's Charter must also be circulated and distributed in the Zonal offices of LGED/project as well.
- The Citizen's Charter may also be publicized in Local Newspapers, Cable Television and the Media to ensure its wider publicity
- The Citizen's Charter must be displayed in the premises or other prominent places of City Corporation with a uniform design.
- MCC is responsible to develop websites on Citizen's Charter.

7.8 Effective implementation of Citizen's Charter

The City Corporation will have to establish a citizen friendly atmosphere for effective implementation of Citizen's Charter. The effective implementation of Citizen's Charter depends entirely on the City Corporation officials including the elected council members. Thus, the City Corporation should accomplish the responsibility taking the following issues into consideration.

- To be attentive on the service receivers' needs;
- Use of local and easy language in communication;
- Maintaining the quality of services;
- Imparting training to City Corporation officials on Citizen's Charter;
- Giving the citizens opportunity to give effective advice, complaints and feedback;
- Rendering services effectively and timely and redress grievances, if any;
- Expecting/inviting the citizen to serve again;
- Regular monitoring and evaluation;
- Taking necessary corrective measures on the basis of the recommendation of M&E.

7.9 Complaint handling and Grievance Redress

It is important to take into account that Grievance Redress Mechanism (GRM) helps to reduce the causes of complaints in the future. Grievance Redress Mechanism (GRM) will also help the service provider to understand clearly when and where it is failing. Grievance Redress Mechanism (GRM) is established through the ICGIAP activity 5.8 (see the Guideline).

8. Implementation Schedule

- Citizen's Charter will continue until a change in the Local Governance (City Corporation) Act 2009
- An Action Plan for preparation/revision of Citizen's Charter will be prepared by the City Corporation (Format is attached as Annex no-2)

9. Cost of Implementation (if necessary)

- The cost of display of Citizen's Charter will be estimated and included in CC budget for implementation. (Sample budget is attached as Annex no-3)

Annex I Sample Form for Citizen Charter

নমুনা ফরমেট

সিটি করপোরেশনের
মনোগ্রাম

নাগরিক সনদ

.....সিটি করপোরেশন

সিটি করপোরেশনের সেবা প্রাপ্তির কৌশল ও প্রক্রিয়া

প্রশাসনিক বিভাগ

ক. মেয়র/সংশ্লিষ্ট ওয়ার্ড কাউন্সিলর কার্যালয়

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	জাতীয়তা সনদ	২০/-	সংশ্লিষ্ট ওয়ার্ড কাউন্সিলর/প্যানেল মেয়র	ওয়ার্ড কাউন্সিলর অফিস/করপোরেশন কার্যালয়	২ দিন
২	চারিত্রিক সনদ	২০/-	সংশ্লিষ্ট ওয়ার্ড কাউন্সিলর/প্যানেল মেয়র	ওয়ার্ড কাউন্সিলর অফিস/করপোরেশন কার্যালয়	২ দিন
৩	অবিবাহিত সনদ	২০/-	সংশ্লিষ্ট ওয়ার্ড কাউন্সিলর/প্যানেল মেয়র	ওয়ার্ড কাউন্সিলর অফিস/করপোরেশন কার্যালয়	২ দিন
৪	বেকারত্ব সনদ	২০/-	সংশ্লিষ্ট ওয়ার্ড কাউন্সিলর/প্যানেল মেয়র	ওয়ার্ড কাউন্সিলর অফিস/করপোরেশন কার্যালয়	২ দিন
৫	আয়ের সনদ	২০/-	সংশ্লিষ্ট ওয়ার্ড কাউন্সিলর/প্যানেল মেয়র	ওয়ার্ড কাউন্সিলর অফিস/করপোরেশন কার্যালয়	২ দিন

খ. পারিবারিক আদালত শাখা/সংশ্লিষ্ট ওয়ার্ড কাউন্সিলর

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	কোর্ট হতে আগত বিবিধ মামলা, খারিজ হওয়া মামলা পুনরায় চালু করা				
২	বিবাহ ও তালাক সংক্রান্ত এবং অন্যান্য সামাজিক				

	অপরাধ				
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গ. অভিযোগ নিষ্পত্তি /অসন্তোষ নিরসন সেল

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	যে কোন অভিযোগ অসন্তোষ নিরসন সেল কর্তৃক বাছাই, শুনানির দিন ধার্য্য, অভিযোগকারীকে লিখিত নোটিশ প্রদান ও শুনানি অনুষ্ঠানের মাধ্যমে অভিযোগ নিষ্পত্তি করে অভিযোগকারীকে অবহিত করা হয়	বিনা মূল্যে	সচিব ও সংশ্লিষ্ট বিভাগ/অন্যান্য সংশ্লিষ্ট ব্যক্তি		

ঘ. ট্রেড লাইসেন্স শাখা

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	ট্রেড লাইসেন্স				
২	যানবাহন লাইসেন্স রিক্সা, ভ্যান, চৈলাগাড়ী, গরুর গাড়ী ও নবায়ন (মালিক ও চালক)				

ঙ. এসেসমেন্ট শাখা

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	হোল্ডিং নম্বর প্রদান				
২	হোল্ডিং নাম পরিবর্তন				
৩	হোল্ডিং কর পৃথকীকরণ				
৪	হোল্ডিং কর নির্ধারণ				
৫	ট্যাক্স কমানো, হোল্ডিং এর নাম খারিজ, আবেদন ফরম্				

চ. করপোরেশন বাজার শাখা

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	দোকান বরাদ্দ সংক্রান্ত কার্যক্রম				
২	হাট-বাজার ইজারা				
৩	দোকানের নাম পরিবর্তন				

ছ. শিক্ষা, সংস্কৃতি ও পাঠাগার শাখা

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা

১	জাতীয় দিবস	-			-
২	বার্ষিক অনুদান (সিবিও, দরিদ্র ছাত্র ক্লাব, শিক্ষা ও ধর্মীয় প্রতিষ্ঠান)	-			-
৩	দরিদ্রদের অনুদান				

সমাজ কল্যাণ ও বস্তি উন্নয়ন শাখা

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	বস্তিবাসীদের স্যানিটেশন সেবা প্রদান				
২	বস্তির শিশুদের শিক্ষা উন্নয়ন কার্যক্রম				
৩	মাইক্রো ক্রেডিট কার্যক্রম				
৪	নর্দমা, ডাষ্টবিন ইত্যাদি নির্মান				

প্রকৌশলী বিভাগ

ক. নগর পরিকল্পনা/পূর্ত শাখা

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	ইমারতের নকশা অনুমোদন				
২	ঠিকাদার তালিকাভুক্তি ও নবায়ন				
৩	ভূমির সীমানা নির্ধারণ সনদ				
৪	অনাপত্তির সনদ/পরিবেশগত ছাড়পত্র				
৫	রাস্তা কর্তনের অনুমতি (গ্যাস, পানির লাইন ইত্যাদি)				
৬	ভূমি উন্নয়ন ছাড়পত্র সার্টিফিকেট				
৭	ঠিকাদারী তালিকাভুক্তি আবেদন ফরম				
৮	রোড রোলার ভাড়া প্রদান				

খ. বিদ্যুত / যান্ত্রিক শাখা

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	সড়কবাতি রক্ষণাবেক্ষণ				

গ. পানি সরবরাহ শাখা

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	আবাসিক/বানিজ্যিক পানি				

	সরবরাহের সংযোগ				
২	হস্তচালিত নলকূপ				

স্বাস্থ্য পরিবার পরিকল্পনা ও পরিচ্ছন্নতা বিভাগ

ক. স্বাস্থ্য, পরিবার পরিকল্পনা শাখা

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	জন্ম/মৃত্যু সনদ				
২	বয়স সনদ				
৩	ইপিআই কার্যক্রমের আওতায় মা ও শিশুদের টাকা দান				
৪	হোটেল/রেন্টোরায় পচা/বাসি খাবার পরিবেশন রোধ কার্যক্রম				
৫	পরিবেশ প্রত্যয়ন পত্র প্রদান				
৬	অসুস্থ রোগীদের জন্য পরিবহন/এ্যাম্বুলেন্স সরবরাহ				

খ. পরিচ্ছন্নতা শাখা

ক্রমিক নং	সেবাসমূহের নাম	ফি	দায়িত্বপ্রাপ্ত কর্মকর্তার নাম ও মোবাইল নং	তলা, কক্ষ নং	সেবা প্রদানের সময়সীমা
১	করপোরেশন এলাকার রাস্তা, হাট-বাজার, মাঠ ঝাড়ু দেওয়া				
২	নর্দমা পরিষ্কার				
৩	কঠিন আবর্জনা অপসারণ				
৪	বেওয়ারিশ কুকুর নিধন				
৫	মশক নিধন				
৬	পুকুর, জলাশয় পরিষ্কার				

কতিপয় গুরুত্বপূর্ণ টেলিফোন ও সিটি করপোরেশনের ওয়েবসাইট

পদবী	টেলিফোন ওয়েবসাইট	নম্বর ও	পদবী	টেলিফোন ওয়েবসাইট	নম্বর ও
মেয়র			হিসাব রক্ষন কর্মকর্তা		
প্রধান নির্বাহী কর্মকর্তা			মেডিক্যাল অফিসার		

**সেবা প্রাপ্তির বিস্তারিত তথ্য এবং সেবার মূল্য জানতে
অনুগ্রহ পূর্বক
সিটি করপোরেশন অফিসে যোগাযোগ করুন**

Annex II Implementation Schedule

Implementation Schedule (Gantt Chart) for Implementation of Revision of Citizens Charter

Implementation Schedule (2015-2016)														
SL	Activity	Person in charge	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Preparatory workshop of Working Committee to prepare draft Citizens Charter display	Mayor, Councilors and Officials												
2	Workshop with CSCC to finalize the contents of Citizens Charter	Mayor, Councilors, CSCC and Officials												
3	Training on Citizens Charter to the City Corporation officials for one day	Mayor, Councilors and Officials												
4	Printing, Display, Campaign and Distribution of Citizens Charter	Mayor, Councilors and Officials												End of 2nd Year
5	Publicity of Citizens Charter in Local Newspaper, Cable network and others Media	Mayor, Councilors and Officials												End of 2nd Year

Annex III Budget for Citizen Charter

City Governance Project Citizens Charter

Budget for Preparation of Citizens Charter Implementation (2015-2016)

Sl	Name Of Activity	Activity Details	Unit/Batch/Days	Unit Cost (tk)	Total Amount	Responsible Person	Time Frame				Remarks
							1st Qrt	2nd Qrt	3rd Qrt	4th Qrt	
1	1. Preparatory workshop of Working Committee to prepare draft Citizens Charter (Non Residential)										
	Two days Workshop at CC level	3-5 Staffs from Working Committee, 1/2 invited Officials from each Dept; Total 30-35 Staffs; Other CGP Staffs-5; Total 40 person				CC					
	Food	Two times snacks for 40 Person for 2 Days	80	30	2400	CC					
		Lunch-300/Person@80	80	300	24000	CC					
	Logistics	Note pad, Pen, Printing Materials, VIPP Card, Poster Paper, Marker etc ; 100@Person	60	100	6000	CC					
	Conveyance for Participants/ Honorarium	200tk/ person for 30 person for 2 Days	60	200	12000	CC					
	Sub Total=				44400						

2	Workshop with CSCC to finalize the contents of Citizens Charter										
	CSCC committee members and CC Officials	Elected Representatives and CC Officials 50, from different stakeholders-40, CGP Staffs-5 and Office staff-5, Total -100 person				CC					
	Snacks and Tea	100 person,	100	40	4000						
	Lunch	100 packets;200 tk/ per pack	100	200	20000						
	Materials	Banner-01, (5000 tk)Pad+Pen (25 tk each set) for 100 person	90		7,000						
	Conveyance for Stakeholder members	40 person, only stakeholders members of CSCC	40	500	20,000						
	Documentation printing and photocopy	Printings, Photocopy etc			5000						
	Sub total=				56000						
3	Training on Citizens Charter to the City Corporation officials for one day										
3	Training on Citizens Charter to the City Corporation officials for one day										

	2 participants from each depts. and section- 40 person, WC members-5, Trainers-2, CGP staff-5 and CC support staff-3, Total -55	One day training; Total person-55									
	Snacks and Tea two times	30 tk/55 person	55	60	3300						
	Lunch	200 tk/55 person	55	200	11000						
	Materials (Banner, Brown paper, Marker pen, pen, pad, etc)	50 Pcs			10,000						
	Honorarium for two Trainers	Per Trainers- 7500; 15000 tk for two Trainers	2	7500	15000						
	Conveyance for Participants	300 tk. for each participants	45	300	13500						
	Documentation printing and photocopy	Documentation (Handout) printing and photocopy			3000						
	Sub Total=				55800						
4	Printing, Display, Campaign and Distribution of Citizens Charter										
	Printing, Display, Campaign and Distribution of Citizens Charter	Printing of Citizens Charter- 500 copy, Display board making 5 sets for each CC, Campaign activity, 5 campaign in each CC;				CC					

		Distribution cost includes										
	Printing of Citizens Charter	Minimum 500 sets of Citizens Charter in each CC			20000	CC						
	Display Board of Citizens Charter making cost	5 sets in each CC (including regional office), 10000 tk. each set	5	10000	50000							
	Campaign activity of Citizens Charter	5 Campaign in each CC; 200 participants in each Campaign, Total 1000 participants										
		Snacks 1000 packet, each 30 tk.	1000	30	30000							
		Banner-05, (5000 tk)	5	5000	25000							
		Placard, Festoon etc.			15000							
	Distribution of Citizens Charter	Citizens Charter distribution to key stakeholder, national agencies, NGOs, others dept. etc.			5000							
	Sub Total=				145000							

5	8. Publicity of Citizens Charter in Local Newspaper, Cable network and others Media										
	Publicity of Citizens Charter in Local Newspaper, Cable network and others Media	Citizens Charter Publishes at least 5 Local Newspaper, Cable network and others Media				CC					
	Citizens Charter publish in Local Newspaper	at least 5 Local Newspaper in each CC			25000	CC					
	Telecast/broadcast on local Cable network	Telecast/broadcast on local Cable network			20000						
	Publicity of Citizens Charter in others Media	Others Media			5000						
	Sub Total=				50000						
	Total Approximate Budget for CCs =				351200						

Final_February 2018