IS 15700 - FREQUENTLY ASKED QUESTIONS (FAQs)

Q. 1   What does public service organization mean?

An organization which provides service(s) to public at large and/or whose activities influence public interest. Examples : Govt ministries and depts., Regulatory bodies, Public utility service providers, etc

Q. 2   What is the scope of IS 15700 ?

This standard specifies requirements for a quality management system where a public service organization

a) Needs to demonstrate its ability to consistently provide effective and efficient service that meets customer and applicable legal, statutory and regulatory requirements;
b) Aims to enhance customer satisfaction; and
c) Aims to continually improve its service and service delivery process.

The requirements for complaints handling process covered in this standard do not apply for employment related disputes and/or disputes referred for resolution outside an organization.

Q. 3   How IS 15700 is related with Sevottam?

"Sevottam means Excellence in Public Service Delivery. The Sevottam is a Commitment of the Government of India to raise the standard of public services, and is an endeavour to give more power to the citizens. Based on this Sevottam principle an Indian Standard IS:15700 was formulated which is a Generic standard and lays down requirements of systems with focus on Service Quality, Public Grievance Redressal & Citizen interface.

Service Standards of each organisation has to be evolved by themselves based on the type of services provided to the stakeholders and their capabilities.

Q. 4   How quality has relevance to public service organization?

Transparency, accountability and access to information have become vital components of a well functioning democracy. Promoting a culture of transparency in government and public sector organizations essentially aims at improving service delivery quality of the public service organizations. Since service delivery standards are to be declared in the citizen charter, it is very essential that quality is improved.

Q. 5   What is a Citizen's Charter?

 Citizen's Charter is a document which represents a systematic effort to focus on the commitment of the Organisation towards its Citizens in respects of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievance Redress, Courtesy and Value for Money. This also includes expectations of the Organisation from the Citizen for fulfilling the commitment of the Organisation.

Q. 6 Who is a 'Citizen' with reference to Citizen's Charter?

The term 'Citizen' in the Citizen's Charter implies the clients or customers whose interests and values are addressed by the Citizen's Charter and, therefore, includes not only the citizens but also all the stakeholders, i.e., citizens, customers, clients, users, beneficiaries, other Ministries/ Departments/ Organisations, State Governments, UT Administrations etc.

Q. 7 Whether Citizen's Charter is legally enforceable?

No.   The Citizen's Charter is not legally enforceable and, therefore, is non-justiciable. However, it is a tool for facilitating the delivery of services to citizens with specified standards, quality and time frame etc. with commitments from the Organisation and its clients.

Q. 8 What are the components of a Citizen's Charter?

A good Citizen's Charter should have the following components :-

i)   Vision and Mission Statement of the Organisation
ii)   Details of Business transacted by the Organisation
iii)   Details of 'Citizens' or 'Clients'
iv)   Statement of services including standards, quality, time frame etc. provided to each Citizen/ Client group separately and how/ where to get the services
v)   Details of Grievance Redress Mechanism and how to access it
vi)   Expectations from the Citizens or Clients
vii)   Additional commitments such as compensation in the event of failure of service delivery.

Q.9.   I want to formulate a Citizen's Charter of my Organisation. How I should go about it?

Following road map may be adopted to formulate the Citizen's Charter in your Organisation :-

i)   Setting up of a Task Force in the Organisation to formulate the Citizen's Charter
ii)   Identification of all stakeholders in the Organisation and major services provided by Organisation;
iii)   Setting up of a Core Group in the Organisation consisting of representatives from all stakeholders which inter-alia may include Top Management, Middle

Management, cutting-edge level, staff representatives, strategic partners, Customers/ Clients etc.;

    iv)   Preparation of Citizens' Charter

          a)   Preparation of Draft Citizen's Charter by core group;
          b)   Circulation for comments/ suggestions to all stakeholders
          c)   Modification of Charter to include suggestions from stakeholders.

    v)   Approval of citizens' charter by Chief Executive of the organization.

    vi)   Formal issue/ release of Charter and putting up on website

    vii)   Sending copies to People's Representatives and all stakeholders

10.   I want to be an IS 15700 auditor: where can I get training?

Contact National Institute of Training for Standardization (NITS) of Bureau of Indian Standards at the address: Deputy Director General (Training), National Institute of Training for Standardization, A-20&21, Institutional Area, Sector-62, Noida – 201 307 (Tel: 0120-2402204-07; Fax: 0120-2402203; Email: nits@bis.org.in; Website: www.bis.org.in).

11.   Where can copy of IS 15700 standard be obtained?

Copy of the IS 15700 standard may be purchased from BIS Regional/Branch offices and Headquarters at the addresses given in this website.

12.   What is the difference between certification and accreditation?

In simple terms, accreditation is like certification of the certification body. `Accreditation' should not be used as an interchangeable alternative for certification or registration. . Please see also Q. 14 of FAQ under Quality Management System Certification.

13.   What is the difference between IS/ISO 9001 & IS 15700?

IS/ISO 9001 is a Quality Management System which direct the organization to manage its business activities to provide consistently defined quality of product/services.

IS 15700 is applicable only for public sector organizations which has large public interface. It insists on documentation of citizen's charter incorporating robust grievance handling mechanism along with single window system. It also insists on setting up of information and facilitation centres to meet the requirement of common citizens.

Use of service standards together with Quality Management System standards help not only in maintaining quality of service but also continually improve the same, which may result in enhancing customer satisfaction and competitiveness

14.   How to implement IS 15700 in my organization?

In order to implement IS 15700, the following points must be given attention while making documentation:

i)   Defining the services being provided and their characteristics (e.g. time norm for service delivery, etc.)
ii) Development of Citizen's Charter
iii) Development of complaint handling procedures
iv) Nominating `ombudsman' who could be approached if normal service delivery mechanism does not respond.