

Question 1

Question text

When did the Union Government issue a directive to the Ministries/ Departments to initiate the exercise of formulation of Citizen's Charters?

Select one:

- a. 1996
- b. 1997
- c. 1994
- d. 1995

Question 2

Question text

.....was adopted by India to publish a standard for quality management of public service delivery.

Select one:

- a. Grievance Redressal Mechanism
- b. Documentation Practices
- c. Sevottam
- d. Citizen's Charter

Question 3

Question text

Which of the following was adopted in the Conference of Chief Ministers held in 1997?

Select one:

- a. Accountability Mechanism
- b. Agenda for Effective and Responsive Administration
- c. Benchmarking Quality of Service
- d. Action Plan on Effective and Responsive Government