

## **AIM AND OBJECTIVES OF THE DISTRICT ADMINISTRATION**

To ensure optimum transparency, dynamicity and responsibility in delivering the citizen service related to D.C's office, the district administration of Kamrup (Metro) district has prepared and published the Citizen Charter for benefit of the citizens. Through the Citizen Charter, the citizens will come to know about various services available in different branches of the D.C's office, the procedure for getting those services, approximate time frame for getting a particular service, rate of fees in case of the chargeable services, names, designation and contact details of the officers and assistants of different branches, details of toll free number etc. This Citizen Charter will also have a positive impact in changing the mindset of the officers and staff and thereby increasing their responsibility and efficiency. We hope that this Citizen Charter will work as a bridge of trust and transformation between the citizens and the district administration by putting an end to the troubles faced by the citizens in receiving the citizen centric services.