

Improvement of Public Service Delivery after Introducing Citizen's Charter: With Reference to Narsingdi District Administration

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ABSTRACT

On 21 May 2007, Cabinet Division through an official order instructed all the government offices in Bangladesh to formulate their own Citizen's Charter (CC) with a list of services. Before introducing this idea in Bangladesh the pattern of public service delivery was traditional and people did not have enough information about the process of receiving a service properly. The purpose of this article is to explore the history of adoption of CC system in Bangladesh where the record room services (RRS) of Narsingdi District Administration (NDA) has been selected as a case. It also examines the improvement of public service delivery after introducing CC in NDA of the country. The trend of implementing the CC in Bangladesh shows that at first it started with great enthusiasm but government offices failed to grasp the inner meaning of the concept. Moreover, the practice of CC will turn out as an efficient way to ensure good governance in Bangladesh if it is implemented effectively in all district administrations. In the NDA the quality of service has improved especially in the RRS after the implementation of CC under the guidance of the central government. In addition, the administration is comparatively more service-oriented now than it was before.
