



Citizen's / Client's Charter for

(Department of Youth Affairs)
(2011-2012)

Address

Website ID
Date Of Issue
Next Review

Vision Mission

Vision

To provide opportunities for development and empowerment of Youth so as to enable them to achieve their full potential and involve them in nation-building activities.

Mission

- Developing the personality of youth
- Involving youth in nation-building activities.
- Helping to inculcate qualities of good citizens and dedication to community service amongst the Youth.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely release of grants under National Youth Corps Scheme	45	Shri Rajive Sabharwal(Under Secretary)	rajive.sabharwal@nic.in	9818032970 (23073206)	Calling of proposals from stake holders - NYKS	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Issue of sanction order and release of grant	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						Seeking approval of Competent Authority and concurrence of Integrated Finance	N/A	N/A	N/A	N/A
2	Timely release of grant under NPYAD Scheme	40	Shri L.B. Lenka(US)	indu.bhusan@nic.in	(23073576)	Calling of proposal from stake holders	As per the prescribed application format	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Issue of Sanction for Grant and release of grants	Utilization Certificate as per General Financial Rules	N/A	N/A	N/A
						placing the proposal before Project Appraisal Committee.	N/A	N/A	N/A	N/A
						scrutiny of proposal	N/A	N/A	N/A	N/A
3	Prompt Grievance Redressal	4	Shri Thanglemlian(DS)	thanglemlian.ds@nic.in	9811338985 (23383292)	Grievance can be submitted both electronically or in writing	Representation along with necessary enclosure	N/A	N/A	N/A
						Grievance should be as specific as possible and must relate to the functioning of the Department.	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
5	Timely Response to letters from clients/citizen	2	Shri Rakesh Mohan(Joint Secretary)	r.mohan87@nic.in	9910160111 (23384441)		N/A	N/A	N/A	N/A
6	Prompt answer to telephone calls between 10.00 AM to 6.00 PM	2	Shri Thanglemlian(DS)	thanglemlian.ds@nic.in	9811338985 (23383292)		N/A	N/A	N/A	N/A
7	Prompt Response to a request for appointment with appropriate officer after receiving a written request	2	Shri Thanglemlian(DS)	thanglemlian.ds@nic.in	9811338985	written request must be made stating the purpose for which the meeting is sought and why a meeting is required.	N/A	N/A	N/A	
					(23383292)	N/A				
8	Prompt payment to vendors for invoices submitted	3	Shri I.B. Lenka(US(G))	Indu.bhusan@nic.in	(23073576)	All documents desired by the Department must be submitted	Bill/Invoices	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Timely release of grants under National Youth Corps Scheme	45.0	Average time taken to inform deficiency in the proposal from the date of receipt of proposal.	3	working days	5.00	Ministry record
			Average time taken for submitting proposal for approval and for seeking concurrence of IFD.	6	Working days	5.00	Ministry record
			Average time taken for issue of sanction and release of grant from the date of approval of the proposal by the competent authority.	7	working days	10.00	Ministry record
2	Timely release of grant under NPYAD Scheme	40.0	Average time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	30	Working days	4.50	Ministry record
			Average time taken for Submitting of the complete proposal before the PAC after receipt of the complete proposal	60	Working days	5.94	Ministry record
			Average time taken for issue of sanction and release of grant from the date of approval of the proposal by PAC.	30	Working days	7.56	Ministry record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
3	Prompt Grievance Redressal	4.0	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Working days	0.40	CPGRAM report
			Average time taken to acknowledge grievance received through registered post	7	Working days	0.40	Ministry record
			Average time taken to send communication for additional information	15	working days	0.40	CPGRAM and Ministry report
			Average time taken for grievance settlement	60	Working days	2.80	Ministry record
4	Prompt Acknowledgement of Receipt of letter from clients/citizen	2.0	Average time taken to acknowledge receipt of letters from clients/citizen	3	Working days	2.00	Ministry record
5	Timely Response to letters from clients/citizen	2.0	percentage of letters replied within the time limit promised in the acknowledgement letter.	95	%	2.00	Ministry record
6	Prompt answer to telephone calls between 10.00 AM to 6.00 PM	2.0	Percentage of calls answered within two minutes of calling the designated number	95	%	2.00	Third party inspection

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
7	Prompt Response to a request for appointment with appropriate officer after receiving a written request	2.0	percentage of responses given with in seven working days.	95	%	2.00	Ministry record
8	Prompt payment to vendors for invoices submitted	3.0	Average time taken to inform deficiency in the documents submitted in writing	7	Working days	0.90	Ministry record
			Average time taken to sanction for payment from the date of receipt of complete documents	25	Working days	2.10	Ministry record

Grievance Redress

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Thanglemlian, Deputy Secretary	23383292	thanglemlian@nic.in	9811338985

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	State Governments/UT Administration
2	Empanelled/recognised Organisations of the Department including Adventure institutions
3	NYKS/NSS/RGNIYD
4	Youth of the country between the age of 13 to 35 years of age.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	National Service Scheme(NSS)	23073324	pacell-nss@nic.in	9968482527	12/11, Jamnagar House, New Delhi
2	Nehru Yuva Kendra Sangathan(NYKS)	22402800	dg@nyks.org	9910160111	Core-IV, IInd Floor, Scope Minar, Laxmi Nagar District Centre, Delhi-110092
3	Rajiv Gandhi National Institute of Youth Development(RGNIYD).	04427162401	rgniyd@md3.vsnl.net.in	09884764999	Sriperumbudur-602105

Indicative Expectations from Service

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed proposals in all respect
2	The empanelled organisations and state Govt./UT administration should properly utilize the grand in aid released to them as per the sanction
3	Show courtesy to Ministry's officers
4	Always keep proper records of their letters and communications with the Department.
5	To arrive atleast fifteen minutes prior to an appointment with the Department's officers.
6	Send reports in the prescribed format as per the prescribed timeline.
7	To check the Departments website regularly for updates on policy, programmes and procedures.
8	Give their suggestions/inputs on draft policies placed on the Department's website.